



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #15-56-SYS (This Policy Bulletin Replaces PB #13-90-SYS)

REVISION TO THE PAPERLESS ALTERNATE MODULE (PAM)

Date: June 16, 2015	Subtopic(s): Welfare Management System (WMS) Data Entry and Transactions
<p> This procedure can now be accessed on the FIAweb.</p> <p>Revised</p> <p>Revised</p> <p>See CD #14-26 and CD #15-08</p> <p>Valid reasons for using PAM</p>	<p>Revisions to the Original Policy Bulletin</p> <p>This policy bulletin has been revised to add information regarding:</p> <ul style="list-style-type: none"> • The Centralized Data Entry (CDE) process; • The Restriction of the manual case transactions directly into WMS; and • The update of Attachment A. <p>Purpose</p> <p>The purpose of this policy bulletin is to introduce the Paperless Alternate Module (PAM) and CDE process to Cash Assistance (CA) and Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center staff as well as all ancillary sites that process CA and SNAP transactions.</p> <p>The PAM system is designed for use when a transaction cannot be processed in the Paperless Office System (POS). The data entry authorization documents such as the Turn Around Document (TAD) or the Single Issuance Authorization Document are completed by the CDE Unit. The CDE Unit is a centralized data entry unit located in Brooklyn. The CDE Unit receives all case transactions that are processed using PAM.</p> <p>PAM is <u>only</u> used when case actions <u>must</u> be taken outside of the Paperless Office System (POS). For every transaction processed through PAM, staff is required to indicate the reason for not processing the action in POS. All case actions are now in PAM.</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

Note: WMS actions that previously did not require submission to the Control Unit (i.e. application registration, application modification, worker case update, etc.) continue to be processed directly through POS and not through PAM.

The implementation of PAM eliminated certain Control Unit functions such as batching documents, reconciliation of documents prior to retention and the manual stamping of paper authorization documents. PAM now systematically is batching the transactions and generating authorization numbers beginning with **50000000** and reducing by 1 for each PAM transaction (**50000000**, **49999999**, etc.) to help identify all PAM processed transactions.

PAM will also allow staff to initiate, approve, and process grant data entry transactions without printing the Public Assistance (PA) Single Issue Authorization Form (**LDSS-3575**), or the SNAP Single Issue Authorization Form (**LDSS-3574**).

Back-up-documents

Note: If the transaction being processed requires a back-up-document (BUD), the current process of creating a manual **LDSS-3575** and/or **LDSS-3574** and maintaining it in a tickler file must still be followed. On the due date of the document, the JOS/Worker must check WMS to see if the BUD is needed. If the BUD is needed and can now be processed in POS, it should be processed in POS and the paper documents should be discarded properly. If the action still cannot be processed in POS, then a new electronic PAM document must be created and processed.

New information

Under no circumstances should staff process case actions, including error correction, directly into WMS. If POS and PAM are down the Center Manager must contact the Assistant Deputy Commissioner for approval to do direct data entry into WMS.

Since the actual TAD is not available in PAM, the TAD must be completed manually. This includes having the document approved and signed by the appropriate supervisory staff. Once approved, the Data Entry forms, i.e. TAD, must be scanned and indexed into the electronic case record using the case/link number and not the application registration number.

When indexing the scanned documents, staff must choose **Internal Paper Authorization Document** as the **Document Type**. As PAM is designed to mimic the paper process, any additional screens or documents that would normally be sent to Control Unit along with the Data Entry Document must also be scanned and indexed, creating a multiple page document. Staff must then log in to PAM and create a new PAM activity.

Revised

Note: Scanners with a larger flatbed have been provided at each location to allow for the scanning of the TAD. These scanners do not replace the other scanners at the locations and are only to be used for the scanning of TADs and, if necessary, the accompanying budgets that are being authorized on that TAD.

Since implementation of the PAM system, Control Units no longer accept any paper transactions. If a transaction is in error status as identified on the **WINRO125** or a single issuance grant has purged, as indicated on the **WINRO107**, the Error Correction Supervisor must alert the JOS/Worker of the error. The JOS/Worker must either correct the error in POS or create a new error correction PAM transaction. The **WINRO126** no longer has to be monitored, as all successfully transmitted TADs are stored in the **Internal Paper Authorization Document** folder of the HRA OneViewer.

User Rights

PAM is not intended to be a replacement of POS and certain functionalities have not been carried over into the new system. Unlike POS, where staff can work below their titles, most staff will not be able to function in PAM in any role other than their designated title. For example, a Supervisor will not be able to initiate an eligibility transaction using a TAD in PAM. This is a function that is limited to staff identified as Worker.

Revised

Revised

The five role functionalities in PAM are:

See PAM Release Notes 17.3.1

- Worker;
- Supervisor;
- Data Entry Supervisor;
- Data Entry Operator; and
- D&C Operator (CA Typist)

Exceptions have been made to allow Notice of Intent (NOI) Clerks as well as Fair Hearing and Conference (FH&C) staff to initiate actions associated with their functions in PAM.

Note: User rights are established and maintained through the POS Enrollment System.

PAM link is available in the POS Portal

For ease of access, staff is able to log in to PAM through a link in the POS portal. Staff is required to sign on to PAM using their Network ID and password.

If a PAM user encounters any issues with logging in to PAM or any other usage problems, they should call the MIS POS Help Desk at **718-510-0551** or send an email to helpdesk-pos@hra.nyc.gov.

Screenshots detailing the PAM process are attached to this procedure, separated by the role of each staff member in the process.

Effective Immediately

Related Item:

[CD #14-26](#)

[CD #15-08](#)

PAM Release Notes 17.3.1

Attachments:

- Attachment A:** PAM Screens for all users
- Attachment B:** JOS/Worker Screens
- Attachment C:** AJOS/Supervisor Screens
- Attachment D:** Data Entry Supervisor Screens
- Attachment E:** Data Entry Operator Screens
- Attachment F:** D&C Operator (CA Typist) Screens

Attachment A: Screens for All PAM Users

A link to access PAM is available in the POS Portal.

NYC Human Resources Administration Department of Social Services

Welcome to POS (Paperless Office System)

Good Afternoon ! Today is Thursday, October 10, 2013 2:32 PM [HRA Home Page](#)

- NCA SNAP Application Log
- NCA SNAP Recertification Log
- NCA SNAP Deferr...
- NCA SNAP Calendar
- Rental Assistance Database (RAD)
- FIA Reports

POS (Paperless Office System)

PAM (Paperless Alternate Module)

- POS Management Console
- POS Release Notes
- Child Care System (ACCIS)
- Public Transportation Automated Reimbursement (PTAR)
- HRA One Viewer
- Front Door Reception (FRED)
- FIA IVRS Telephone Recert Reporting System (IVRS)
- SNAP Employment System (FSES)
- Ticket Monitoring Made Easy (TIMME)

ENTERPRISE VAULT:

- [Enterprise Vault Benefits](#)
- [Read More](#)
- [Sign-Up for the Enterprise Vault](#)

Clicking on the link will bring up the log in screen. Staff must enter their network ID and password and click the **ENTER** button.

NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

Log In

Already have a User ID and Password, please sign in below

User ID:

Password:

[NYC.gov Home Page](#) | [Privacy Statement](#)

All data contained in this system is confidential by City, State and Federal law and regulations. Failure to protect this information from unauthorized use or disclosure may subject you to discipline as well as financial, civil and criminal penalties, up to and including incarceration. By logging into this system, you agree to these terms of use. Modified on 09/27/2013

Attachment A: Screens for All PAM Users

After logging in, the first screen that all PAM users will see is their inbox which provides PAM users the ability to see all the activities in his/her queue and what status they are in. To the left of the inbox is the **Navigation Menu** with five different links:



INBOX: Allows PAM users to see all the activities in his/her queue and what status they are in.

NEW PAM ACTIVITY: Opens the PAM Client Search screen (link is only available for PAM users designated as JOS/Worker).

SEARCH PAM ACTIVITY: Opens the PAM Activity Search screen (additional screen shots are on the following pages).

REPORTS: Provides ability to track all requests created by the PAM User and the ability to show the report based on the criteria selected by the PAM user.

OTHER SOURCES: Opens a drop down window with hyperlinks to: WMS, the HRA OneViewer and the Toe Digit Schedule.

Attachment A: Screens for All PAM Users

Search PAM Activity

All PAM users have the ability to search for activities using the following criteria:

- Case No
- Case Name
- SSN
- Activity Type
- Activity ID
- Activity Status

Results of the search will be displayed, in **read only** mode, in a grid at the bottom of the screen with a paging option for easier navigation.

Responsible Center	Case #	Suffix	Case Name	ActivityType	Grant #	E-Check	Activity Status	Activity ID	Assigned To	Created On	Perm
023		01		CA	2		Cancelled	3120	SYSTEM SYSTEM	10/9/2013 10:21:34 AM	N
040		01		TAD	0		Cancelled	3160	SYSTEM SYSTEM	10/10/2013 10:33:35 AM	N
053		01		CA	1		Cancelled	3279	SYSTEM SYSTEM	10/14/2013 10:00:42 AM	N
053		01		CA	1	AUTO E	Cancelled	3148	SYSTEM SYSTEM	10/10/2013 9:19:28 AM	N
053		01		CA	2	MANUAL E	Cancelled	3194	SYSTEM SYSTEM	10/10/2013 2:29:50 PM	N
023		01		TAD	0		Cancelled	3235	SYSTEM SYSTEM	10/11/2013 3:52:02 PM	N
019		01		CA	1	AUTO E	Cancelled	3330	SYSTEM SYSTEM	10/14/2013 5:37:53 PM	N
053		01		TAD	0		Cancelled	3195	SYSTEM SYSTEM	10/10/2013 2:33:50 PM	N

Total Records : 8/8

Attachment A: Screens for All PAM Users

Note: If an incomplete case number is used, a listing of all cases containing those digits will be displayed as in the screen below.

The screenshot displays the 'Paperless Alternate Module' interface. At the top, it shows the NYC Human Resources Administration logo and the user's login information: 'Logged In As: Megha Sharma (40) Role: DATA ENTRY_OPERATOR'. A navigation menu on the left includes 'INBOX', 'SEARCH PAM ACTIVITY', 'REPORTS', and 'OTHER SOURCES'. The main area features an 'Activity Search' section with radio buttons for 'Case No', 'Case Name', 'SSN', 'Activity Type', 'Activity Id', and 'Activity Status'. The 'Case #' field is populated with '3000821' and a 'Search' button is visible. Below the search section is an 'Activity List' table with the following columns: Responsible Center, Case #, Suffix, Case Name, ActivityType, Grant #, E-Check, Activity Status, Activity ID, Assigned To, Created On, and Perm.

Responsible Center	Case #	Suffix	Case Name	ActivityType	Grant #	E-Check	Activity Status	Activity ID	Assigned To	Created On	Perm
053		01		CA	1		Data Entered	3201	Jia Lin	10/10/2013 3:33:13 PM	N
053		01		CA	1	MANUAL E	Failed Data Entry	3203	Jia Lin	10/10/2013 3:33:50 PM	N
053		01		CA	1		Pending Data Entry	3284	Sharma Megha	10/12/2013 9:13:28 AM	Y
053		01		CA	1	AUTO E	Failed Data Entry	3271	Jia Lin	10/12/2013 4:12:34 PM	N
053		01		SNAP	1		Data Entered	3276	Jia Lin	10/14/2013 8:21:53 AM	N
053		01		CA	36		Pending Approval	3278	Duggirala Neeha	10/14/2013 9:58:25 AM	N
053		01		CA	1		Cancelled	3279	SYSTEM SYSTEM	10/14/2013 10:00:42 AM	N
053		01		CA	1	AUTO E	Cancelled	3148	SYSTEM SYSTEM	10/10/2013 9:19:28 AM	N
053		01		TAD	0		Failed Data Entry	3153	Jia Lin	10/10/2013 10:05:37 AM	N
053		01		TAD	0		Data Entered	3165	Jia Lin	10/10/2013 11:12:14 AM	N
053		01		CA	2	MANUAL E	Cancelled	3194	SYSTEM SYSTEM	10/10/2013 2:29:50 PM	N
053		01		TAD	0		Pending Approval	3200	Duggirala Neeha	10/10/2013 3:21:42 PM	N
053		01		CA	1	MANUAL E	Pending Data Entry	3202	Sharma Megha	10/10/2013 3:28:53 PM	Y
053		01		CA	1	MANUAL E	Pending Data Entry	3209	Sharma Megha	10/11/2013 9:14:01 AM	Y
053		01		CA	1	AUTO E	Complete	3230	SYSTEM SYSTEM	10/11/2013 3:01:47 PM	N
053		01		CA	1	AUTO E	Complete	3149	SYSTEM SYSTEM	10/10/2013 9:22:12 AM	N
053		01		CA	1	MANUAL E	Failed Data Entry	3266	Jia Lin	10/12/2013 9:30:30 AM	N
053		01		CA	1		Data Entered	3273	Jia Lin	10/12/2013 6:24:32 PM	N
053		01		SNAP	1		Data Entered	3275	Jia Lin	10/13/2013 10:18:43 PM	N
053		01		SNAP	4		Pending Approval	3284	Duggirala Neeha	10/14/2013 12:15:23 PM	N

Total Records : 37/37 1 2

Additional Functions

In addition to the **Navigation Menu**, there are three tabs across the top of PAM: **Activity Details, Comments, Activity History.**

The screenshot shows the 'Paperless Alternate Module' interface with the 'Activity Details' tab selected. The navigation menu on the left is visible, and the main content area is currently blank, indicating that the details for a specific activity are not yet displayed.

