Section Number: 20-6
Effective Date: January 1, 2012

Subject: **Volunteers**

Purpose: To provide guidelines to supervisors on requesting access to the Eligibility
Information System for volunteers.

It is the responsibility of the hiring manager or the supervisor to establish training plans and job duties for volunteers. The Division limits the use of volunteers. They are not meant to displace current state employees.

The primary purpose of using volunteers is to assist in the acquisition of job skills and experience. They are not employees of the state, and they differ from fee agents who are considered paid volunteers.

In order for volunteers to accomplish their job duties in accordance with their training plans, they may need to gain access to the Division's Eligibility Information System. It is necessary to establish security criteria and access limitations for these positions. This document outlines the procedure supervisors and hiring managers follow when requesting an EIS account for volunteers.

Requesting an EIS User Account for Volunteers:

Any volunteer working directly with EIS is subject to a background check to enable the sponsor to recommend them for work with confidential information.

1) The volunteer and the supervisor must complete the following forms to request EIS account:
   - LOGONID Change Request form
   - EIS and Network Security Agreement

2) The supervisor will route the request forms to Systems Operations.

3) The Systems Operations Security Assistant will assign the access profile to the volunteer.

4) Volunteers will be given an orientation on the confidential nature of DPA client information to include the System Operations and Network Services Security Manual, and Administrative Procedures Manual Section 100-3 (Confidentiality).

5) Any questions regarding EIS access for Program Services Aides and volunteers must be directed to Field Services.

6) All volunteers not working directly with EIS but within an area of terminals accessing EIS must complete the EIS SECURITY AGREEMENT. This agreement must be signed before a volunteer can work with or around EIS.

Duties Requiring Access to EIS:

Because of short-term duration, volunteer duties are limited to those not involving extensive training or a high degree of difficulty. Examples of volunteer duties that may require access to EIS:

- Opening, date stamping, sorting, and distributing mail
- Pulling and filing case files
- Making copies of and filing items in case files
- Making volumes for case files, typing case file labels
- Answering phones and directing phone traffic
- Archiving
- Providing resource guidance to applicants requesting assistance
- Assisting other agency or program professional staff in the performance of their duties

Volunteer EIS Profile:

The volunteer positions are given the Volunteer EIS profile, which includes view-only access to the following screens:

APIH	CLIN	FSIH	NOHI	FUSC
GABS	CAP1	AFBH	NOHS	SYSE
GABH	CAP2	FSBH	MEIH	
CLPM	AFIH	MEBH	NEXT	