

From: [Office-ANC-HSS-DPA EIS Helpdesk \(HSS sponsored\)](#)
To: [HSS DPA Statewide Staff; HSS DPA State Associates; HSS OCS ET Staff;](#)
CC:
Subject: Requests to Delete Registrations from EIS
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Attachments:

Broadcast to DPA Statewide Staff, DPA State Associates & OCS Eligibility Staff

from

Policy & Program Development, Field Services and Systems Operations

Requests to Delete Registrations from EIS

In response to a growing number of requests to delete program registrations from EIS, we want to clarify when it is appropriate to make such a request.

The following are some common examples of when registrations can and should be deleted from EIS by the Helpdesk:

- The case was registered using the wrong PI
- The case was registered using the wrong case number
- The case is a duplicate registration (same application registered two or more times as evidenced by the same household composition and application date)
- A program was registered that was not requested by the client on the application form
- The case was registered without an "identifiable application" (Administrative Procedures Manual section 101-

1 Definitions)

When sending requests to the EIS Helpdesk to delete registrations please include the:

- Case name
- Case number
- Program(s) to be deleted
- Reason the deletion is needed
- Specific registration dates

Note: If the registration is on a new case number and all programs and requests for service are deleted, any CANO's and notices will also be deleted.

There are situations when registrations should not be deleted from EIS. Instead, the caseworker should determine the applicant's eligibility for the program and send the appropriate approval or denial notice. When the applicant decides not to pursue benefits, the caseworker must deny the application and send a denial notice. The following are some examples of situations when the program registration will not be deleted:

- A client requests a program and then decides not to pursue it
- A client requested a program by mistake and is withdrawing the request after it has been registered in EIS
- A client is determined to be ineligible for a program for any reason
- An ATAP application is registered in EIS and we later find the application should have been forwarded to a Native TANF office
- An application is registered in EIS but cannot be found in the office
- A program is being converted to another (i.e. FM to DKC)
- An application is received from a client who is already receiving benefits

For policy questions, please contact Policy and Program Development at DPAPOLICY@alaska.gov.

For field processing questions, please contact Field Services at DPAFIELD@alaska.gov.

For system related questions, please contact the DPA EIS Helpdesk at EISHELP@alaska.gov.