Attachment A: Screens for All PAM Users

Activity Details Tab: Allows PAM users to process activities on a selected PAM transaction based on their designated functionality (i.e. Submit for Approval, Return to JOS/Worker, etc...).

NYC Human Resources Administration Department of Social Services
Paperless Alternate Module Log Out

Activity Details | Comments | Activity History

Responsible Center: 053 Originating Center: F40 Activity Status: Draft
 Case Name: [REDACTED] Date Prepared: 10/10/2013 Batch #: [REDACTED]
 Case #: [REDACTED] Suffix: 01

Activity Type
 Activity ID: 3157
 Reason for this action in PAM: SI grant Transferred Case Activity Type: DSS-3575 CA Grant

* Is there an eligibility TAD transaction associated with this grant Yes No

E-Check/E-Cash
 Auto E Manual E

Grant #	Code	Description	From Date	To Date	Amount	Grant Status	Edit	Delete
1	09	Code 09 - Supplement of Rent Only	9/1/2013	9/30/2013	\$450.00	DRAFT	Edit	Delete

Grant Count: 1 Total Amount: \$450.00

Actions

NYC Human Resources Administration Department of Social Services
Paperless Alternate Module Log Out

Logged In As: Lin Jia (30)

Activity Details | Comments | Activity History

Responsible Center: 053 Originating Center: F40 Activity Status: Failed Data Entry
 Case Name: [REDACTED] Date Prepared: 10/10/2013 Batch #: U/AC63
 Case #: [REDACTED] Suffix: 01

Activity Type
 Activity ID: 3195
 Reason for this action in PAM: MA only Recert Activity Type: DSS-3517 Turn Around Document (TAD)

Batch Type: U/AC

ScanId	Doc Type Id	Description	Scan Time	Pages	Scan By	Document
81	8891	Paper LDSS-3774 EPFT Benefits Pull	Thu 03-Oct-2013 15:01:08	1	907A63	Preview

Actions Taken

Action

Attachment A: Screens for All PAM Users

Comments Tab: Allows any PAM user to:

- Type notes (maximum 500 characters) in the Notes Box (click **SAVE** to commit notes to PAM)
- Review previous notes in read-only mode

The screenshot displays the 'Paperless Alternate Module' interface. The 'Comments' tab is active, showing a form for entering notes. The 'Notes' section contains a text area with a placeholder message: 'All entries are save and cannot be edited or deleted from the record once saved.' Below the text area are 'Save' and 'Cancel' buttons. The 'Notes History' section shows a table with columns for Type, Note, Added By, and Added Date.

Type	Note	Added By	Added Date
General	Case notes can be entered here.	Alex Begun	10/10/2013 10:37:26 AM

Staff should enter detailed comments for each PAM transaction.

Activity History Tab: Allows all PAM users to see the PAM Activity on a certain case.

The screenshot displays the 'Paperless Alternate Module' interface with the 'Activity History' tab selected. The 'Activity History' table shows a list of activities with columns for Log Id, Action, Action Detail, Status, Action By, Action On, and Assigned To.

Log Id	Action	Action Detail	Status	Action By	Action On	Assigned To
1571	UPDATE ACTIVITY	Activity Updated	Draft	Alex Begun	10/10/2013 10:23:02 AM	AlexBegun
1570	INSERT ACTIVITY	Activity Created	Draft	Alex Begun	10/10/2013 10:22:57 AM	AlexBegun

Total Records : 2/2

Attachment B: JOS/Worker Screens

After logging on to PAM the JOS/Worker's **Inbox** (My Inbox) will be the first screen he/she sees. This screen provides a listing of all the actions taken by a user that still require processing.

To initiate a new transaction click on the **NEW PAM ACTIVITY** button in the Navigation Menu.

Resp. Center	Case #	Suff#	Case Name	Act. Type	Grant Count	E-Check	Status	Act. Id	Assigned To	Date Created	Assigned On	Group Id
040		01		CA	2		Returned by Supervisor	3116	Smith John	10/8/2013	10/10/2013	2
023		01		CA	1		Draft	3103	Smith John	10/8/2013	10/10/2013	5
F15		01		SNAP	1		Draft	3371	Smith John	10/15/2013	10/15/2013	7
F15		01		SNAP	1		Draft	3327	Smith John	10/14/2013	10/14/2013	7
019		01		CA	1		Draft	3337	Smith John	10/14/2013	10/14/2013	8
019		01		CA	1		Draft	3299	Smith John	10/14/2013	10/14/2013	8

- INBOX
- NEW PAM ACTIVITY**
- SEARCH PAM ACTIVITY
- REPORTS
- OTHER SOURCES

Attachment B: JOS/Worker Screens

The **Client Search** screen will open up:

- Enter the case number or SSN and click on search. PAM will connect with WMS and return case information which will be displayed in the **Client List** section.
- Click on the case number (#) which will act as a hyperlink to import more WMS data for the case and bring up the **Activity Details** tab.

Note: For application cases, use the link number and not the application registration number.

NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

Log Out

Select and

NEW PAM ACTIVITY
SEARCH PAM ACTIVITY
REPORTS
OTHER SOURCES

Client List

Case No SSN

Case # Suffix #

Case #	Line No	Suffix	Case Name	CA Status	MA Status	SNAP Status	SNAP AUTH To Date	Category	Center #
[REDACTED]	01	01	[REDACTED]	AP	AP	AP		FA	053
[REDACTED]	02	01	[REDACTED]	AP	AP	AP		FA	053
[REDACTED]	03	01	[REDACTED]	AP	AP	AP		FA	053
[REDACTED]	04	01	[REDACTED]	AP	AP	AP		FA	053

Total Records : 4/4

Attachment B: JOS/Worker Screens

Creating a Supplemental Nutrition Assistance Program (SNAP) Grant (LDSS-3574)

After selecting the case to be worked on, the **Activity Details** screen will open. To initiate a SNAP grant the JOS/Worker must:

- Select a reason for taking the action in PAM. If “Other” is selected, a text box will appear and the JOS/Worker must explain why the action is not being processed in POS.

The screenshot shows the 'Paperless Alternate Module' interface. The 'Activity Details' tab is active. The 'Reason for this action in PAM:' dropdown menu is open, displaying a list of reasons. A red arrow points to the dropdown menu.

Reason for this action in PAM:	---Please Select---
	---Please Select---
	MA only Recert
	SI grant Transferred Case
	SI grant Sep Det case
	Change MA auth dt
	REOP line to AP status
	CED Update
	SNAP 15 - TAD
	WMS Error Correction TAD
	Multi - Suffix
	System Outage
	PARIS Match closing/Unique auth TAD
	Advised by Help Desk
	Other
	Not available in POS
	POP/Advent

Attachment B: JOS/Worker Screens

- Select **SNAP Grant** as the Activity Type
- Answer **Yes** or **No** to **Is there an eligibility TAD transaction associated with this Grant?**
- Click **Add New Grant** to proceed

NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

John Smith (10)

Activity Details | Comments | Activity History

Home Center#:	018	Originating Center:	F43	Responsible Center:	
Case Name:		Date Prepared:	9/17/2013		
Case #:		Suffix:	01	Batch#:	

Activity Type

Activity ID: 1666

Reason for this action in PAM: SI grant Transferred Case

Activity Type: SNAP Grant

Is there an eligibility TAD transaction associated with this Grant? Yes No

Add New Grant

Save Activity | Cancel Activity

Activity Type:	---Please Select---
	---Please Select---
	DSS-3574 SNAP Grant
	DSS-3575 CA Grant
	DSS-3517 Turn Around Document (TAD)

Attachment B: JOS/Worker Screens

In the **Grant Details** section, the JOS/Worker must:

- Enter the grant information
- Click the **Save Grant** button

Note: The authorization number will be generated by PAM unless the issuance type requires the reuse of a prior authorization number.

The screenshot displays the 'Paperless Alternate Module' interface. The header includes the NYC logo and the text 'Paperless Alternate Module'. Below the header, there is a navigation menu on the left with options like 'INBOX', 'NEW PAM ACTIVITY', 'SEARCH PAM ACTIVITY', 'REPORTS', and 'OTHER SOURCES'. The main content area is titled 'Activity Details' and contains the following information:

Home Center#:	018	Originating Center:	F43	Responsible Center:	018
Case Name:	[REDACTED]	Date Prepared:	9/17/2013		
Case #:	[REDACTED]	Suffix:	01	Batch#:	1

Activity Type: [Blank]
Activity ID: 1680
Reason for this action in PAM: SI grant Transferred Case
Activity Type: SNAP Grant

Is there an eligibility TAD transaction associated with this Grant? Yes No

Add New Grant

SNAP Grant Details

Issuance Code*	Code 08 - Prorated/Partial NPA
Amount*	100
Next Month Amount*	200
From Date*	09/01/2013
To Date*	09/30/2013
Replace Benefits	abc
Routing Location*	1234
Authorization #*	831

Save Grant **Cancel**

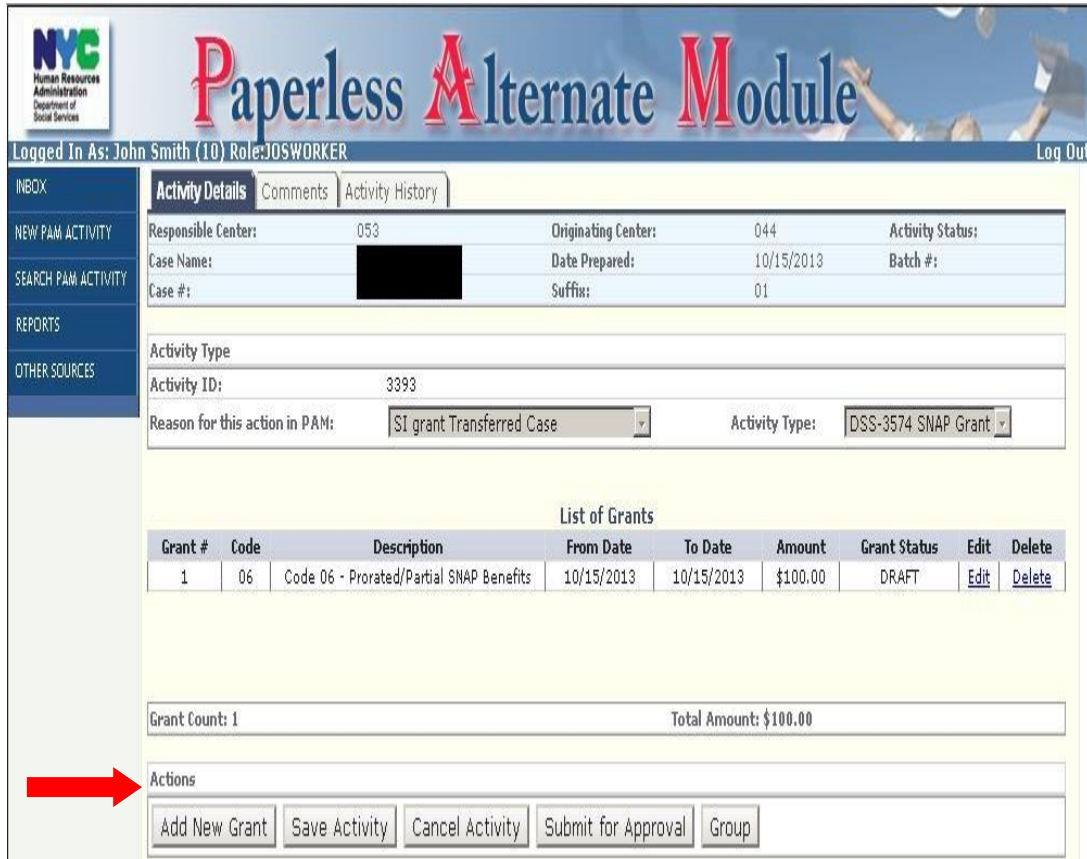
Save Activity **Cancel Activity**

A red arrow points to the 'Save Grant' button.

Attachment B: JOS/Worker Screens

The **Summary Section** will open up:

- If additional SNAP grants are required staff can add additional SNAP grants by clicking on the **Add New Grant** button



The screenshot displays the 'Paperless Alternate Module' interface. At the top left is the NYC Human Resources Administration logo. The header shows 'Logged In As: John Smith (10) Role: JOSWORKER' and a 'Log Out' link. A left sidebar contains navigation options: INBOX, NEW PAM ACTIVITY, SEARCH PAM ACTIVITY, REPORTS, and OTHER SOURCES. The main content area has tabs for 'Activity Details', 'Comments', and 'Activity History'. The 'Activity Details' tab is active, showing fields for Responsible Center (053), Originating Center (044), Activity Status, Case Name, Date Prepared (10/15/2013), Batch #, Case #, and Suffix (01). Below this is the 'Activity Type' section with Activity ID (3393), Reason for this action in PAM (SI grant Transferred Case), and Activity Type (DSS-3574 SNAP Grant). A 'List of Grants' table follows, containing one entry with Grant # 1, Code 06, Description 'Code 06 - Prorated/Partial SNAP Benefits', From Date 10/15/2013, To Date 10/15/2013, Amount \$100.00, and Grant Status DRAFT. Below the table, it shows 'Grant Count: 1' and 'Total Amount: \$100.00'. At the bottom, an 'Actions' bar contains buttons for 'Add New Grant', 'Save Activity', 'Cancel Activity', 'Submit for Approval', and 'Group'. A red arrow points to the 'Add New Grant' button.

