



FAMILY INDEPENDENCE ADMINISTRATION


James K. Whelan, Executive Deputy Commissioner

Jill Berry, Deputy Commissioner
Office of Program Support

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #15-67-SYS (This Policy Bulletin Replaces PB #15-56-SYS)

REVISION TO THE PAPERLESS ALTERNATE MODULE (PAM)

Date:	Subtopic(s):
<p>July 28, 2015</p> <p> This procedure can now be accessed on the FIAweb.</p> <p>See CD #14-26 and CD #15-08</p> <p>Valid reasons for using PAM</p>	<p>Welfare Management System (WMS) Data Entry and Transactions</p> <hr/> <p>Revisions to the Original Policy Bulletin</p> <p>This policy bulletin has been revised to add instructions on the steps to be followed in the event of equipment failure.</p> <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> <p>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.</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

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.

Revised

Under no circumstances should staff process case actions, including error correction, directly into WMS. The Center Directors will be held accountable for any transactions done outside of POS and PAM. If POS and PAM are down, the Center Director must contact the Assistant Deputy Commissioner of Operations 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.

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.

New

In the event that the PAM scanners are not functional, the center management must notify Management Information Systems (MIS) immediately. If no response is received within 48 hours, the Center Director must contact the Office of the Deputy Commissioner for Operations. The Deputy Commissioner will provide instructions on how to transport documents to the CDE Unit for data entry.

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.

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.

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](#)

Click here to access PAM

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

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

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.

NYC Human Resources Administration Department of Social Services
Paperless Alternate Module
 Logged In As: Megha Sharma (40) Role: DATA ENTRY_OPERATOR Log Out

Activity Search
 Case No Case Name SSN Activity Type Activity Id Activity Status
 Case #

Activity List

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.**

NYC Human Resources Administration Department of Social Services
Paperless Alternate Module

Activity Details | Comments | Activity History

INBOX
 NEW PAM ACTIVITY
 SEARCH PAM ACTIVITY
 REPORTS
 OTHER SOURCES

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

INBOX **Activity Details** Comments Activity History

NEW PA

SEARCH PAM ACTIVITY

REPORTS

OTHER SOURCES

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: 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)

INBOX **Activity Details** Comments Activity History

SEARCH PAM ACTIVITY

REPORTS

OTHER SOURCES

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 adding a note. The 'Notes' section contains a text area with a warning: '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 the following data:

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 table below shows the activity history for a case:

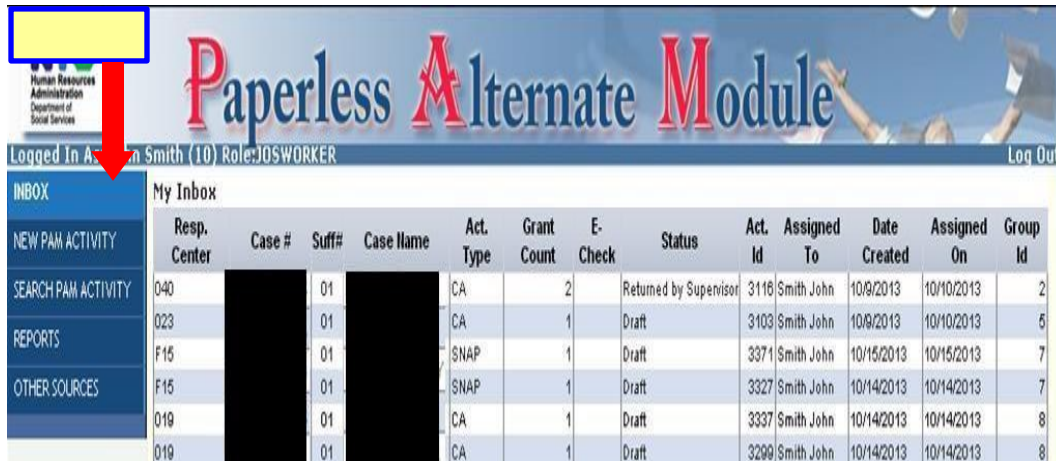
Log Id	Action	Action Detail	Status	Action By	Action On	Assigned To
1571	UPDATE ACTIVITY	Activity Updated	Draft	Alex Begun	10/10/2013 10:23:02 AM	AlexBegun
1570	INSERT ACTIVITY	Activity Created	Draft	Alex Begun	10/10/2013 10:22:57 AM	AlexBegun

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.



The screenshot displays the 'Paperless Alternate Module' interface. At the top, it shows the user is logged in as 'Smith (10) Role: JOSWORKER'. Below the header is a navigation menu with options: INBOX, NEW PAM ACTIVITY, SEARCH PAM ACTIVITY, REPORTS, and OTHER SOURCES. A red arrow points to the 'NEW PAM ACTIVITY' button. The main content area shows a table titled 'My Inbox' with 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



A close-up view of the navigation menu, showing the following options from top to bottom: INBOX, NEW PAM ACTIVITY, SEARCH PAM ACTIVITY, REPORTS, and OTHER SOURCES. A red arrow points to the 'NEW PAM ACTIVITY' button.

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 #
0030008211	01	01	[REDACTED]	AP	AP	AP		FA	053
0030008211	02	01	[REDACTED]	AP	AP	AP		FA	053
0030008211	03	01	[REDACTED]	AP	AP	AP		FA	053
0030008211	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, showing a list of reasons. A red arrow points to 'SI grant Transferred Case'. The 'Activity Type:' dropdown is set to '---Please Select---'. Buttons for 'Save Activity' and 'Cancel Activity' are visible at the bottom right.

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

The screenshot displays the 'Paperless Alternate Module' interface. The header includes the NYC Human Resources Administration logo and the user name 'John Smith (10)'. The left sidebar contains navigation options: INBOX, NEW PAM ACTIVITY (circled in red), SEARCH PAM ACTIVITY, REPORTS, and OTHER SOURCES. The main content area shows 'Activity Details' for a case with the following information:

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

Below this, the 'Activity Type' section shows 'Activity ID: 1666' and 'Reason for this action in PAM: SI grant Transferred Case'. The 'Activity Type' dropdown menu is open, showing options: SNAP Grant, ---Please Select---, SNAP Grant, and CA Grant. A red arrow points to the 'SNAP Grant' option. Below the dropdown, there is a question: 'Is there an eligibility TAD transaction associated with this Grant?' with radio buttons for 'Yes' and 'No'. A red arrow points to the 'Yes' radio button. At the bottom left, there is an 'Add New Grant' button with a red arrow pointing to it. At the bottom right, there are 'Save Activity' and 'Cancel Activity' buttons.

