

# Upgrading EIS Profiles

**MAP No. 30-19**

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 and managers when requesting an upgraded EIS profile for division staff.*

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## **BACKGROUND**

It is the responsibility of every division employee to maintain the privacy and the confidentiality of data that is entered into the Eligibility Information System. Each Division employee has a level of access to EIS depending on their position and job responsibilities. As employees promote or change positions within the division and the job responsibilities change, their capability to access various EIS screens may also need to change.

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## **EIS PROFILES**

Several EIS profiles are available to Division employees. To start, EIS profiles are assigned by job title. However, this may or may not meet the needs of the office. Different profiles may be requested by submitting the request that includes what is needed and why. EIS profiles, except for volunteers, can be changed to meet the office needs. Program Services Aides are limited to Clerk A or B profiles. Listed below are the EIS profiles and the positions they are typically assigned to:

### **1) Supervisor A Profile**

- Assistant Regional Managers
- Eligibility Office Managers
- Eligibility Technicians III and IV
- Workforce Development Specialists II, III and IV
- Employment Security Specialists III and IV

### **2) Supervisor B Profile**

- Regional Managers

### **3) Caseworker Profile**

- Eligibility Technicians I and II
- Workforce Development Specialists I
- Administrative Clerks III who make eligibility determinations

### **4) Clerk A Profile**

- Program Services Aides

**5) Clerk B and C Profiles**

*(Clerk B profile has view-only access of the supportive services screens. Clerk C profile has the capability of authorizing and issuing supportive services)*

- Administrative Clerks
- Program Services Aides

**6) QC Profile**

- Eligibility Quality Control Technicians I and II
- Investigators I and II

**7) ALL Profile**

- Public Assistance Analysts

**8) Training Region**

- Training Specialists

**9) Work Services Profile**

- Employment Security Specialists
- Social Workers
- Vocational Counselors

**10) Volunteer Profile**

- Volunteers

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**PROCEDURES**

**A. REQUESTING UPGRADE OF EIS PROFILE DUE TO A PROMOTION TO A DIFFERENT JOB CLASS:**

- 1) The employee and the supervisor must complete the following forms to request change in the 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 appropriate access profile to the employee.

## **B. REQUESTING CHANGE OF EIS PROFILE DUE TO A CHANGE IN JOB RESPONSIBILITIES:**

- 1) The employee and the supervisor must discuss the need for change in profile and direct it to the regional manager.
- 2) If the regional manager agrees there is a need for a change in profile, the employee must complete and sign an EIS and Network Security Agreement form. The regional manager will send a request via email to Field Services and mail the EIS and Network Security Agreement form concurrently. All requests must be accompanied by an explanation of why the change in profile is needed.
- 3) Field Services will review the request for change in profile to ensure that it is beneficial for the employee and suits the need of the division.
- 4) If the request is found beneficial and suitable, Field Services will forward it to Systems Operations.

*Sometimes, changes in profile are needed in response to a demotion or limitation in job duties. In those cases, the employee and supervisor will not necessarily discuss and agree. The supervisor has the responsibility to determine the appropriate profile although the employee should bring any concerns to the supervisor's attention.*

## **C. STATEWIDE ACCESS**

Statewide access is limited only to the following positions:

- Supervisors
- Leadworkers
- Clerks
- Denali KidCare staff
- Coastal Field Office staff

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## **TOOL**

An appendix is included in this MAP to assist supervisors in the implementation of this procedure:

- #1** [EIS and Network Security Agreement Form](#)