Activity Details | Comments | Activity History

Responsible Center: 053 Originating Center: 044 Activity Status:
Case Name: [REDACTED] Date Prepared: 10/15/2013 Batch #:
Case #: [REDACTED] Suffix: 01

Activity Type

Activity ID: 3393
Reason for this action in PAM: SI grant Transferred Case Activity Type: DSS-3574 SNAP Grant

List of Grants

Grant #	Code	Description	From Date	To Date	Amount	Grant Status	Edit	Delete
1	06	Code 06 - Prorated/Partial SNAP Benefits	10/15/2013	10/15/2013	\$100.00	DRAFT	Edit	Delete

Grant Count: 1 Total Amount: \$100.00

Actions

[Add New Grant](#) [Save Activity](#) [Cancel Activity](#) [Submit for Approval](#) [Group](#)

Attachment B: JOS/Worker Screens

After the initiation of all the SNAP grants for a specific case:

- Click on the **Submit for Approval** button
- A new screen will pop up, select the Supervisor to submit the grants to for approval and click the **Select** button. A confirmation window will pop up
- Click **OK** to proceed

Note: The default will be the AJOSI/Supervisor identified as the JOS/Worker's supervisor in POS. Staff will have the ability to select a different AJOSI/Supervisor to submit the work to, if necessary.

The screenshot displays the PAM system interface. A 'Select Supervisor' dialog box is open, showing a table of supervisors:

Title	Unit	Last Name	First Name	Phone No.
JOS SUPERVISOR	MPU	Duggirala	Neeha	
JOS SUPERVISOR	REC	Gunter	Max	7188386312

Below the table are 'Select' and 'Cancel' buttons. A red arrow points to the 'Select' button. In the background, the main interface shows a 'Submit for Approval' button, also indicated by a red arrow.

List of Grants

Grant Id	Code	Description	From Date	To Date	Amount	Grant Status	Edit	Delete
1846	K06	Code 06 - Prorated/Partial SNAP Benefits	10/1/2013	10/19/2013	3	DRAFT	Edit	Delete

Grant Count: 1
Total Amount: \$3.00

Actions

Add New Grant | Save Activity | Cancel Activity | **Submit for Approval**

Attachment B: JOS/Worker Screens

Creating a Cash Assistance Grant (LDSS-3575)

To initiate a CA Grant:

- Select a reason for not taking the action in POS
- Select **CA Grant** as the activity type
- Indicate if an eligibility TAD is associated with this activity
- Indicate if the CA grant is an E-Check and if it is an Auto E or a Manual E-Check
- Click the **Add New Grant** button

The screenshot shows the 'Paperless Alternate Module' interface. The header includes the NYC Human Resources Administration logo and the user name 'John Smith (10)'. The main content area is divided into several sections:

- Activity Details:** Home Center#: 023, Case Name: [Redacted], Case #: [Redacted], Originating Center: F40, Date Prepared: 9/26/2013, Responsible Center: 023, Suffix: 01, Batch#: [Redacted].
- Activity Type:** Activity ID: 2250, Reason for this action in PAM: SI grant Transferred Case, Activity Type: CA Grant.
- E-Check/E-Cash:** Radio buttons for 'Yes' and 'No' are present, with 'No' selected.
- Auto E / Manual E:** Radio buttons for 'Auto E' and 'Manual E' are present, with 'Auto E' selected.
- Actions:** Buttons for 'Add New Grant', 'Save Activity', and 'Cancel Activity' are visible.

Red arrows point to the 'Reason for this action in PAM' dropdown, the 'Yes/No' radio buttons, the 'Auto E/Manual E' radio buttons, and the 'Add New Grant' button.

Attachment B: JOS/Worker Screens

The **Grant Details** screen will appear:

- Select the appropriate pick up code from the drop down menu
- Select the appropriate Issuance Category from the drop down menu
- Select the appropriate Issuance Code from the drop down menu
- Enter the:
 - Amount of the grant in the **Amount** field
 - **From** and **To** dates in the respective fields
- Select the Restriction Indicator from the drop down menu
- Click the **Save** button

Note: PAM will only allow for the entry of Payee Information if the Restriction Indicator requires it.

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's a navigation bar with 'Activity Details', 'Comments', and 'Activity History' tabs. The main form area includes fields for 'Responsible Center' (003), 'Originating Center' (F40), 'Case Name', 'Data Prepared' (10/10/2013), 'Case #', 'Suffix', and 'Batch #'. There are also dropdown menus for 'Reason for this action in PAM' (SI grant Transferred Case) and 'Activity Type' (DSS-3575 CA Grant). A section for 'E-Check/E-Cash' has radio buttons for 'Auto E' and 'Manual E'. The 'CA Grant Details' section contains several required fields: 'Pick-Up Code', 'Issuance Category', 'Issuance Code', 'Amount', 'From Date', 'To Date', 'Restriction Indicator', 'Fair Hearing #', 'Replace Benefits', 'Routing Location', and 'Authorization #' (4998105). At the bottom right, there are 'Save' and 'Cancel' buttons, with a red arrow pointing to the 'Save' button.

Attachment B: JOS/Worker Screens

The **Summary Section** will open up. If additional CA grants are needed, staff must click on the **Add New Grant** button.

The screenshot shows the 'Paperless Alternate Module' interface. At the top, it says 'Logged In As: John Smith (10) Role: JOSWORKER'. The main content area is divided into sections: 'Activity Details', 'List of Grants', and 'Actions'. The 'Activity Details' section includes fields for 'Responsible Center: 053', 'Originating Center: 044', 'Case Name', 'Date Prepared: 10/15/2013', 'Case #', and 'Suffix: 01'. Below this is the 'Activity Type' section with 'Activity ID: 3393' and 'Reason for this action in PAM: SI grant Transferred Case'. The 'List of Grants' table shows one grant with a total amount of \$100.00. The 'Actions' section at the bottom contains buttons for 'Add New Grant', 'Save Activity', 'Cancel Activity', 'Submit for Approval', and 'Group'. A red arrow points to the 'Add New Grant' button.

Grant #	Code	Description	From Date	To Date	Amount	Grant Status	Edit	Delete
1	06	Code 06 - Prorated/Partial SNAP Benefits	10/15/2013	10/15/2013	\$100.00	DRAFT	Edit	Delete

After all CA Grants are entered for a case

- click the **Submit for Approval** button

This screenshot is identical to the one above, showing the 'Paperless Alternate Module' interface. In this version, a red arrow points to the 'Submit for Approval' button in the 'Actions' section at the bottom of the page.

Attachment B: JOS/Worker Screens

The **Submit for Approval** button will bring up the **Select Supervisor** screen where the appropriate supervisory staff will be selected

- Click the **Select** button and a confirmation window will pop up
- Click **OK** to proceed

The screenshot displays the 'Paperless Alternate Module' interface. The user is logged in as Alex Begun (11). The main window shows 'Activity Details' for a grant with ID 3159. A 'Select Supervisor' dialog box is open, listing two supervisors: Neeha Duggirala (Unit: MPU) and Max Gunter (Unit: SUPERVISOR). A red arrow points from the 'Select' button in the background to the dialog box, and another red arrow points from the 'SUPERVISOR' row to the 'Gunter' name.

Title	Unit	Last Name	First Name	Phone No.
JOS SUPERVISOR	MPU	Duggirala	Neeha	
SUPERVISOR		Gunter	Max	7188386312

Attachment B: JOS/Worker Screens

Authorizing Paper Turnaround Document (TAD)

To initiate a PAM activity involving a TAD:

- Select the reason for using PAM from the drop down menu
- Select the **Activity Type** from the drop down menu
- Select the **Batch Type** from the drop down menu

The screenshot displays the NYC Paperless Alternate Module interface. The header includes the NYC logo and the title "Paperless Alternate Module". Below the header, it shows the user is logged in as "Alex Beun (11)". The main content area is divided into a left sidebar and a main panel. The sidebar contains navigation options: INBOX, NEW PAM ACTIVITY, SEARCH PAM ACTIVITY, REPORTS, and OTHER SOURCES. The main panel has tabs for "Activity Details", "Comments", and "Activity History". Under "Activity Details", there is a table with the following information:

Home Center#:	053	Originating Center:	F40	Responsible Center:
Case Name:	[REDACTED]	Date Prepared:	10/3/2013	
Case #:	[REDACTED]	Suffix:	01	Batch#:

Below the table, there is a section for "Activity Type" with "Activity ID: 2742". The "Reason for this action in PAM:" is set to "MA only Recert", and the "Activity Type:" is set to "DSS-3517 Turn Around Document (TAD)". A dropdown menu for "Batch Type" is open, showing options: ---Please Select---, E/AC, E/RJ, E/SI, U/CL, U/Maint, U/AC, U/AP, and U/Reop. Red arrows point to the "OTHER SOURCES" menu item, the "Reason for this action in PAM:" dropdown, and the "Batch Type" dropdown.

Attachment B: JOS/Worker Screens

- Select the TAD to associate with the activity (a check will appear in the small box adjacent to the **Doc Type ID** field)
- Enter a brief description of the action being taken
- Click on **Save Activity**

The screenshot displays the 'Paperless Alternate Module' interface. At the top left is the NYC Human Resources Administration logo. The title 'Paperless Alternate Module' is prominently displayed in the center. Below the title, the user is logged in as 'Alex Bequn (11)'. The interface is divided into several sections:

- Activity Details:** A tabbed interface with 'Activity Details' selected. It contains fields for Home Center#, Originating Center, Responsible Center, Case Name, Date Prepared, Case #, Suffix, and Batch#.
- Activity Type:** A section with 'Activity ID' (2742) and 'Reason for this action in PAM' (MA only Recert). The 'Activity Type' dropdown is set to 'DSS-3517 Turn Around Document (TAD)'.
- Batch Type:** A dropdown menu set to 'U/Maint'.
- Newly Scanned Documents:** A table with columns: Doc Type Id, Description, Scan Time, Pages, Scan By, and Document. One document is listed with Doc Type Id 8882, Description 'Paper LDSS 3517 Turn Around Document', and a checked checkbox in the first column.
- Actions Taken:** A text area containing the text 'Closing case as requested. Test Case.'.
- Actions:** A section with two buttons: 'Save Activity' and 'Cancel Activity'.

Three red arrows point to the checkbox in the 'Newly Scanned Documents' table, the text area in 'Actions Taken', and the 'Save Activity' button.

v1.01 Oct 3 2013 9:57AM

Attachment B: JOS/Worker Screens

- Click on the **Submit for Approval** button

The screenshot shows the 'Paperless Alternate Module' interface. The user is logged in as John Smith (10) with the role of JOSWORKER. The main content area displays 'Activity Details' for a case with the following information:

Responsible Center:	053	Originating Center:	044	Activity Status:	Draft
Case Name:	[REDACTED]	Date Prepared:	10/15/2013	Batch #:	
Case #:	[REDACTED]	Suffix:	01		

Activity Type: 3394
Reason for this action in PAM: MA only Recert
Activity Type: DSS-3517 Turn Around Document (TAD)

Batch Type: E/AC
Authorization Number: 49996983

ScanId	Doc Type Id	Description	Scan Time	Pages	Scan By	Document	Delete
50	8882	Paper LDSS 3517 Turn Around Document	Thu 03-Oct-2013 11:39:06	1	907A63	Preview	Unlink

Actions Taken: opening case

Actions: Save Activity **Submit for Approval** Group

- Select the appropriate supervisory staff and click the **Select** button

The screenshot shows the 'Paperless Alternate Module' interface with a 'Select Supervisor' dialog box open. The dialog box contains a table with the following data:

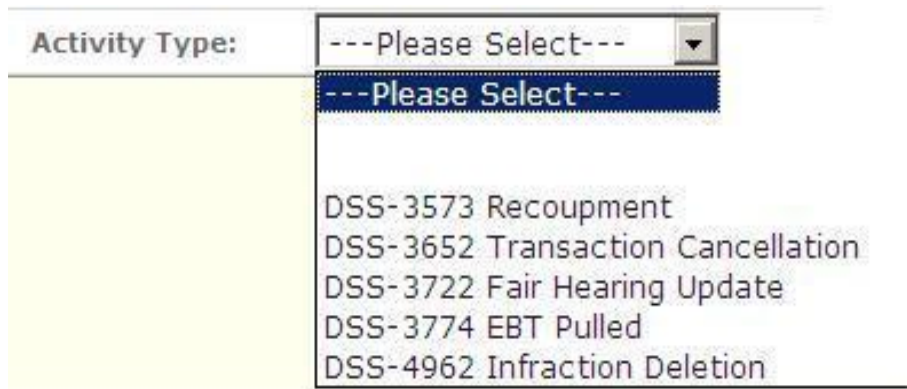
Title	Last Name	First Name	Phone No.
002	[REDACTED]	[REDACTED]	[REDACTED]
002	[REDACTED]	[REDACTED]	[REDACTED]

The 'Select' button in the dialog box is highlighted with a red arrow. In the background, the 'Submit for Approval' button is also highlighted with a red arrow.

Attachment B: JOS/Worker Screens

Authorizing All Other Data Entry Documents

When the reason, **Not Available in POS**, is selected as the reason for taking an action in PAM the **Activity Type** drop down will allow the JOS/Worker to select one of the data entry documents that is currently not available in POS.



The screenshot shows a web form with a label "Activity Type:" and a dropdown menu. The dropdown menu is open, displaying a list of activity types. The first option is "DSS-3573 Recoupment", followed by "DSS-3652 Transaction Cancellation", "DSS-3722 Fair Hearing Update", "DSS-3774 EBT Pulled", and "DSS-4962 Infraction Deletion". The dropdown menu is currently set to "---Please Select---".