This is a close-up of the 'Activity Type' dropdown menu. The label 'Activity Type:' is on the left. The dropdown list contains the following items:

- 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.

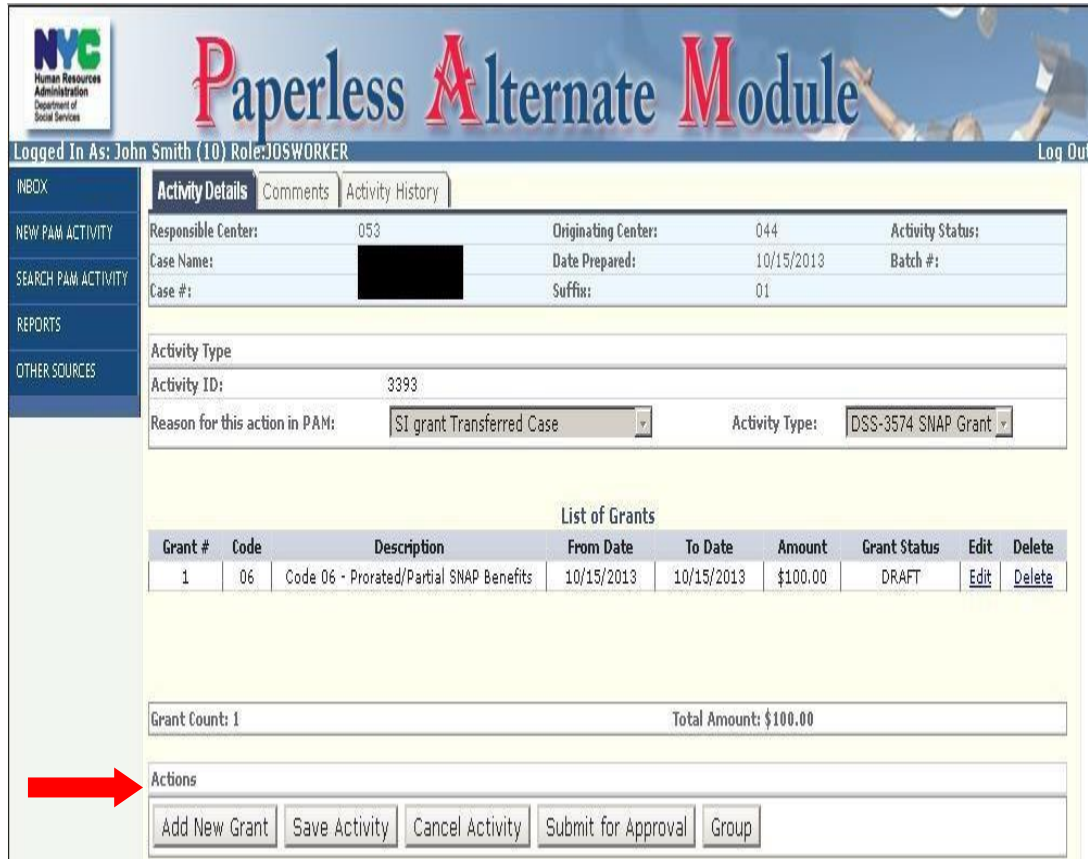
The screenshot displays the 'Paperless Alternate Module' interface. The header includes the NYC Human Resources Administration logo and the title 'Paperless Alternate Module'. The user is identified as 'John Smith (10)'. The main content area is divided into several sections:

- Activity Details:** Home Center#: 018, Originating Center: F43, Responsible Center: 018, Date Prepared: 9/17/2013, Case #: [Redacted], Suffix: 01, Batch#: 1.
- Activity Type:** Activity ID: 1680, Reason for this action in PAM: SI grant Transferred Case, Activity Type: SNAP Grant.
- Eligibility:** Is there an eligibility TAD transaction associated with this Grant? Yes No.
- Buttons:** Add New Grant, Save Grant (highlighted with a red arrow), Cancel.
- 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.
- Bottom Buttons:** Save Activity, Cancel Activity.

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 title 'Paperless Alternate Module' is prominently displayed in the center. Below the title, it shows the user is logged in as 'John Smith (10)' with the role 'JOSWORKER'. A 'Log Out' link is visible in the top right corner.

The main content area is divided into several sections:

- Activity Details:** This section contains fields for 'Responsible Center: 053', 'Originating Center: 044', 'Activity Status:', 'Case Name:', 'Date Prepared: 10/15/2013', 'Batch #:', 'Case #:', and 'Suffix: 01'.
- Activity Type:** This section includes 'Activity ID: 3393', 'Reason for this action in PAM: SI grant Transferred Case', and 'Activity Type: DSS-3574 SNAP Grant'.
- List of Grants:** A table with columns: Grant #, Code, Description, From Date, To Date, Amount, Grant Status, Edit, and Delete. It contains one entry: Grant # 1, Code 06, Description 'Code 06 - Prorated/Partial SNAP Benefits', From Date 10/15/2013, To Date 10/15/2013, Amount \$100.00, Grant Status DRAFT, with Edit and Delete links.
- Summary:** A box showing 'Grant Count: 1' and 'Total Amount: \$100.00'.
- Actions:** A row of buttons: 'Add New Grant', 'Save Activity', 'Cancel Activity', 'Submit for Approval', and 'Group'. A red arrow points to the 'Add New Grant' button.

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.

NYC Human Resources Administration Department of Social Services

Logged In As: John Smith (10)

Activity Data

Case Name:

Case #:

Activity Type

Activity ID:

Reason for this

* Is there an

E-Check/E-Ca

Auto E

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

Select Cancel

Responsible Center:

Batch#:

Activity Type: DSS-3574 SNAP Grant

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 **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 displays the 'Paperless Alternate Module' interface. The header includes the NYC Human Resources Administration logo and the title 'Paperless Alternate Module'. The main content area is divided into several sections:

- Activity Details:** A table showing fields for 'Case Number' (021), 'Reporting Center' (F-01), 'Responsible Center' (021), 'Case Name', 'Data Prepared' (02/02/2011), 'Case ID', 'Infile', 'OC', and 'Status'.
- Activity Type:** A dropdown menu set to 'CA Grant'.
- Reason for this action in POS:** A dropdown menu set to 'If grant transferred Case'.
- Is there an eligibility TAD transaction associated with this grant?** Radio buttons for 'Yes' and 'No'.
- E-Check/E-Cash:** Checkboxes for 'Auto E' and 'Manual E'.
- Actions:** Buttons for 'Add New Grant', 'Save Activity', and 'Cancel Activity'.

