

Program Services Aide and Volunteer's Access to EIS

MAP No. 10-13

Supersedes MAP 10-13

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State of Alaska

Department of Health & Social Services

Division of Public Assistance

FIELD SERVICES

MANAGEMENT ADMINISTRATIVE PROCEDURES

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PURPOSE

To identify procedures for supervisors requesting access to the Eligibility Information System for Program Services Aides and volunteers.

BACKGROUND

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

- The primary purpose of Program Services Aides is to assist current employees and allow better use of staff's time and workflow. The positions are entry-level and in a training capacity.
- 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 paid per application.

In order for the Program Services Aides and 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 Program Services Aides and volunteers.

PROCEDURE

Requesting an EIS User Account for Program Services Aides and Volunteers:

Any PSA or 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 PSA or 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 public service aide or volunteer.

- 4) Program Services Aides and 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 [MAP manual section 30-11](#) (Confidentiality and Disclosure) as well as [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.

*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.*

***Program Services Aides** are not given access to other interfaces such as Department of Labor, NSTAR and INGENS.*

EIS PROFILES FOR PSA AND VOLUNTEERS

PSA and Volunteer Duties Requiring Access to EIS:

Because of short-term duration, Program Services Aide and volunteer duties are limited to those not involving extensive training or a high degree of difficulty.

Examples of PSA and volunteer's 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

A. The Program Services Aide positions are given the Clerk A EIS profile, which includes access to the following screens:

- APIH
- ADDR
- CLMA

- CARC
- APMA
- CSEA
- GABS
- GABH
- NORE
- MMRE
- MMHR
- MMIN
- REAP
- CLPM
- CLIN
- CAP1
- CAP2
- AFIH
- FSIH
- AFBH
- FSBH
- MEBH
- NOHI
- ACHI
- NOHS
- MEIH
- EBIN
- EBPM
- EBCM
- EBDD
- JOMO
- JOAH
- JOPH
- NEXT
- FUSC
- INME
- MMME
- SYSE

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

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

Examples of other duties suitable for Program Services Aides that requires access to EIS:

- Registering applications, recertifications, renewals and monthly reports
- Changing clients' addresses on the ADDR screen
- Issuing Medicaid manual coupons
- Accessing the CARC screen to change caseload assignments

TOOLS

Two appendices are included in this MAP to assist supervisors in the implementation of this procedure:

- #1** [EIS and Network Security Agreement Form](#)
- #2** [LOGONID Change Request Form](#)