- Select the appropriate **Activity Type** and the **Activity Details** section will display all of the data entry documents related to the selected activity that have been scanned and indexed into the **Internal Paper Authorization Document** folder
- Click on the **Preview** link to view the scanned image(s)
- Select that document by checking off the box next to the document being authorized
- Click on the **Save Activity** button

Attachment B: JOS/Worker Screens

NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

Logged In As: Alex Begun (11) Log Out

Activity Details | Comments | Activity History

Responsible Center: 053 | Originating Center: F40 | Activity Status:
 Case Name: [REDACTED] | Date Prepared: 10/10/2013 | Batch #:
 Case #: [REDACTED] | Suffix: 01

Activity Type:
 Activity ID: 3175
 Reason for this action in PAM: MA only Recert | Activity Type: DSS-3517 Turn Around Document (TAD)
 Batch Type: U/AC

Doc Type Id	Description	Scan Time	Pages	Scan By	Document
<input checked="" type="checkbox"/> 8883	Paper LDSS-3573 PA Recruitment Data Entry Form	Thu 03-Oct-2013 15:01:08			Preview
<input type="checkbox"/> 8887	Paper LDSS-3652 Transaction Cancellation	Thu 03-Oct-2013 15:01:08	1	907A63	Preview
<input type="checkbox"/> 8882	Paper LDSS 3517 Turn Around Document	Thu 03-Oct-2013 15:01:08	1	907A63	Preview
<input type="checkbox"/> 8889	Paper LDSS-3575 Cash Authorization Document	Thu 03-Oct-2013 15:01:08	1	907A63	Preview
<input type="checkbox"/> 8890	Paper LDSS-3574 Nutrition Assistance Program (SNAP)	Thu 03-Oct-2013 15:01:08	1	907A63	Preview
<input type="checkbox"/> 8884	Paper LDSS-3722 Fair Hearing Case Update Data Entry Form	Thu 03-Oct-2013 15:01:08	1	907A63	Preview
<input type="checkbox"/> 8885	Paper LDSS-4962 Infraction Deletion Form	Thu 03-Oct-2013 15:01:08	1	907A63	Preview
<input type="checkbox"/> 8891	Paper LDSS-3774 EPFT Benefits Pull	Thu 03-Oct-2013 15:01:08	1	907A63	Preview

Actions Taken

Actions: Save Activity Cancel Activity

- When completed, click on the **Submit for Approval** button

NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

Logged In As: Alex Begun (11) Log Out

Activity Details | Comments | Activity History

Responsible Center: 053 | Originating Center: F40 | Activity Status: Draft
 Case Name: [REDACTED] | Date Prepared: 10/10/2013 | Batch #:
 Case #: [REDACTED] | Suffix: 01

Activity Type:
 Activity ID: 3153
 Reason for this action in PAM: MA only Recert | Activity Type: DSS-3517 Turn Around Document (TAD)
 Batch Type: U/AC

ScanId	Doc Type Id	Description	Scan Time	Pages	Scan By	Document	Delete
54	8890	Paper LDSS 3517 Turn Around Document	Thu 03-Oct-2013 11:39:07	1	907A63	Preview	Unlink

Actions Taken

Test DOC

Actions: Save Activity Submit for Approval

Attachment B: JOS/Worker Screens

- Select the appropriate supervisory staff
- Click the **Select** button

The screenshot shows the 'Paperless Alternate Module' interface. A 'Select Supervisor' dialog box is open, displaying a list of supervisors with columns for Title, Last Name, First Name, and Phone No. Two supervisors are listed with ID 002. A red arrow points to the 'Select' button in the dialog. In the background, the main form has a 'Save Activity' button highlighted with another red arrow.

Grouping

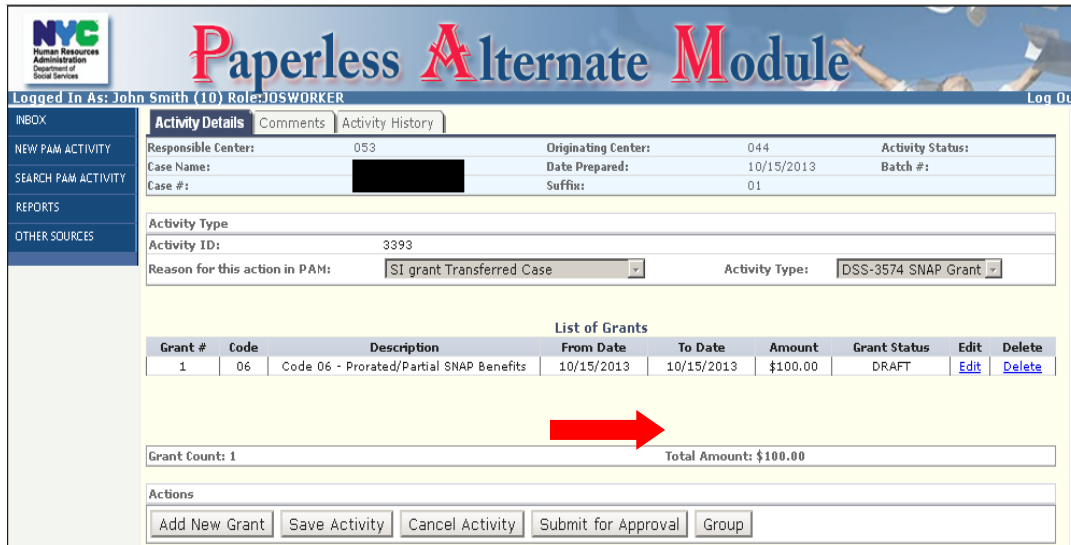
When multiple PAM Activity Types (SNAP Grant, CA Grant, TAD, etc...) are being processed on a specific case, staff will be able to group the activities together. Each Activity Type in a group will share a common, group ID.

The screenshot shows the 'Paperless Alternate Module' interface with a table of activity records. A red arrow points to the 'Group Id' column. The table has the following data:

Resp. Center	Case #	Suff#	Case Name	Act. Type	Grant Count	E-Check	Status	Act. Id	Assigned To	Date Created	Assigned On	Group Id
040		01		CA	2		Returned by Supervisor	3116	Smith John	10/9/2013	10/10/2013	2
023		01		CA	1		Draft	3103	Smith John	10/9/2013	10/10/2013	5
F15		01		SNAP	1		Draft	3371	Smith John	10/15/2013	10/15/2013	7
F15		01		SNAP	1		Draft	3327	Smith John	10/14/2013	10/14/2013	7
019		01		CA	1		Draft	3337	Smith John	10/14/2013	10/14/2013	8
019		01		CA	1		Draft	3299	Smith John	10/14/2013	10/14/2013	8

Attachment B: JOS/Worker Screens

Clicking on the **Group** button will open a pop-up window listing all the actions initiated on a particular case by the JOS/Worker.



The screenshot shows the 'Paperless Alternate Module' interface. The user is logged in as John Smith (10) with the role of JOSWORKER. The main content area displays 'Activity Details' for a specific activity. Below this, there is a 'List of Grants' table. A red arrow points to the 'Group' button in the 'Actions' section at the bottom.

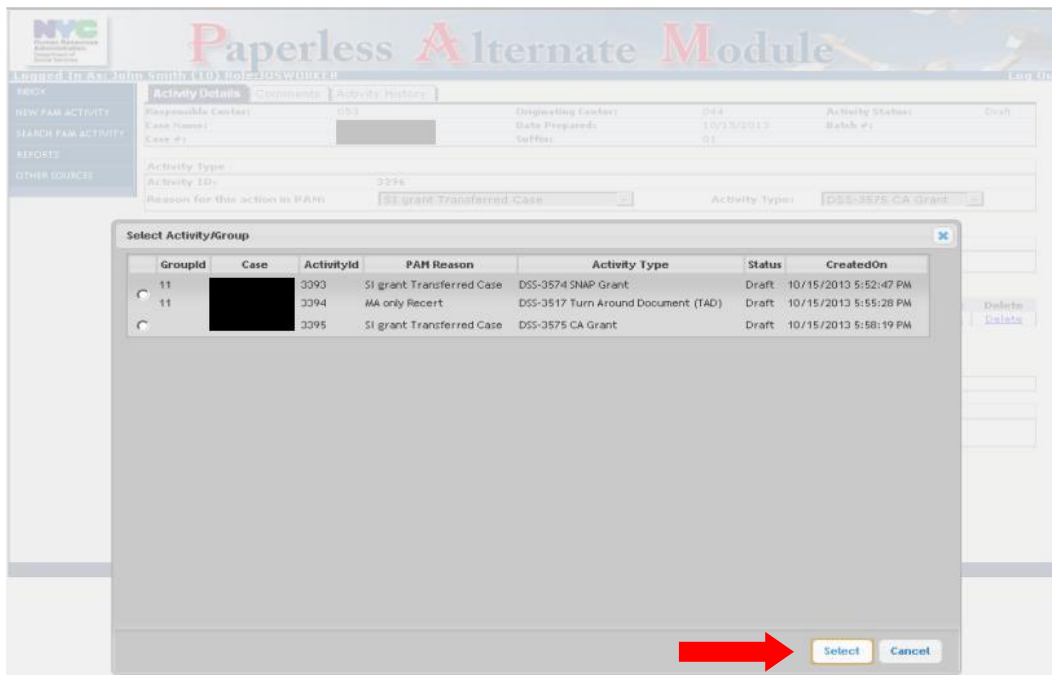
Grant #	Code	Description	From Date	To Date	Amount	Grant Status	Edit	Delete
1	06	Code 06 - Prorated/Partial SNAP Benefits	10/15/2013	10/15/2013	\$100.00	DRAFT	Edit	Delete

Grant Count: 1 Total Amount: \$100.00

Actions:

If the activity was not previously grouped, only the current activity will be displayed

- JOS/Worker must select the activity and click on the **Select** button

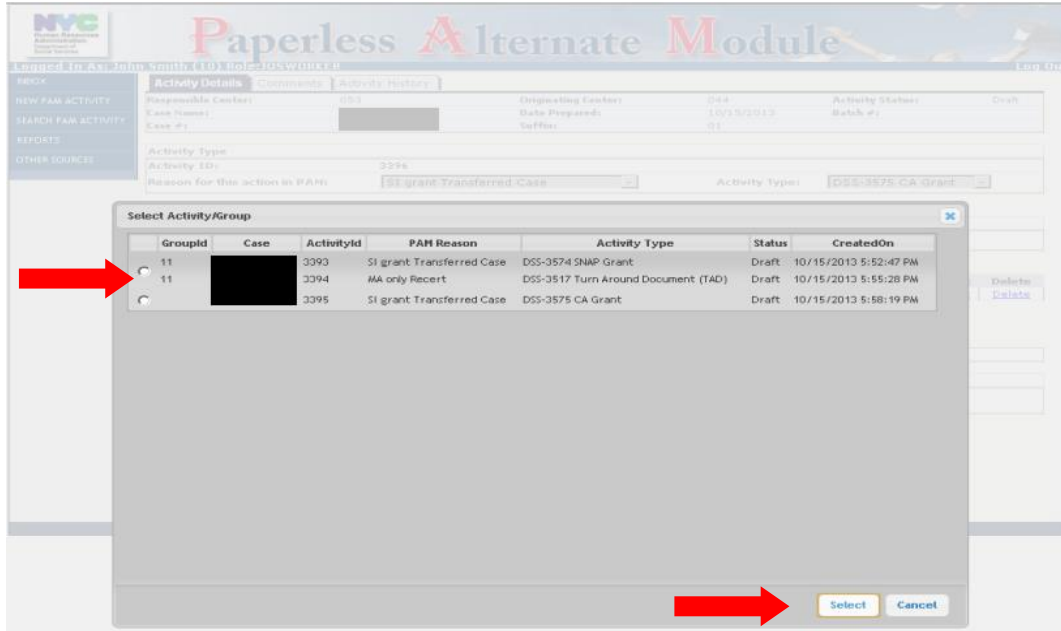


The screenshot shows the same interface as above, but with a 'Select Activity/Group' pop-up window open. The pop-up window contains a table with columns for Groupid, Case, Activityid, PAM Reason, Activity Type, Status, and CreatedOn. A red arrow points to the 'Select' button at the bottom right of the pop-up window.

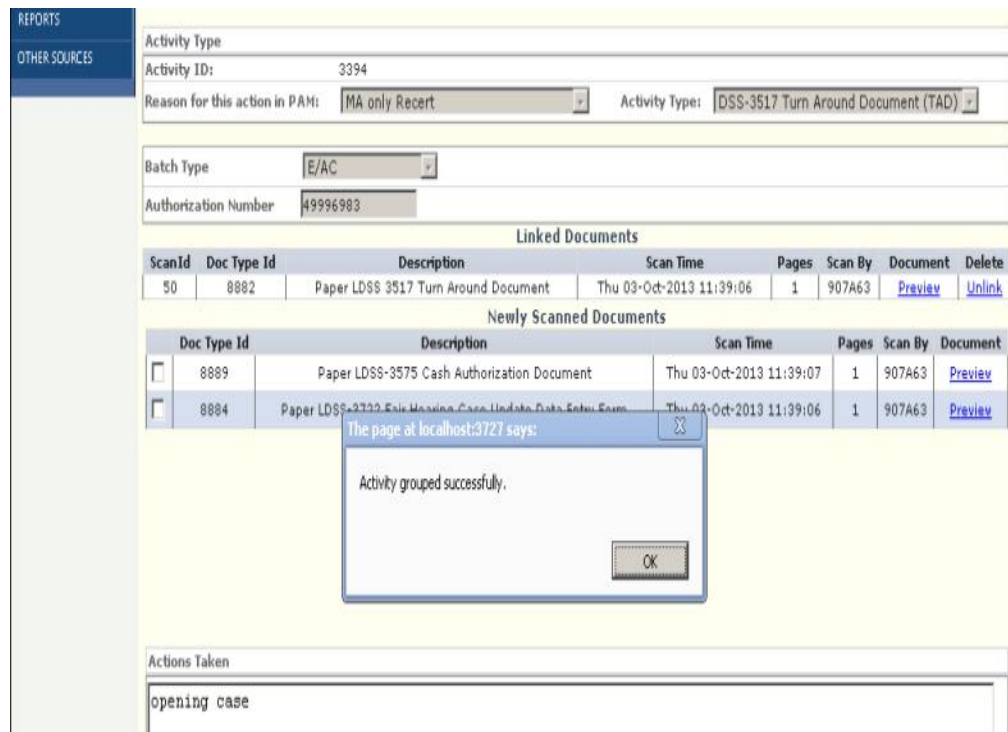
Groupid	Case	Activityid	PAM Reason	Activity Type	Status	CreatedOn
<input type="radio"/>	11	3393	SI grant Transferred Case	DSS-3574 SNAP Grant	Draft	10/15/2013 5:52:47 PM
<input type="radio"/>	11	3394	MA only Recert	DSS-3517 Turn Around Document (TAD)	Draft	10/15/2013 5:55:28 PM
<input type="radio"/>		3395	SI grant Transferred Case	DSS-3575 CA Grant	Draft	10/15/2013 5:58:19 PM

Attachment B: JOS/Worker Screens

If other activities for a particular case were previously selected for grouping, they will be displayed in the list.