Red arrows point to the 'Add New Grant' button, the 'CA Grant' dropdown, the 'If grant transferred Case' dropdown, the 'Yes' radio button, and the 'Auto E' checkbox.

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. The top header includes the NYC Human Resources Administration logo and the title 'Paperless Alternate Module'. Below the header, the user is logged in as 'Alex Begun (11)'. The main content area is titled 'Activity Details' and contains the following fields and options:

- Activity Details Summary:** Responsible Center: 003, Originating Center: F40, Activity Status: [blank], Case Name: [redacted], Date Prepared: 10/10/2013, Batch #: [blank], Case #: [redacted], Suffix: 01.
- Activity Type:** Activity ID: 3172, Reason for this action in PAM: SI grant Transferred Case, Activity Type: DSS-3575 CA Grant.
- Eligibility:** * Is there an eligibility TAD transaction associated with this grant. Radio buttons for Yes and No.
- E-Check/E-Cash:** Checkboxes for Auto E and Manual E.
- CA Grant Details:**
 - Pick-Up Code: ---Please Select---
 - Issuance Category: ---Please Select---
 - Issuance Code: ---Please Select---
 - Amount: [text input]
 - From Date: [text input]
 - To Date: [text input]
 - Restriction Indicator: ---Please Select---
 - Fair Hearing #: [text input]
 - Replace Benefits: [text input]
 - Routing Location: [text input]
 - Authorization #: 4998105
- Buttons:** Save and Cancel buttons at the bottom right, 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. The user is logged in as John Smith (10) with the role of JOSWORKER. The interface includes a sidebar with navigation options: INBOX, NEW PAM ACTIVITY, SEARCH PAM ACTIVITY, REPORTS, and OTHER SOURCES. The main content area is divided into sections: Activity Details, Activity Type, and List of Grants. The Activity Details section shows fields for Responsible Center (053), Originating Center (044), Case Name, Date Prepared (10/15/2013), Case #, and Suffix (01). The Activity Type section shows Activity ID (3393) and Reason for this action in PAM (SI grant Transferred Case). The List of Grants table has 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. 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.

After all CA Grants are entered for a case

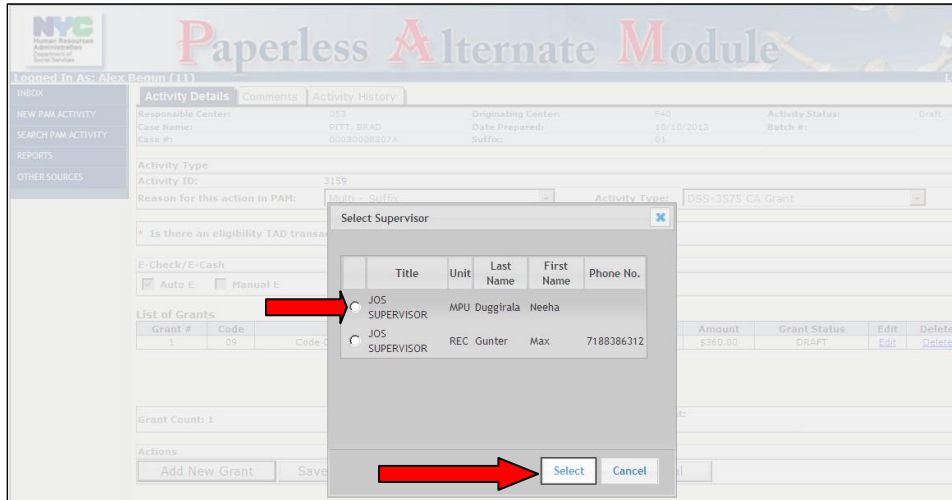
- click the **Submit for Approval** button

This screenshot is identical to the previous one, showing the 'Paperless Alternate Module' interface. The 'Submit for Approval' button in the Actions section is now highlighted with a red arrow, indicating the next step in the process.

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



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 Bequn (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)' and a 'Log Out' link is visible.

The main content area is divided into several sections:

- Activity Details:** This section contains fields for Home Center#, Originating Center, Responsible Center, Case Name, Date Prepared, Case #, Suffix, and Batch#. The Case Name field is redacted with a black box.
- Activity Type:** This section includes an 'Activity ID' field (2742), a 'Reason for this action in PAM' dropdown menu (set to 'MA only Recert'), and an 'Activity Type' dropdown menu (set to 'DSS-3517 Turn Around Document (TAD)').
- Batch Type:** A dropdown menu set to 'U/Maint'.
- Newly Scanned Documents:** A table with columns for 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', Scan Time 'Thu 03-Oct-2013 11:39:06', 1 page, scanned by 907A63, and a 'Preview' link. A red arrow points to the checkmark in the 'Doc Type Id' column.
- Actions Taken:** A text area containing the text 'Closing case as requested. Test Case.' A red arrow points to this text area.
- Actions:** A section with two buttons: 'Save Activity' and 'Cancel Activity'. A red arrow points to the 'Save Activity' button.

At the bottom of the screen, the version and time are displayed as '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 area displays 'Activity Details' for a case with the following information:

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

The 'Activity Type' is 'DSS-3517 Turn Around Document (TAD)'. The 'Reason for this action in PAM' is 'MA only Recert'. The 'Batch Type' is 'E/AC' and the 'Authorization Number' is '49996983'. A table of 'Linked Documents' is shown below:

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

Under 'Actions Taken', the text 'opening case' is visible. At the bottom, the 'Actions' section contains three buttons: 'Save Activity', 'Submit for Approval', and 'Group'. A red arrow points to the 'Submit for Approval' button.