After selecting the group to associate the activity to, a confirmation pop-up window will open. Click **OK** to proceed.



Attachment B: JOS/Worker Screens

The **Activity Details** screen will now display the activity group for a selected case.

NYC
 Paperless Alternate Module

Logged In As: John Smith (ID) Role: JISWIKER

Activity Details | Comments | Activity History

Responsible Center: 053 | Originating Center: 044 | Activity Status: Draft
 Case Name: [REDACTED] | Date Prepared: 10/15/2013 | Batch #: [REDACTED]
 Case #: 01 | Suffix: 01

Activity Type: [REDACTED]
 Activity ID: 3394
 Reason for this action in PAM: MA only Recert | Activity Type: DSS-3517 Turn Around Document (TAD)

Activity Group

Activity Id	Case #	Suff #	PAM Reason	Activity Type	Status	Created On
3393	[REDACTED]	01	SI grant Transferred Case	DSS-3574 SNAP Grant	Draft	10/15/2013
3394	[REDACTED]	01	MA only Recert	DSS-3517 Turn Around Document (TAD)	Draft	10/15/2013

Batch Type: E/AC | Authorization Number: 89996983

Linked Documents

ScanId	Doc Type Id	Description	Scan Time	Pages	Scan By	Document	Delete
50	8882	Paper LDSS 3517 Turn Around Document	Thu 03-Oct-2013 11:39:06	1	907463	Preview	Unlink

Actions Taken: opening case

Actions:

If it is determined that an activity was grouped in error, staff will also have the ability to ungroup an activity from a selected group. To unselect an activity from a group, from the **Activity Details** screen for a specific activity, click on the **Ungroup** link. A pop-up window will open asking the user to verify the ungrouping.

Note: If more than two activities are in a group, the remaining activities will remain in the group while the ungrouped activity will become its own individual activity.

Attachment B: JOS/Worker Screens

The screenshot shows the 'Paperless Alternate Module' interface. The user is logged in as John Smith (10) Role: JOSWORKER. The main area displays 'Activity Details' for Activity ID 3396, which is part of an 'Activity Group'. The group contains three activities: 3393 (SI grant Transferred Case), 3394 (MA only Recent), and 3396 (SI grant Transferred Case). A dialog box is open over the table, asking 'Are you sure you want to ungroup this activity?' with 'OK' and 'Cancel' buttons. A red arrow points to the 'Unassign this Activity' link next to activity 3396. Below the table, there are 'E-Check/E-Cash' options and a 'List of Grants' table showing a single grant for \$2,500.00. At the bottom, there are buttons for 'Add New Grant', 'Save Activity', 'Cancel Activity', and 'Submit for Approval'.

After ungrouping the activity, it will be displayed in the **Activity Details** screen as an individual activity. Staff can continue to process the activity as needed.

This screenshot shows the 'Activity Details' screen for Activity ID 3396 after it has been ungrouped. The 'List of Grants' table now shows a single entry: Grant # 1, Code 09, Description 'Code 09 - Supplement of Rent Only', From Date 10/1/2013, To Date 10/1/2013, Amount \$2,500.00, Grant Status DRAFT. The 'Total Amount' is \$2,500.00. The 'Actions' bar at the bottom now includes a 'Group' button in addition to the other options.

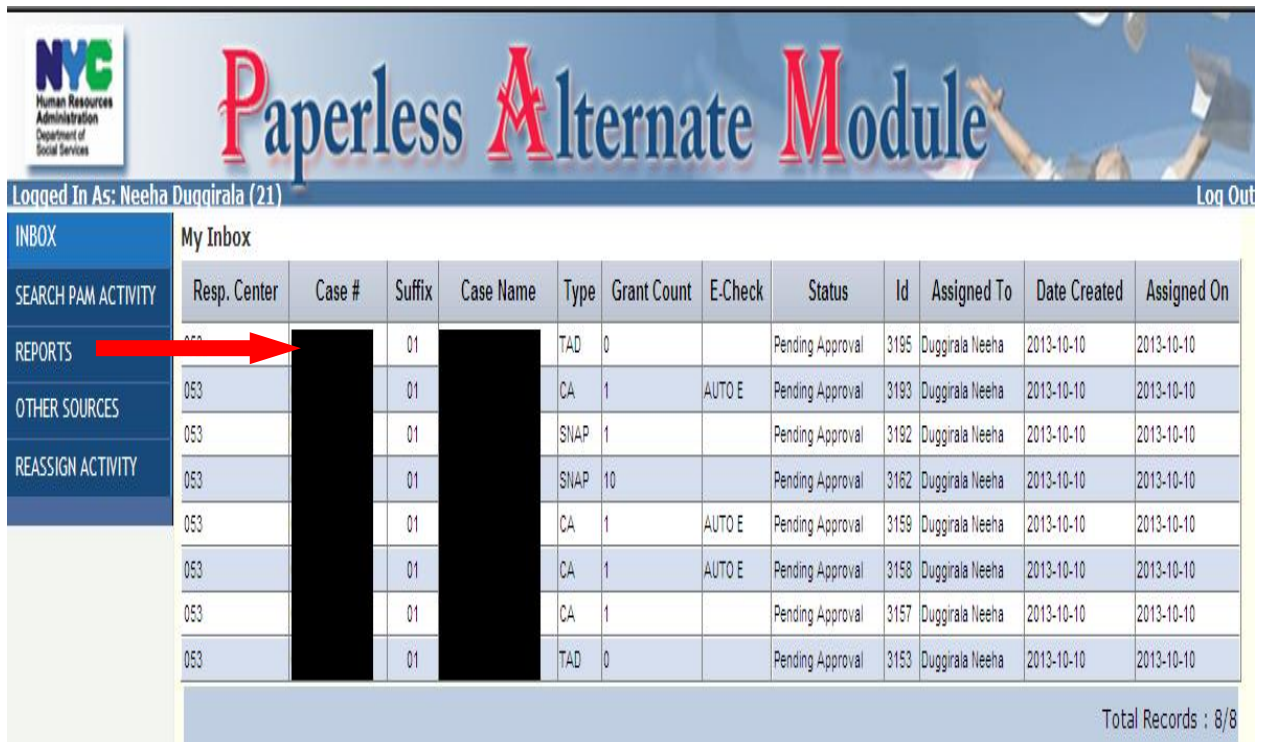
Attachment C: AJOS/Supervisor Screens

Grant Approvals

After logging on, the **Supervisor's Inbox** will open with activities in **Pending Approval** status displaying.

- Click on the case number (#) hyperlink to begin the approval process

Note: The **Navigation Menu** will not have the **NEW PAM ACTIVITY** button as AJOS/Supervisors cannot initiate PAM activities.



The screenshot displays the 'Paperless Alternate Module' interface. At the top left is the NYC Human Resources Administration Department of Social Services logo. The main header reads 'Paperless Alternate Module'. Below the header, it shows 'Logged In As: Neeha Duggirala (21)' and a 'Log Out' link. A navigation menu on the left includes 'INBOX', 'SEARCH PAM ACTIVITY', 'REPORTS', 'OTHER SOURCES', and 'REASSIGN ACTIVITY'. The 'INBOX' section is titled 'My Inbox' and contains a table of pending approval cases. A red arrow points to the first row of the table. The table has columns for Resp. Center, Case #, Suffix, Case Name, Type, Grant Count, E-Check, Status, Id, Assigned To, Date Created, and Assigned On. The bottom right of the table area shows 'Total Records : 8/8'.

Resp. Center	Case #	Suffix	Case Name	Type	Grant Count	E-Check	Status	Id	Assigned To	Date Created	Assigned On
053	[REDACTED]	01	[REDACTED]	TAD	0		Pending Approval	3195	Duggirala Neeha	2013-10-10	2013-10-10
053	[REDACTED]	01	[REDACTED]	CA	1	AUTO E	Pending Approval	3193	Duggirala Neeha	2013-10-10	2013-10-10
053	[REDACTED]	01	[REDACTED]	SNAP	1		Pending Approval	3192	Duggirala Neeha	2013-10-10	2013-10-10
053	[REDACTED]	01	[REDACTED]	SNAP	10		Pending Approval	3162	Duggirala Neeha	2013-10-10	2013-10-10
053	[REDACTED]	01	[REDACTED]	CA	1	AUTO E	Pending Approval	3159	Duggirala Neeha	2013-10-10	2013-10-10
053	[REDACTED]	01	[REDACTED]	CA	1	AUTO E	Pending Approval	3158	Duggirala Neeha	2013-10-10	2013-10-10
053	[REDACTED]	01	[REDACTED]	CA	1		Pending Approval	3157	Duggirala Neeha	2013-10-10	2013-10-10
053	[REDACTED]	01	[REDACTED]	TAD	0		Pending Approval	3153	Duggirala Neeha	2013-10-10	2013-10-10

Total Records : 8/8

Attachment C: AJOS/Supervisor Screens

The PAM action associated with that case will open. If multiple actions are being taken on a case they will be identified as part of an **Activity Group**.

Note: Each activity in a group must be approved individually and will continue to be displayed as part of the **Activity Group**, with an updated status.

NYC Human Resources Administration Department of Social Services
Paperless Alternate Module
 Logged In As: Neeha Duggirala (21) Role: JOS SUPERVISOR Log Out

Activity Details | Comments | Activity History

Responsible Center: 053 | Originating Center: 044 | Activity Status: Pending Approval
 Case Name: [REDACTED] | Date Prepared: 10/15/2013 | Batch #: [REDACTED]
 Case #: [REDACTED] | Suffix: 01

Activity Type
 Activity ID: 3394
 Reason for this action in PAM: MA only Recert | Activity Type: DSS-3517 Turn Around Document (TAD)

ActivityId	Case#	Suff#	PAM Reason	Activity Group	Activity Type	Status	Created On
3393	00030008211C	01	SI grant Transferred Case		DSS-3574 SNAP Grant	Pending Approval	10/15/2013
3394	00030008211C	01	MA only Recert		DSS-3517 Turn Around Document (TAD)	Pending Approval	10/15/2013
3396	00030008211C	01	SI grant Transferred Case		DSS-3575 CA Grant	Pending Assignment	10/15/2013

Batch Type: E/AC | Authorization Number: 49996983

ScanId	Doc Type Id	Description	Scan Time	Pages	Scan By	Document
50	8882	Paper LDSS 3517 Turn Around Document	Thu 03-Oct-2013 11:39:06	1	907A63	Preview

Actions Taken
 opening case

Action
 Approve Disapprove

Comments

Action

To begin the approval of a grant:

- Click on the **View Grants Details**

NYC Human Resources Administration Department of Social Services
Paperless Alternate Module
 Logged In As: Neeha Duggirala (21) Role: JOS SUPERVISOR Log Out

Activity Details | Comments | Activity History

Responsible Center: 053 | Originating Center: 044 | Activity Status: Pending Approval
 Case Name: [REDACTED] | Date Prepared: 10/15/2013 | Batch #: [REDACTED]
 Case #: [REDACTED] | Suffix: 01

Activity Type
 Activity ID: 3394
 Reason for this action in PAM: SI grant Transferred Case | Activity Type: DSS-3575 CA Grant

ActivityId	Case#	Suff#	PAM Reason	Activity Group	Activity Type	Status	Created On
3393	00030008211C	01	SI grant Transferred Case		DSS-3574 SNAP Grant	Pending Approval	10/15/2013
3394	00030008211C	01	MA only Recert		DSS-3517 Turn Around Document (TAD)	Pending Approval	10/15/2013
3396	00030008211C	01	SI grant Transferred Case		DSS-3575 CA Grant	Pending Approval	10/15/2013

E-Check/E-Cash
 Auto E Manual E

Grant #	Code	Description	From Date	To Date	Amount	Grant Status
1	09	Code 09 - Supplement of Rent Only	10/1/2013	10/1/2013	\$2,500.00	PENDING

Grant Count: 1 | Total Amount: \$2,500.00

Attachment C: AJOS/Supervisor Screens

The **Grant Details Screen** will open up:

- Review each grant and **Approve** or **Disapprove**
- Enter a comment into the **Comments Box**, indicating the decision
- If all associated grants are approved, click on the **Submit** button
- If any of the grants are disapproved, click on the **Return to Worker** button.

Note: The **Return to Worker** button will only appear if any grant is disapproved.