- 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 of supervisors:

Title	Last Name	First Name	Phone No.
<input type="radio"/>	002	[Redacted]	Neetha
<input type="radio"/>	002	[Redacted]	Max

A red arrow points to the 'Select' button in the dialog box. In the background, the 'Activity Details' section shows 'Activity ID: 1480' and 'Reason for this action in PAM: SNAP Grant'. A table of grants is also visible:

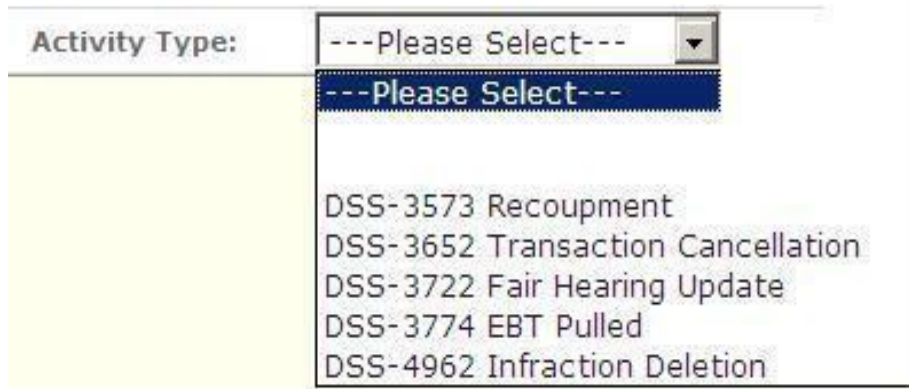
Grant Id	Code	Amount	Grant Status	Edit	Delete
1043	L12	100	DRAFT	Edit	Delete
1040	L08	100	DRAFT	Edit	Delete

At the bottom of the screen, the 'Actions' section contains three buttons: 'Submit for Approval', 'Save Activity', and 'Cancel Activity'. A red arrow points to the 'Submit for Approval' button.

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 "---Please Select---" and is highlighted in blue. Below it are five other options: "DSS-3573 Recoupment", "DSS-3652 Transaction Cancellation", "DSS-3722 Fair Hearing Update", "DSS-3774 EBT Pulled", and "DSS-4962 Infraction Deletion".

- 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: Date Prepared: 10/10/2013 Batch #:
 Case #: 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

Newly Scanned Documents

<input type="checkbox"/>	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: Date Prepared: 10/10/2013 Batch #:
 Case #: 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

Linked Documents

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: '002 Neeta' and '002 Max'. A red arrow points to the 'Select' button at the bottom of the dialog. In the background, the main form has a 'Save Activity' button highlighted with another red arrow.

Grouping

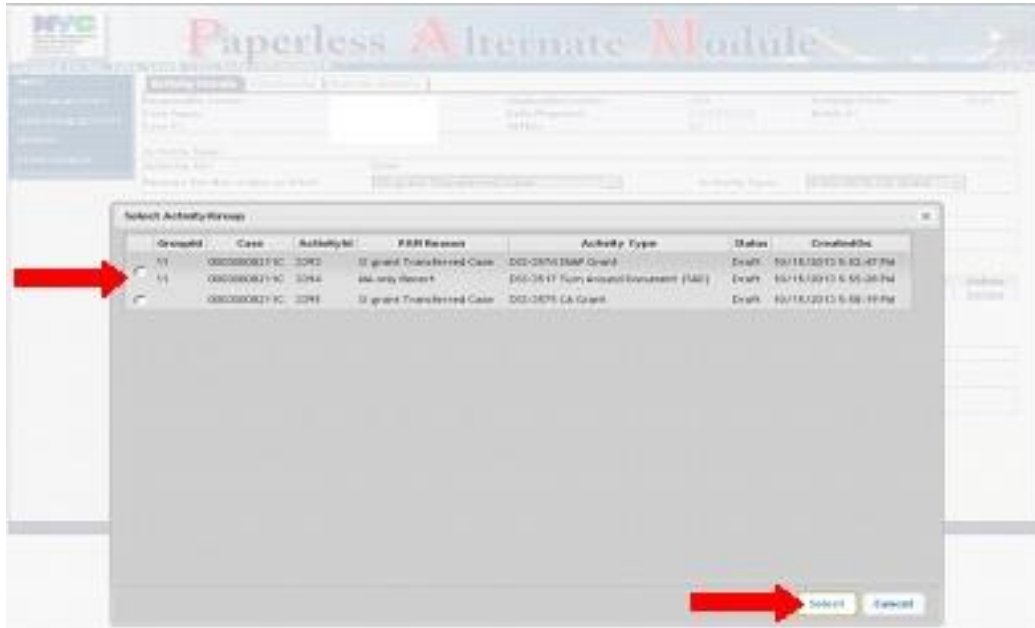
When multiple PAM Activity Types (SNAP Grant, CA Grant, TAD, etc...) are being processed on a specific case, staff will be able to group the activities together. Each Activity Type in a group will share a common, group ID.

The screenshot shows the 'Paperless Alternate Module' interface with a 'My Inbox' table. A red arrow points to the 'Group Id' column header. The table contains the following data:

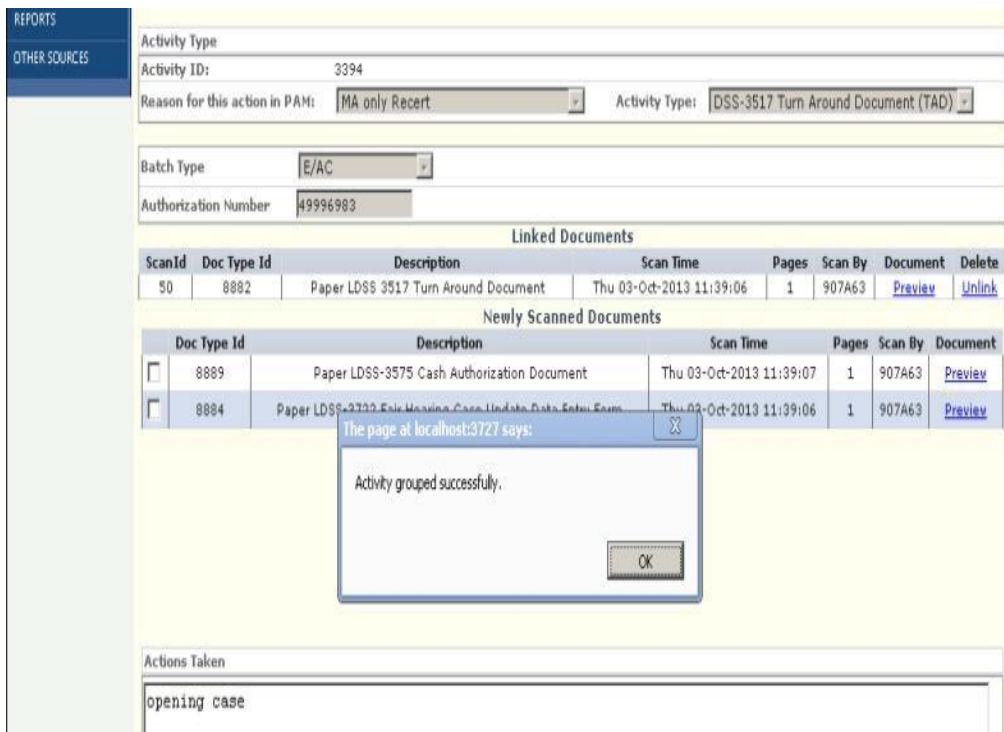
Resp. Center	Case #	Suff#	Case Name	Act. Type	Grant Count	E-Check	Status	Act. Id	Assigned To	Date Created	Assigned On	Group Id
040		01		CA	2		Returned by Supervisor	3116	Smith John	10/9/2013	10/10/2013	2
023		01		CA	1		Draft	3103	Smith John	10/9/2013	10/10/2013	5
F15		01		SNAP	1		Draft	3371	Smith John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