Grant Id	Code	Description	From Date	To Date	Amount	Grant Status
1948	G02	Code 02 - Regular Allowance for Recurring Needs	10/1/2013	10/5/2013	100	PENDING

Grant Count: 1 Total Amount: \$100.00

Grant # 1

Pick-Up Code	9
Issuance Category	G
Issuance Code	G02
Amount	100
From Date	10/1/2013
To Date	10/5/2013
Restriction Indicator	1
Fair Hearing #	
Replaces Benefit	
Routing Location	
Authorization Number	49999661

Grant # 1 Payee Information

Name	
Street Address	
City	
State	
Zip	
Recoupment Indicator	

Grant # 1 Action

Approve Disapprove

Comments

Action

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Attachment C: AJOS/Supervisor Screens

Approval of all other Data Entry Documents

To approve any other Data Entry Documents:

- Click on the selected case number (#) hyperlink

NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

Logged In As: Neeha Duggirala (21) Log Out

INBOX

SEARCH PAM ACTIVITY

OTHER SOURCES

My Inbox

Case #	Suffix	Case Name	Type Of Activity	Auto Ch.	Manual Ch.	Activity Id	Date Created	Status
[redacted]	01	[redacted]	TAD	N	N	2750	2013-10-03	Pending Approval

Total Records : 1/1

- Verify that the reason for taking the action outside of POS is valid

NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

Logged In As: Neeha Duggirala (21) Log Out

INBOX

SEARCH PAM ACTIVITY

REPORTS

OTHER SOURCES

Activity Details | Comments | Activity History

Home Center#: 053 Originating Center: F40 Responsible Center:

Case Name: [redacted] Date Prepared: 10/3/2013

Case #: [redacted] Suffix: 01 Batch#:

Activity Type

Activity ID: 2750

Reason: MA only Recert Activity Type: DSS-3517 Turn Around Document (TAD)

Batch Type: U/Maint

Linked Documents

ScanId	Doc Type Id	Description	Scan Time	Pages	Scan By
50	8882	Paper LDSS 3517 Turn Around Document	Thu 03-Oct-2013 11:39:06	1	907A63

Actions Taken

Case being closed. Test.

Action

* Approve Disapprove

Comments

Action

Submit

Attachment C: AJOS/Supervisor Screens

- Click the **Preview** link to view the attached PDF Document in the **Linked Documents Section**

NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

Logged In As: Neeha Dangi (21) Log Out

Activity Details | Comments | Activity History

Responsible Center: 053 Originating Center: F40 Activity Status: Pending Approval
 Case Name: [REDACTED] Date Prepared: 10/10/2013 Batch #: [REDACTED]
 Case #: [REDACTED] Suffix: 01

Activity Type
 Activity ID: 3195
 Reason for this action in PAM: MA only Recert Activity Type: DSS-3517 Turn Around Document (TAD)

Batch Type: U/AC

ScanId	Doc Type Id	Description	Scan Time	Pages	Scan By	Document
01	0091	Paper LSS-3774 EPFT Benefits Pull	Thu 03-Oct-2013 15:01:08	1	907463	Preview

Actions Taken

Action

Approve Disapprove

Comments

Action

WMS/NYC AUTHORIZATION

UCL

Miss Jones 10/18/13

10/11/13

Attachment C: AJOS/Supervisor Screens

After reviewing the image:

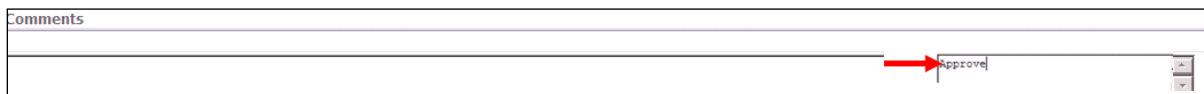
- Select **Approve** or **Disapprove**



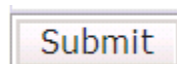
- Review the JOS/Worker notations in the **Actions Taken** text box



- Enter Supervisory Comments in the **Comments** box



- Click on the **Submit** button to forward PAM Activity to the Data Entry Supervisor's **Inbox**



Attachment C: AJOS/Supervisor Screens

Reassign Activity

To reassign an activity:

- Click on the **REASSIGN** link from the Left Navigation Menu to display the Reassign Grid

The screenshot shows the 'Paperless Alternate Module' interface. The user is logged in as Neeha Duggirala (21). The left navigation menu includes: INBOX, SEARCH PAM ACTIVITY, REPORTS, OTHER SOURCES, and REASSIGN ACTIVITY. The REASSIGN ACTIVITY menu item is highlighted with a red arrow. The main content area displays a table titled 'My Inbox' with columns: Resp. Center, Case #, Suffix, Case Name, Type, Grant Count, E-Check, Status, Id, Assigned To, Date Created, and Assigned On. The table contains 8 rows of activity data, all with a status of 'Pending Approval' and assigned to 'Duggirala Neeha'. A 'Total Records : 8/8' indicator is at the bottom right.

Resp. Center	Case #	Suffix	Case Name	Type	Grant Count	E-Check	Status	Id	Assigned To	Date Created	Assigned On
053		01		TAD	0		Pending Approval	3195	Duggirala Neeha	2013-10-10	2013-10-10
053		01		CA	1	AUTO E	Pending Approval	3193	Duggirala Neeha	2013-10-10	2013-10-10
053		01		SNAP	1		Pending Approval	3192	Duggirala Neeha	2013-10-10	2013-10-10
053		01		SNAP	10		Pending Approval	3182	Duggirala Neeha	2013-10-10	2013-10-10
053		01		CA	1	AUTO E	Pending Approval	3159	Duggirala Neeha	2013-10-10	2013-10-10
053		01		CA	1	AUTO E	Pending Approval	3158	Duggirala Neeha	2013-10-10	2013-10-10
053		01		CA	1		Pending Approval	3157	Duggirala Neeha	2013-10-10	2013-10-10
053		01		TAD	0		Pending Approval	3153	Duggirala Neeha	2013-10-10	2013-10-10

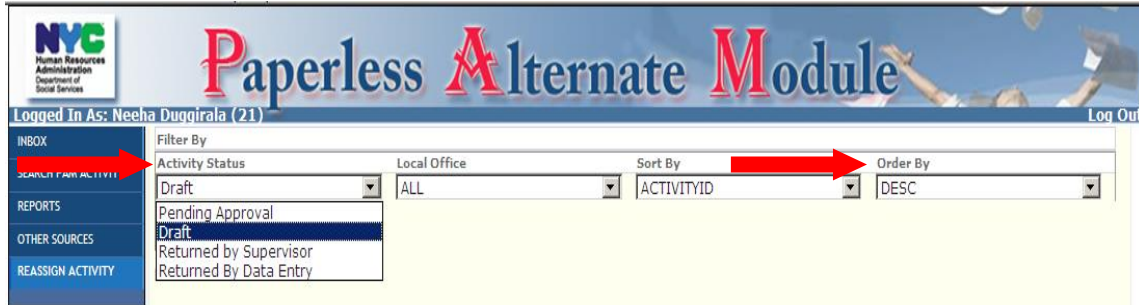
The screenshot shows the 'Paperless Alternate Module' interface with the user logged in as Max Gunter (20). The left navigation menu is the same as in the previous screenshot. The main content area shows filter options: Activity Status (Draft), Local Office (053), Sort By (ACTIVITYID), and Order By (DESC). Below the filters is a table titled 'Filtered Results' with columns: Resp. Center, Case#-Suffix, Case Name, Type of Activity, # of Grants, E-Check, Status, Activity Id, Assigned To, Date Created, and Assigned On. The table contains 5 rows of activity data. A 'Reassign to JOS Worker' button is located at the bottom of the table.

Resp. Center	Case#-Suffix	Case Name	Type of Activity	# of Grants	E-Check	Status	Activity Id	Assigned To	Date Created	Assigned On
<input type="checkbox"/>	053		CA	30		Draft	3278	Smith John	10/14/2013 9:58:25 AM	10/14/2013 9:58:25 AM
<input type="checkbox"/>	053		TAD	0		Draft	3270	Smith John	10/12/2013 10:20:49 AM	10/12/2013 10:20:49 AM
<input type="checkbox"/>	053		TAD	0		Draft	3183	Begun Alex	10/10/2013 12:30:23 PM	10/10/2013 12:30:23 PM
<input type="checkbox"/>	053		TAD	0		Draft	3179	Begun Alex	10/10/2013 12:22:22 PM	10/10/2013 12:22:22 PM
<input type="checkbox"/>	053		CA	1	AUTO E	Draft	3154	Begun Alex	10/10/2013 10:21:23 AM	10/10/2013 10:21:23 AM

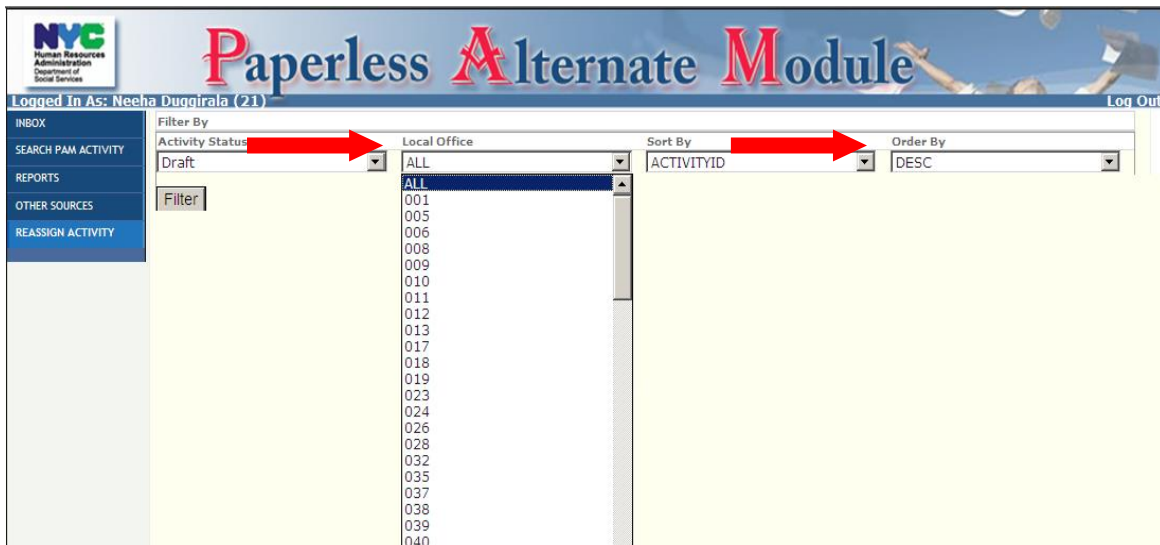
Attachment C: AJOS/Supervisor Screens

The **Reassign Grid** can be filtered by different variables and be displayed in either **Ascending** or **Descending** order:

Activity Status



Local Office



Attachment C: AJOS/Supervisor Screens

Sort By

The screenshot shows the 'Paperless Alternate Module' interface. The user is logged in as Neeha Duogirala (21). The interface includes a sidebar with navigation options: INBOX, SEARCH PAM ACTIVITY, REPORTS, OTHER SOURCES, and REASSIGN ACTIVITY. The main area has a 'Filter By' section with four dropdown menus: Activity Status (set to Draft), Local Office (set to ALL), Sort By (set to ACTIVITYID), and Order By (set to DESC). A red arrow points from the Local Office dropdown to the Sort By dropdown, and another red arrow points from the Sort By dropdown to the Order By dropdown. Below the dropdowns is a 'Filter' button.

Based on the **Activity Status**, either the **Reassign to JOS/Worker** or the **Reassign to Supervisor** button will be displayed.

The screenshot shows the 'Paperless Alternate Module' interface with the user logged in as Max Gunter (20). The 'Filter By' section is set to Activity Status: Draft, Local Office: 053, Sort By: ACTIVITYID, and Order By: DESC. Below the filters is a table of 'Filtered Results' with the following columns: Resp. Center, Case#-Suffix, Case Name, Type of Activity, # of Grants, E-Check, Status, Activity Id, Assigned To, Date Created, and Assigned On. A red arrow points to a 'Reassign to JOS Worker' button located below the table.

Resp. Center	Case#-Suffix	Case Name	Type of Activity	# of Grants	E-Check	Status	Activity Id	Assigned To	Date Created	Assigned On
<input type="checkbox"/>	053		CA	30		Draft	3278	Smith John	10/14/2013 9:58:25 AM	10/14/2013 9:58:25 AM
<input type="checkbox"/>	053		TAD	0		Draft	3270	Smith John	10/12/2013 10:20:49 AM	10/12/2013 10:20:49 AM
<input type="checkbox"/>	053		TAD	0		Draft	3183	Begun Alex	10/10/2013 12:30:23 PM	10/10/2013 12:30:23 PM
<input type="checkbox"/>	053		TAD	0		Draft	3179	Begun Alex	10/10/2013 12:22:22 PM	10/10/2013 12:22:22 PM
<input type="checkbox"/>	053		CA	1	AUTO E	Draft	3154	Begun Alex	10/10/2013 10:21:23 AM	10/10/2013 10:21:23 AM

Note: All PAM Activities in **Draft**, **Returned by Data Entry** and **Returned by Supervisor** status can only be reassigned to a JOS/Worker. PAM Activities in **Pending Approval** status can only be reassigned to an AJOS/Supervisor.

Attachment D: Data Entry Supervisor Screens

After logging on, the **Data Entry Supervisor** inbox is displayed. The Data Entry (DE) Supervisor can filter activities by:

- Activity Status (Pending Assignment is the default)
- Local Office
- Sort By
- Order By

The screenshot shows the 'Paperless Alternate Module' interface. The user is logged in as 'Val Klever (31)'. The 'Filter By' section includes dropdown menus for 'Activity Status' (set to 'Pending Assignment'), 'Local Office' (set to 'ALL'), 'Sort By' (set to 'ACTIVITYID'), and 'Order By' (set to 'DESC'). A 'Filter' button is visible below these options. Below the filter section is a table titled 'Filtered Results' with the following columns: Resp. Center, Case#-Suffix, Case Name, Type of Activity, # of Grants, E-Check, Status, Activity Id, Assigned To, Date Created, and Assigned On. A button labeled 'Assign To Data Entry Operator' is located below the table.

Assigning to Data Entry Operator

Based on the filtered criteria (e.g. Pending Assignment):

- Select the local office
- Select the cases for assigning to Data Entry Operator by checking off boxes
- Click on the **Assign to Data Entry Operator** button

The screenshot shows the 'Paperless Alternate Module' interface with the user logged in as 'Lin Jia (30)'. The 'Filter By' section is updated: 'Activity Status' is 'Pending Assignment' and 'Local Office' is '053'. The 'Filter' button is highlighted with a red arrow. Below, the 'Filtered Results' table shows one entry selected with a checkmark in the first column. The entry details are: Resp. Center: 053, Case#-Suffix: 00030008214G-01, Case Name: SPEARS, BRITNEY, Type of Activity: CA, # of Grants: 1, E-Check: Pending Assignment, Activity Id: 3157, Assigned To: Jia Lin, Date Created: 10/10/2013 10:12:19 AM, and Assigned On: 10/10/2013 3:27:17 PM. A red arrow points to the 'Assign To Data Entry Operator' button below the table.

Attachment D: Data Entry Supervisor Screens

The **Select Data Entry Operator** window pops up:

- Select the appropriate DE Operator's name
- Click the **Select** button
- Click **OK** on the confirmation window pop-up to proceed

The screenshot shows the 'Paperless Alternate Module' interface. A 'Select Data Entry Operator' dialog box is open, displaying a table of operators. A red arrow points to the 'Select' button at the bottom of the dialog box.

Title	Last Name	First Name	Phone No.
004	John		718-555-5555
22	Diana		718-555-5556
22	on John		718-555-5557

Note: If multiple activities have been identified as part of a group (indicated by the group ID), assign all activities in the group to the same Data Entry Operator, when possible.

The screenshot shows the 'Paperless Alternate Module' interface with a list of filtered results. A red arrow points to the 'Group Id' column in the table.

Resp. Center	Case #-Suff#	Case Name	Activity Type	Grant Count	E-Check	Status	Act. Id	Assigned To	Date Created	Group Id	
<input type="checkbox"/>	053		CA	1		Pending Assignment	3396	Jia Lin	10/15/2013 12:09:12 PM	10/15/2013 6:20:12 PM	5
<input type="checkbox"/>	053		CA	1		Pending Assignment	3396	Jia Lin	10/15/2013 11:54:26 AM	10/15/2013 6:20:19 PM	5
<input type="checkbox"/>	053		CA	1		Pending Assignment	3396	Jia Lin	10/9/2013 12:36:07 AM	10/15/2013 6:20:39 PM	5
<input type="checkbox"/>	053		CA	1		Pending Assignment	3396	Jia Lin	10/14/2013 5:09:01 PM	10/15/2013 6:20:47 PM	
<input type="checkbox"/>	053		CA	1		Pending Assignment	3396	Jia Lin	10/15/2013 5:59:07 PM	10/15/2013 6:09:47 PM	11

Attachment D: Data Entry Supervisor Screens

Data Entry Supervisor's Other Responsibilities in PAM

If work needs to be reassigned from one Data Entry Operator to another:

- Filter the inbox to display the batches that are Pending Data Entry
- Select the batches to be reassigned
- Click on the **Assign to Data Entry Operator Button** to open **Select Data Entry Operator** screen
- Select appropriate Data Entry Operator
- Click the **Select** button
- Click **OK** on the confirmation pop-up to continue

The screenshot shows 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 'Lin Jia (30)'. The main content area is divided into a left sidebar with navigation options (INBOX, SEARCH PAM ACTIVITY, REPORTS, OTHER SOURCES) and a main workspace. The workspace contains a 'Filter By' section with dropdown menus for 'Activity Status' (set to 'Pending Data Entry'), 'Local Office' (set to 'ALL'), 'Sort By' (set to 'ACTIVITYID'), and 'Order By' (set to 'DESC'). A 'Filter' button is located below these filters. Below the filter section is a 'Filtered Results' table with the following data:

Resp. Center	Case#-Suffix	Case Name	Type of Activity	# of Grants	E-Check	Status	Activity Id	Assigned To	Date Created	Assigned On
<input type="checkbox"/>	023	[REDACTED]	DSS-3722	0		Pending Data Entry	3237	Sharma Megha	10/11/2013 3:54:19 PM	10/11/2013 3:56:11 PM
<input type="checkbox"/>	F15	[REDACTED]	SNAP	1		Pending Data Entry	3198	Sharma Megha	10/10/2013 3:00:03 PM	10/10/2013 3:15:27 PM

Below the table is an 'Assign To Data Entry Operator' button. Red arrows point to the 'Filter' button, the checkbox for the first row, and the 'Assign To Data Entry Operator' button.

The screenshot shows the 'Paperless Alternate Module' interface with a 'Select Data Entry Operator' dialog box open. The dialog box has a table with the following data:

Title	Last Name	First Name	Phone No.	
<input type="radio"/>	004	[REDACTED]	John	718-555-5555
<input type="radio"/>	22	[REDACTED]	Diana	718-555-5556
<input type="radio"/>	[REDACTED]	[REDACTED]	John	718-555-5557

At the bottom of the dialog box are 'Select' and 'Cancel' buttons. Red arrows point to the first radio button and the 'Select' button.

Attachment D: Data Entry Supervisor Screens

If Data Entry fails and work must be returned to the JOS/Worker:

- Filter the inbox to display activities in **Failed Data Entry** status
- Select the activities to be returned to the JOS/Worker

The screenshot shows the 'Paperless Alternate Module' interface. The user is logged in as 'Lin Jia (30)'. The left sidebar contains navigation options: 'INBOX', 'SEARCH PAM ACTIVITY', 'REPORTS', and 'OTHER SOURCES'. The main area is titled 'Filter By' and includes dropdown menus for 'Activity Status' (set to 'Failed Data Entry'), 'Local Office' (set to 'ALL'), 'Sort By' (set to 'ACTIVITYID'), and 'Order By' (set to 'DESC'). A 'Filter' button is present. Below this is a 'Filtered Results' table with the following data:

Resp. Center	Case#-Suffix	Case Name	Type of Activity	# of Grants	E-Check	Status	Activity Id	Assigned To	Date Created	Assigned On
<input type="checkbox"/>	053	[REDACTED]	TAD	0		Failed Data Entry	3195	Jia Lin	10/10/2013 2:33:50 PM	10/10/2013 3:01:24 PM

The Activity Details for that PAM activity will open:

- Enter comments into the **Actions Taken** box
- Click on the **Return to JOS/Worker** button

The screenshot shows the 'Activity Details' page for the selected activity. The user is logged in as 'Lin Jia (30)'. The page has tabs for 'Activity Details', 'Comments', and 'Activity History'. The 'Activity Details' tab is active, showing the following information:

- Responsible Center: 053
- Originating Center: F40
- Activity Status: Failed Data Entry
- Case Name: [REDACTED]
- Date Prepared: 10/10/2013
- Batch #: U/AC63
- Case #: [REDACTED]
- Suffix: 01

Activity Type: DSS-3517 Turn Around Document (TAD)
Activity ID: 3195
Reason for this action in PAM: MA only Recert
Batch Type: U/AC

Linked Documents:

ScanId	Doc Type Id	Description	Scan Time	Pages	Scan By	Document
81	8891	Paper LDSS-3774 EPFT Benefits Pull	Thu 03-Oct-2013 15:01:08	1	907A63	Preview

Actions Taken: [Empty text area]

Action: **Return To Jos Worker**

Attachment E: Data Entry Operator Screens

Grant Data Entry

After logging on to PAM the Data Entry (DE) Operator's **Inbox** screen will open.

To start data entry activities:

- Click on the case number (#) hyperlink

Logged In As: Vinod Rachakunta (41) Log Out

Resp. Center	Case #	Suffix	Case Name	Type	Grant Count	E-Check	Status	Id	Assigned To	Date Created	Assigned On
	01			CA	1		Pending Data Entry	3157	Rachakunta Vinod	2013-10-10	2013-10-10

Total Records : 1/1

The **Activity Details Screen** will open up:

- Click on the **View Grant Details** button

Megha Sharma (40) Log Out

Home Center#:	053	Originating Center:	F40	Responsible Center:	
Case Name:	[redacted]	Date Prepared:	10/3/2013		
Case #:	[redacted]	Suffix:	01	Batch#:	
Activity ID:	1616				
Reason for this action in PAM:	SI grant Transferred Case		Activity Type:	SNAP	

Code	Description	From Date	To Date	Amount	Grant Status
1043	Code 12 - Daily Supplement (Includes Replacement of Food Destroyed in a Disaster)	9/1/2013	9/30/2013	100	READY
1040	Code 08 - Prorated/Partial NPA	9/1/2013	9/30/2013	100	READY

Grant Count: 2 Total Amount: \$200.00

[View Grant Details](#)

Attachment E: Data Entry Operator Screens

The grant information will be displayed:

- Data enter the information displayed in PAM into WMS (visible on the dual monitor)

The image shows two computer monitors. The left monitor displays the 'Paperless Alternate Module' (PAM) interface. The right monitor displays the 'WMS' (Work Management System) login screen.

PAM Screenshot:

Home Center#: 053 Originating Center: F40
Case Name: [REDACTED] Date Prepared: 10/3/2013
Case #: [REDACTED] Suffix: 01

Reason for this action in PAM: SI grant Transferred Case Activity Type: STOP

Code	Description	From Date	To Date	Amount	Grant Status
1043	Code 12 - Daily Supplement (Includes Replacement of Food Destroyed in a Disaster)	9/1/2013	9/30/2013	100	READY
1040	Code 08 - Personal Partial SPA	9/1/2013	9/30/2013	100	READY

Grant Count: 2 Total Amount: \$200.00

Grant 1:
Issuance Code: 122
Amount: 100
From Date: 9/1/2013 To Date: 9/30/2013
Replaces Benefit:
Residing Location: 123
Authorization Number: 824
Data Entered in WMS? Yes No

Grant 2:
Issuance Code: 108
Amount: 100
From Date: 9/1/2013 To Date: 9/30/2013
Replaces Benefit:
Residing Location: 1224
Authorization Number: 821
Data Entered in WMS? Yes No

WMS Screenshot:

NEW YORK STATE DEPT. OF SOCIAL SERVICES 09/17/13
DEVELOPMENT COMPUTER SYSTEM VERSTON
THIS TERMINAL IS OPERATING IN PRODUCTION MODE (13001)

Enter: User-Id And Password

WARNING: THESE SYSTEMS ARE LEGALLY CONFIDENTIAL AND PROPRIETARY TO THE STATE OF NEW YORK, ITS OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE, AND RELATED AGENCIES AND MAY BE ACCESSED ONLY BY LAWFULLY AUTHORIZED ENTITIES. UNAUTHORIZED ACCESS TO OR RELEASE OF SYSTEM DATA MAY ENTAIL BOTH CIVIL LIABILITY AND CRIMINAL PROSECUTION. ALSO, THESE SYSTEMS ACCESS DATA MAINTAINED BY OTHER GOVERNMENT AGENCIES; SUCH ACCESS IS ONLY FOR AGENCY PROGRAM ADMINISTRATION - UNAUTHORIZED ACCESS TO OR REPRODUCTION OF THESE ADDITIONAL FILES IS ALSO LIKELY TO RESULT IN CIVIL LIABILITY/CRIMINAL PROSECUTION. IF YOU SUSPECT UNAUTHORIZED DATA RELEASE OR ACCESS OCCURRING THROUGH THIS TERMINAL/REPORT OR HAVE QUESTIONS ABOUT AUTHORIZATION, CALL: 1-800-697-1323

Attachment E: Data Entry Operator Screens

For each grant:

- Answer **Yes** or **No** for the **Data Entered in WMS?** question
- Click on the **Submit** button

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'. The user is logged in as Vinod Rachakuntla (41). The interface is divided into several sections:

- Activity Details:** Shows fields for Responsible Center (053), Originating Center (F40), Activity Status (Pending Data Entry), Case Name, Date Prepared (10/10/2013), Batch # (UAC87), Case #, and Suffix (01).
- Activity Type:** Activity ID is 3157. Reason for this action in PAM is 'SI grant Transferred Case'. Activity Type is 'DSS-3575 CA Grant'.
- Eligibility TAD:** A question 'Is there an eligibility TAD transaction associated with this grant?' with radio buttons for 'Yes' and 'No'.
- E-Check/E-Cash:** Radio buttons for 'Auto E' and 'Manual E'.
- List of Grants:** A table with columns: Grant #, Code, Description, From Date, To Date, Amount, Grant Status. One grant is listed: Grant # 1, Code 09, Description 'Code 09 - Supplement of Rent Only', From Date 9/1/2013, To Date 9/30/2013, Amount \$450.00, Grant Status READY.
- Grant Summary:** Grant Count: 1, Total Amount: \$450.00.
- View Grant Details:** A section for Grant # 1 with fields for Grant Status (READY), Pick-Up Code (2), Issuance Category (A), Issuance Code (A09), Amount (450), From Date (9/1/2013), To Date (9/30/2013), Restriction Indicator (1), Fair Hearing #, Replaces Benefit, Routing Location, and Authorization Number (49995191).
- Grant # 1 Payee Information:** Fields for Name, Street Address, City, State, Zip, and Recoupment Indicator.
- Grant # 1 Action:** A section with a question 'Data Entered in WMS?' and radio buttons for 'Yes' and 'No'. A red arrow points to the 'No' radio button.
- Action:** A 'Submit' button. A red arrow points to the 'Submit' button.