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
Public Response
Administration
Department of Social Services

Paperless Alternate Module

Logged in As: John Smith (ID) Role: JISWORKER

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 #: [REDACTED] | 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	00030008211C	01	SI grant Transferred Case	DSS-3574 SNAP Grant	Draft	10/15/2013
3394	00030008211C	01	MA only Recert	DSS-3517 Turn Around Document (TAD)	Draft	10/15/2013

[Ungroup the activity](#)

Batch Type: [E/AC] | Authorization Number: 49996982

Linked Documents

Scan Id	Doc Type Id	Description	Scan Time	Pages	Scan By	Document	Delete
30	8882	Paper LDSS 3517 Turn Around Document	Thu 03-Oct-2013 11:39:06	1	907A63	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. At the top, it says 'Logged In As: John Smith (10) Role: JOSWORKER'. The main content area displays an 'Activity Group' table with columns: ActivityId, Case #, Suffix, PAH Reason, Activity Type, Status, and Created On. The table contains three rows of activity data. A red arrow points to a link labeled 'Ungroup this activity' next to the third row. Below the table, there is a dialog box titled 'The page at localhost:3727 says:' with the message 'Are you sure you want to ungroup this activity?' and 'OK' and 'Cancel' buttons. A red arrow points to the 'OK' button. At the bottom, there are buttons for 'Add New Grant', 'Save Activity', 'Cancel Activity', and 'Submit for Approval'.

ActivityId	Case #	Suffix	PAH Reason	Activity Type	Status	Created On
3393		01	SI grant Transferred Case	DSS-3574 SNAP Grant	Draft	10/15/2013
3394		01	MA only Recert	DSS-3517 Turn Around Document (TAD)	Draft	10/15/2013
3396		01	SI grant Transferred Case	DSS-3575 CA Grant	Draft	10/15/2013

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.

The screenshot shows the 'Paperless Alternate Module' interface in 'Activity Details' view. It displays the details for a single grant with the following information:

- Responsible Center: 053
- Originating Center: 044
- Activity Status: Draft
- Case Name: [Redacted]
- Date Prepared: 10/15/2013
- Batch #: [Redacted]
- Case #: [Redacted]
- Suffix: 01
- Activity ID: 3396
- Reason for this action in PAM: SI grant Transferred Case
- Activity Type: DSS-3575 CA Grant

Below this information is a 'List of Grants' table:

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

At the bottom, there are buttons for 'Add New Grant', 'Save Activity', 'Cancel Activity', 'Submit for Approval', and 'Group'.

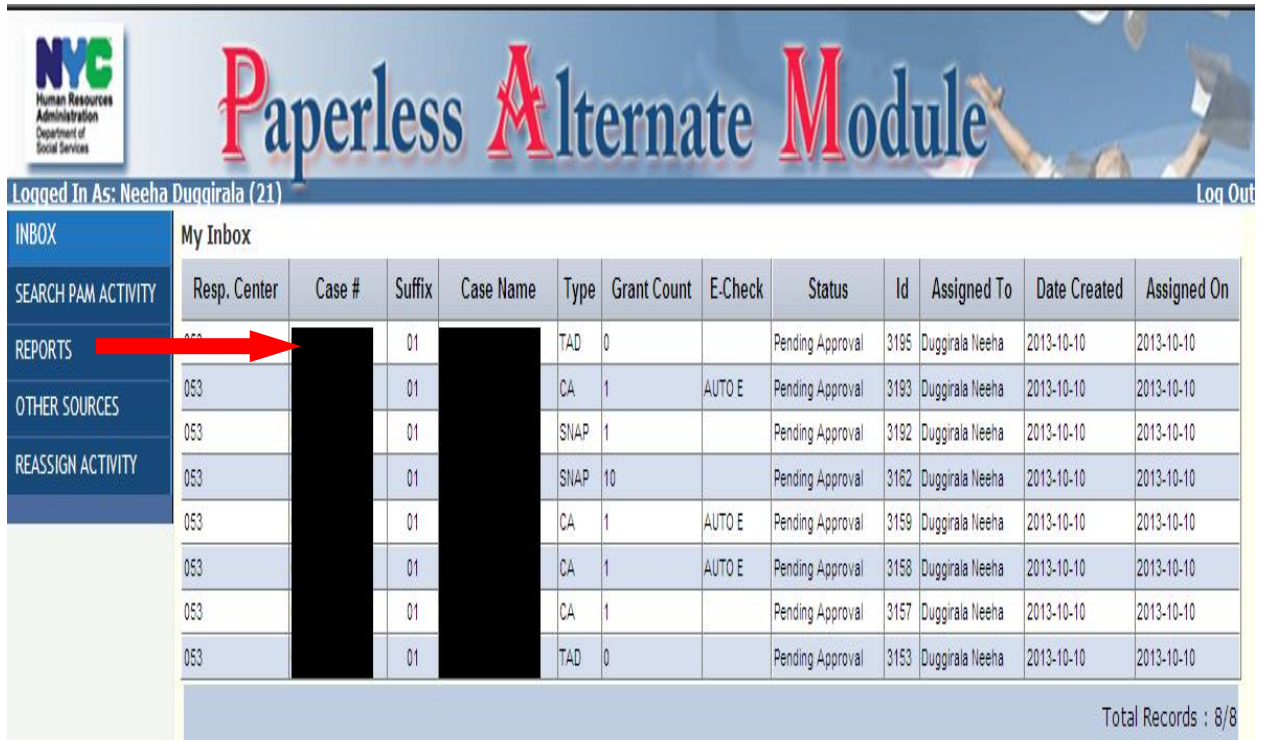
Attachment C: AJOS/Supervisor Screens

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' in a large, stylized font. 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 13 columns: Resp. Center, Case #, Suffix, Case Name, Type, Grant Count, E-Check, Status, Id, Assigned To, Date Created, and Assigned On. The first row is highlighted, and the Case # '053' is a hyperlink. 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	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	3162	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

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.

Paperless Alternate Module

Logged In As: Neelha Gopalrao (21) Role: IOS SUPERVISOR

Activity Details | Comments | Activity History

Responsible Center: 053 | Originating Center: 044 | Activity Status: Pending Approval
 Case Name: | Date Prepared: 10/15/2013 | Batch #: |
 Case #: | 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		01	SI grant Transferred Case		DSS-3574 SNAP Grant	Pending Approval	10/15/2013
3394		01	MA only Recert		DSS-3517 Turn Around Document (TAD)	Pending Approval	10/15/2013
3396		01	SI grant Transferred Case		DSS-3575 CA Grant	Pending Assignment	10/15/2013

Batch Type: E/MC | Authorization Number: 4996993

ScanId	Doc Type Id	Description	Scan Time	Pages	Scan By	Document
50	8902	Paper DSS 3517 Turn Around Document	Thu 03-Oct-2013 11:39:06	4	907483	Exhiber

Actions Taken: opening case

Action: Approve Disapprove

Comments: |

Action:

To begin the approval of a grant:

- Click on the **View Grants Details**

Paperless Alternate Module

Logged In As: Neelha Gopalrao (21) Role: IOS SUPERVISOR

Activity Details | Comments | Activity History

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

Activity Type: |
 Activity ID: 3396 |
 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		01	SI grant Transferred Case		DSS-3574 SNAP Grant	Pending Approval	10/15/2013
3394		01	MA only Recert		DSS-3517 Turn Around Document (TAD)	Pending Approval	10/15/2013
3396		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

v1.01 Oct 3 2013 9:57AM

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: [REDACTED]
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	8991	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

May Jones 10/13

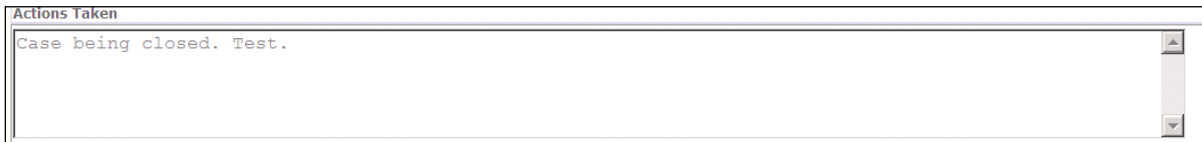
Attachment C: AJOS/Supervisor Screens

After reviewing the image:

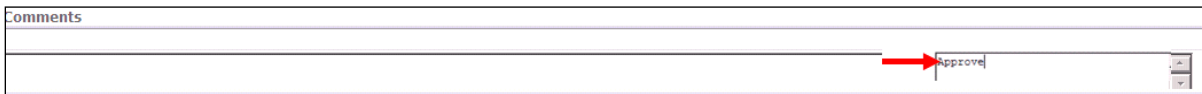
- Select **Approve** or **Disapprove**



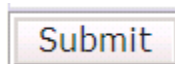
- Review the JOS/Worker notations in the **Actions Taken** text box



- 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 (highlighted with a red arrow). The main area displays a table of activities under 'My Inbox'.

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

Total Records : 8/8

The screenshot shows the 'Paperless Alternate Module' interface with the user logged in as Max Gunter (20). The left navigation menu includes: INBOX, SEARCH PAM ACTIVITY, REPORTS, OTHER SOURCES, and REASSIGN ACTIVITY (highlighted). The main area displays filter options and a table of filtered results.

Filter By: Activity Status (Draft), Local Office (053), Sort By (ACTIVITYID), Order By (DESC)

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

Reassign to JOS Worker

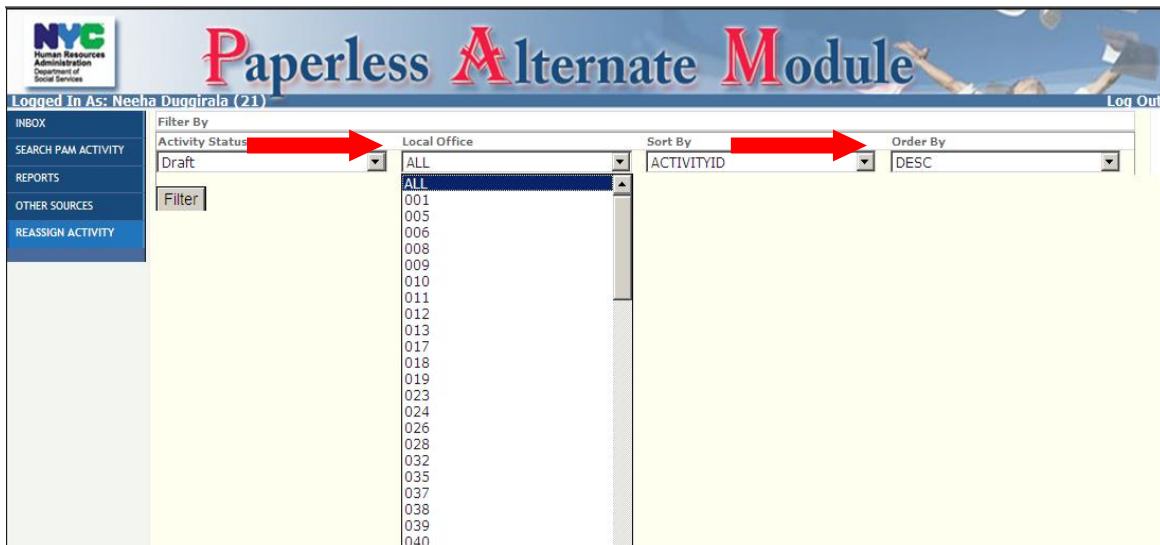
Attachment C: AJOS/Supervisor Screens

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

NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

Logged In As: Neeha Duogirala (21) Log Out

Filter By

Activity Status: Draft | Local Office: ALL | **Sort By: ACTIVITYID** | Order By: DESC

Filter

Order By: DESC, ASC

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

NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

Logged In As: Max Gunter (20) Log Out

Filter By

Activity Status: Draft | Local Office: 053 | Sort By: ACTIVITYID | Order By: DESC