Attachment E: Data Entry Operator Screens

All Other Data Entry

To start data entry activities:

- Click on the case number (#) hyperlink

The screenshot shows the 'Paperless Alternate Module' interface. At the top, it says 'Logged In As: Vinod Rachakunta (41)'. Below this is a navigation menu with 'INBOX', 'SEARCH PAM ACTIVITY', 'REPORTS', and 'OTHER SOURCES'. The main area displays a table titled 'My Inbox' with columns: Resp. Center, Case #, Suffix, Case Name, Type, Grant Count, E-Check, Status, Id, Assigned To, Date Created, and Assigned On. A red arrow points to the 'Case #' column. The table contains one row with the following data: Resp. Center (blacked out), Case # (blacked out), Suffix: 01, Case Name (blacked out), Type: CA, Grant Count: 1, E-Check: (blank), Status: Pending Data Entry, Id: 3157, Assigned To: Rachakunta Vinod, Date Created: 2013-10-10, Assigned On: 2013-10-10. At the bottom right of the table, it says 'Total Records : 1/1'.

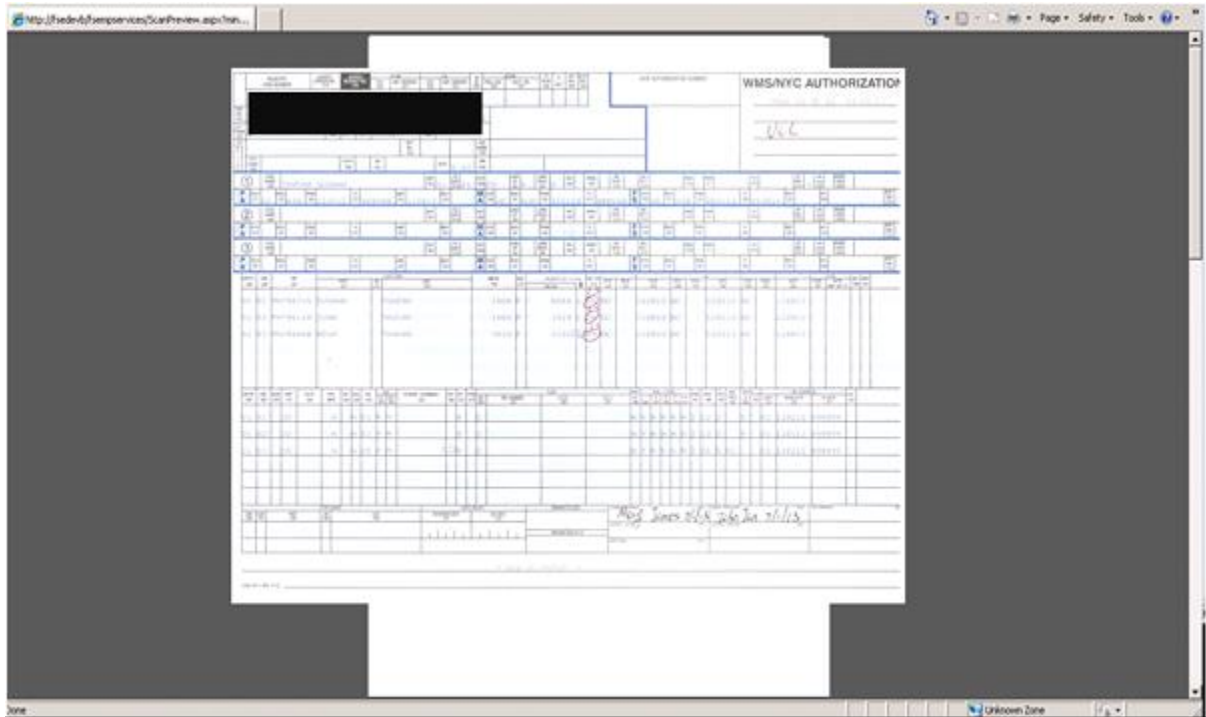
The **Activity Details Screen** will open up:

- Click on the **Preview** link to open up an image of the Data Entry Document (TAD is being used as an example, but would apply to all non-grant related Data Entry Documents)

The screenshot shows the 'Activity Details' screen. At the top, it says 'Logged In As: Megha Sharma (40) Role: DATA ENTRY OPERATOR'. Below this is a navigation menu with 'INBOX', 'SEARCH PAM ACTIVITY', 'REPORTS', and 'OTHER SOURCES'. The main area displays the 'Activity Details' tab. It shows fields for 'Responsible Center: 053', 'Originating Center: F40', 'Case Name:', 'Date Prepared: 10/11/2013', 'Case #:', 'Suffix: 01', 'Activity Status: Pending Data Entry', and 'Batch #: UAC80'. Below these are fields for 'Activity Type', 'Activity ID: 3344', 'Reason for this action in PAM: MA only Recert', and 'Activity Type: DSS-3517 Turn Around Document (TAD)'. There are also fields for 'Batch Type: E/AC' and 'Authorization Number: 49997365'. A table titled 'Linked Documents' has columns: ScanId, Doc Type Id, Description, Scan Time, Pages, Scan By, and Document. The table contains one row with the following data: ScanId: 36, Doc Type Id: 5334, Description: LDSS-3517 Turn Around Document TAD, Scan Time: Tue 10-Sep-2013 15:47:27, Pages: (blacked out), Scan By: (blacked out), Document: [Preview](#). A red arrow points to the 'Preview' link. Below the table is a text area for 'Actions Taken' containing 'tat'. There is a section for 'Action' with a radio button for 'Data Entered in WMS?' and 'Yes No'. At the bottom, there is a 'Submit' button.

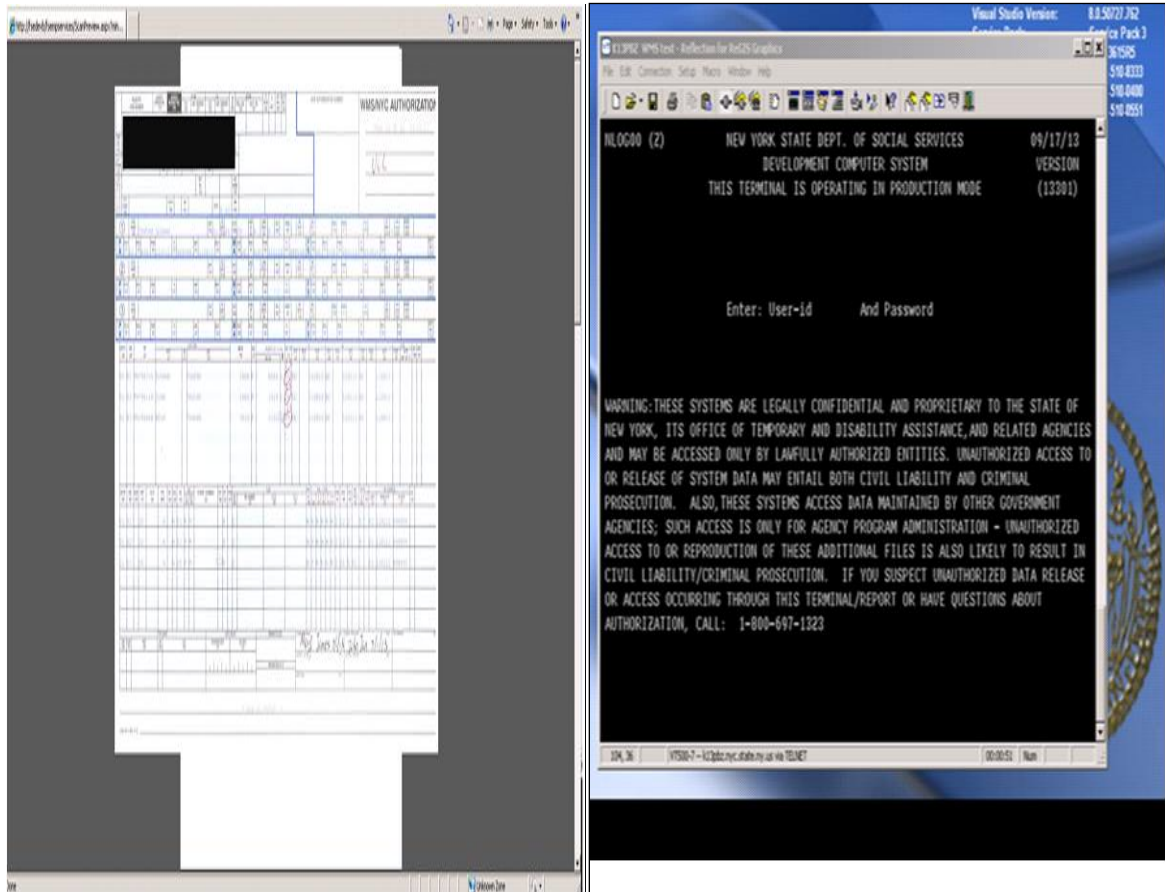
Attachment E: Data Entry Operator Screens

Note: Data Entry Operators will have the ability to zoom in and out the image to view all the requested changes and annotations.



Attachment E: Data Entry Operator Screens

- Data enter changes or annotations into WMS



Attachment E: Data Entry Operator Screens

- Close out the imaged document
- Answer **Yes** or **No** for the **Data Entered in WMS** question
- Click on the **Submit** button

The screenshot displays the 'Paperless Alternate Module' interface. At the top, it shows the NYC Human Resources Administration logo and the user's login information: 'Logged In As: Megha Sharma (40) Role: DATA ENTRY_OPERATOR'. The main content area is divided into several sections:

- Activity Details:** Includes fields for Responsible Center (033), Originating Center (F40), Activity Status (Pending Data Entry), Case Name, Date Prepared (10/11/2013), Batch # (UAC80), and Case #.
- Activity Type:** Shows Activity ID (3344), Reason for this action in PAM (MA only Recert), and Activity Type (DSS-3517 Turn Around Document (TAD)).
- Batch Type:** Set to E/AC.
- Authorization Number:** 49997365.
- Linked Documents:** A table with columns: ScanId, Doc Type Id, Description, Scan Time, Pages, Scan By, and Document. One document is listed: ScanId 36, Doc Type Id 5334, Description LDSS-3517 Turn Around Document TAD, Scan Time Tue 10-Sep-2013 15:47:27, Pages 3, Scan By 904B16, Document [Preview](#).
- Actions Taken:** A scrollable list area.
- Action:** A section containing the question 'Data Entered in WMS?' with two radio buttons for 'Yes' and 'No'. A red arrow points to the 'Yes' radio button.
- Action:** A section containing a 'Submit' button. A red arrow points to the 'Submit' button.

Attachment F: D&C Operator (CA Typist) Screens

After logging on, the **D&C Operator's Inbox** Screen opens with activities in **Pending Issuance** status

- Click on the case number (#) hyperlink to begin the activity

Case #	Suffix	Case Name	Type Of Activity	Auto Ch.	Manual Ch.	Activity Id	Date Created	Status
[REDACTED]	01	[REDACTED]	CA	N	Y	2252	2013-09-26	Pending Issuance
[REDACTED]		[REDACTED]	CA	N	Y	2232	2013-09-26	Pending Issuance

The **Grant Details** Screen opens

- Click on the **View Grant Details** button to see the detailed grant information

Grant Id	Code	Description	From Date	To Date	Amount	Grant Status
1753	A09	Code 09 - Supplement of Rent Only	10/1/2013	10/18/2013	11	READY
1754	F57	Code 57 - Child Care Allowance for Non-PA, Non-Legally Responsible Caretaker	10/2/2013	10/19/2013	22	READY

Attachment F: D&C Operator (CA Typist) Screens

The **Grant Details** Screen opens

- Answer **Yes** or **No** to the **Check Issued** Question
- Issue the check and record the EPA Check number (for manual checks only)
- Click on the **Submit** button

NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

Logged In As: Megha Sharma (50) [Log Out](#)

Activity Details | Comments | Activity History

Responsible Center: 053 | Originating Center: F40 | Activity Status: Pending Issuance
Case Name: [REDACTED] | Date Prepared: 10/10/2013 | Batch #: UAC71
Case #: [REDACTED] | Suffix: 01

Activity Type: DSS-3575 CA Grant
Reason for this action in PAM: SI grant Transferred Case

Is there an eligibility TAD transaction associated with this grant Yes No

E-Check/E-Cash
 Auto E Manual E

Grant #	Code	Description	From Date	To Date	Amount	Grant Status
1	30	Code 30 - Rent Payments in Excess of Maximum	9/1/2013	9/30/2013	\$1,750.00	READY

Grant Count: 1 | Total Amount: \$1,750.00

[View Grant Details](#)

Grant # 1	
Grant Status	READY
Pick-Up Code	5
Issuance Category	A
Issuance Code	A30
Amount	1750
From Date	9/1/2013
To Date	9/30/2013
Restriction Indicator	1
Fair Hearing #	AJHK
Replaces Benefit	02
Routing Location	110
Authorization Number	49997965

Grant # 1 Payee Information	
Name	
Street Address	
City	
State	
Zip	
Recoupment Indicator	

Grant # 1 Action

Check Issued? Yes No

EPA Check # [REDACTED]

Action
[Submit](#)