Filtered Results

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]	CA	30		Draft	3278	Smith John	10/14/2013 9:58:25 AM	10/14/2013 9:58:25 AM
<input type="checkbox"/>	053	[REDACTED]	TAD	0		Draft	3270	Smith John	10/12/2013 10:20:49 AM	10/12/2013 10:20:49 AM
<input type="checkbox"/>	053	[REDACTED]	TAD	0		Draft	3183	Begun Alex	10/10/2013 12:30:23 PM	10/10/2013 12:30:23 PM
<input type="checkbox"/>	053	[REDACTED]	TAD	0		Draft	3179	Begun Alex	10/10/2013 12:22:22 PM	10/10/2013 12:22:22 PM
<input type="checkbox"/>	053	[REDACTED]	CA	1	AUTO E	Draft	3154	Begun Alex	10/10/2013 10:21:23 AM	10/10/2013 10:21:23 AM

Reassign to JOS Worker

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 four dropdown menus: '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 located below these dropdowns. Below the filter section is a 'Filtered Results' table 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'. An 'Assign To Data Entry Operator' button 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. The 'Filtered Results' table has one row with a checked checkbox in the first column. The 'Assign To Data Entry Operator' button is highlighted with a red arrow.

Resp. Center	Case#-Suffix	Case Name	Type of Activity	# of Grants	E-Check	Status	Activity Id	Assigned To	Date Created	Assigned On
<input checked="" type="checkbox"/>	053	00030008214G-01	SPEARS, BRITNEY	CA	1	Pending Assignment	3157	Jia Lin	10/10/2013 10:12:19 AM	10/10/2013 3:27:17 PM

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.

Title	Last Name	First Name	Phone No.
004	John		718-555-5555
22	Diana		718-555-5556
	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 activities. A red arrow points to the 'Group Id' column header.

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	5
<input type="checkbox"/>	053		CA	1		Pending Assignment	3396	Jia Lin	10/15/2013 11:54:26 AM	5
<input type="checkbox"/>	053		CA	1		Pending Assignment	3396	Jia Lin	10/9/2013 12:36:07 AM	5
<input type="checkbox"/>	053		CA	1		Pending Assignment	3396	Jia Lin	10/14/2013 5:09:01 PM	5
<input type="checkbox"/>	053		CA	1		Pending Assignment	3396	Jia Lin	10/15/2013 5:59:07 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 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 displays a 'Filter By' section with dropdowns for 'Activity Status' (set to 'Pending Data Entry'), 'Local Office' (set to 'ALL'), 'Sort By' (set to 'ACTIVITYID'), and 'Order By' (set to 'DESC'). Below the filters is a 'Filter' button. The 'Filtered Results' table shows two rows of 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 checkboxes in the table, and the 'Assign To Data Entry Operator' button.

The screenshot shows the 'Paperless Alternate Module' interface with the 'Select Data Entry Operator' dialog box open. The dialog box has a table with the following columns: Title, Last Name, First Name, and Phone No. There are two rows of data:

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

At the bottom of the dialog box are 'Select' and 'Cancel' buttons. Red arrows point to the radio buttons 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 the filters is a table of 'Filtered Results' 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' screen for the selected activity. The user is logged in as 'Lin Jia (30)'. The interface includes 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: 3195
Reason for this action in PAM: MA only Recert
Activity Type: DSS-3517 Turn Around Document (TAD)
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

NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

Logged In As: Vinod Rachakunta (41) Log Out

INBOX My Inbox

SEARCH PAM ACTIVITY

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

REPORTS

OTHER SOURCES

Total Records : 1/1

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

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

NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

Megha Sharma (40) Log Out

INBOX

SEARCH PAM ACTIVITY

REPORTS

OTHER SOURCES

Home Center#: 053 Originating Center: F40 Responsible Center: Case Name: Case #: Activity ID: 1616 Date Prepared: 10/3/2013 Batch#: 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 left screenshot shows the 'Paperless Alternate Module' (PAM) web interface. The header includes the NYC logo and the text 'Paperless Alternate Module'. The main content area displays grant information for Home Center # 053 and Originating Center: F40. The Case Name is redacted, and the Date Prepared is 10/3/2013. The Case # is also redacted, and the Suffix is 01. Below this, there is a table of grants with columns for Code, Description, From Date, To Date, Amount, and Grant Status. Two grants are listed: Code 12 - Daily Supplement (Excludes Replacement of Food Destroyed in a Disaster) and Code 08 - Provided Partial SPA. A 'Total Amount' of \$200.00 is shown. Below the table, there are sections for 'Grant 1' and 'Grant 2' with fields for Issuance Code, Amount, From Date, To Date, Replaces Benefit, Residing Location, Authorization Number, and Data Entered in WMS?.

The right screenshot shows the 'WMS' terminal interface. The title bar indicates 'Visual Studio Version: 8.0.50727.752'. The terminal displays the following text: 'NEW YORK STATE DEPT. OF SOCIAL SERVICES', 'DEVELOPMENT COMPUTER SYSTEM', 'THIS TERMINAL IS OPERATING IN PRODUCTION MODE', and the date '09/17/13'. Below this, there is a prompt 'Enter: User-Id And Password'. At the bottom, there is a warning message: '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 with Grant # 1, Code 09, Description 'Code 09 - Supplement of Rent Only', From Date 9/1/2013, To Date 9/30/2013, Amount \$450.00, and Grant Status READY.
- Grant Summary:** Grant Count: 1, Total Amount: \$450.00.
- View Grant Details:** A sub-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 at the bottom. 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

NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

Logged In As: Vinod Rachakunta (41) Log Out

My Inbox

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 **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)

NYC Human Resources Administration Department of Social Services

Paperless Alternate Module

Logged In As: Megha Sharma (40) Role: DATA ENTRY OPERATOR Log Out

Activity Details | Comments | Activity History

Responsible Center: 053 Originating Center: F40 Activity Status: Pending Data Entry
Case Name: Date Prepared: 10/11/2013 Batch #: UAC80
Case #: Suffix: 01

Activity Type
Activity ID: 3344
Reason for this action in PAM: MA only Recert Activity Type: DSS-3517 Turn Around Document (TAD)
Batch Type: E/AC
Authorization Number: 49997365

Linked Documents

ScanId	Doc Type Id	Description	Scan Time	Pages	Scan By	Document
36	5334	LDSS-3517 Turn Around Document TAD	Tue 10-Sep-2013 15:47:27			Preview

Actions Taken

tat

Action

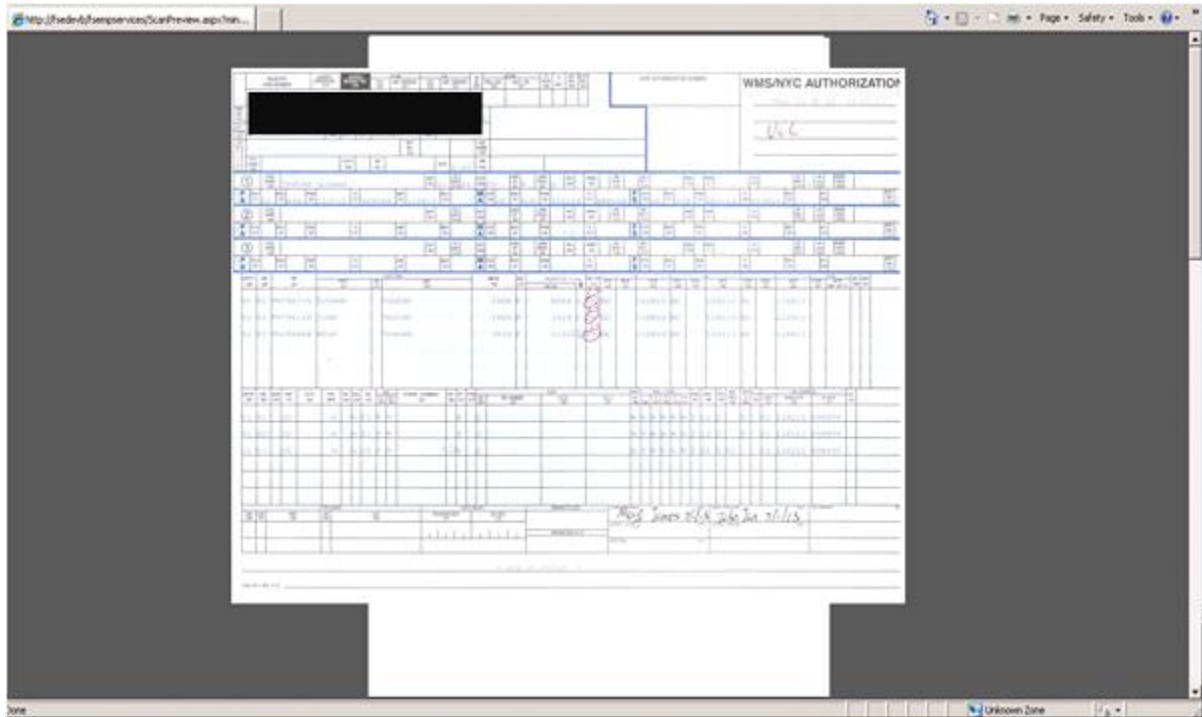
Data Entered in WMS?
 Yes No

Action

Submit

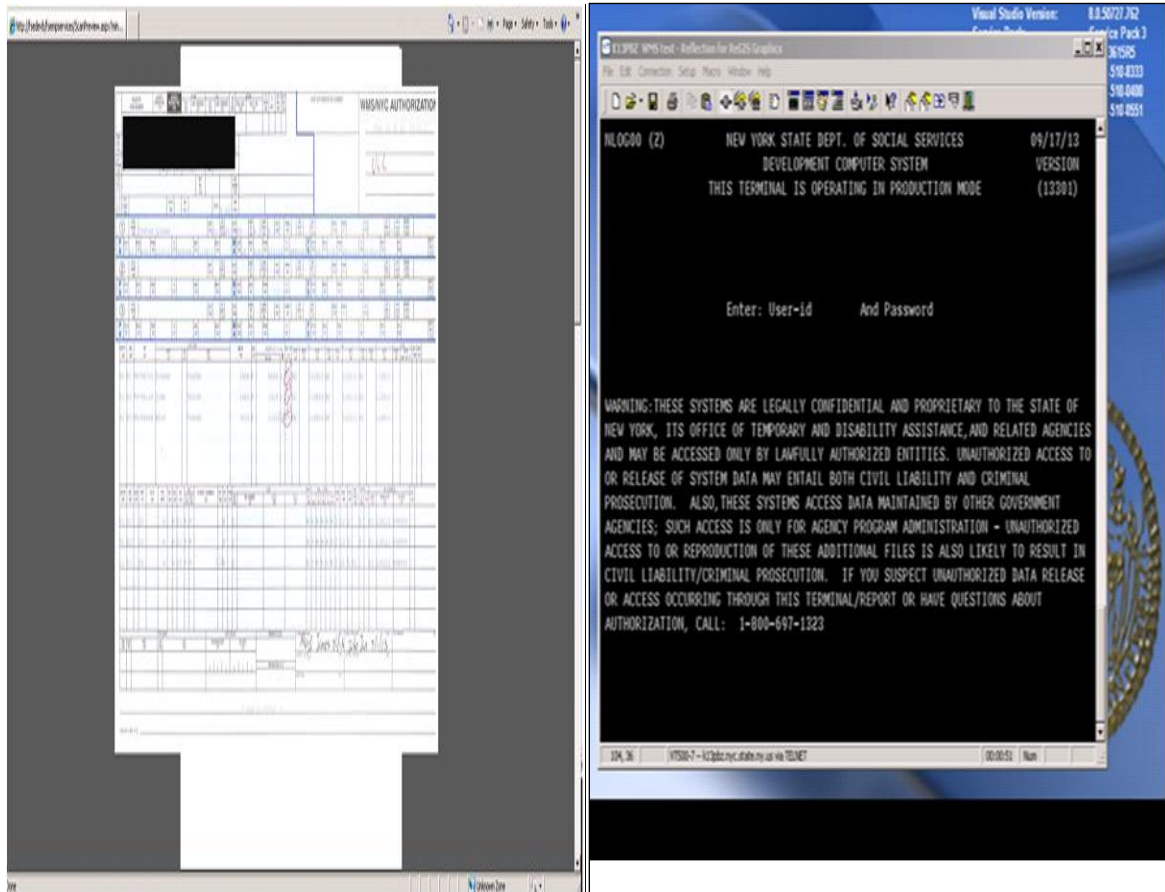
Attachment E: Data Entry Operator Screens

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, and 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

Total Records : 4/4

The **Grant Details** Screen opens

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

Activity Details | Comments | Activity History

Home Center#: F61 Originating Center: F40 Responsible Center:

Case Name: [REDACTED] Date Prepared: 10/1/2013

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

Activity Type

Activity ID: 2504

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

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

E-Check/ E-Cash

Auto E Manual E

List of Grants

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

Grant Count: 2 Total Amount: \$33.00

[View Grant Details](#)

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
Activity ID: 3203
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
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 #

Action