

# Checking Eligibility

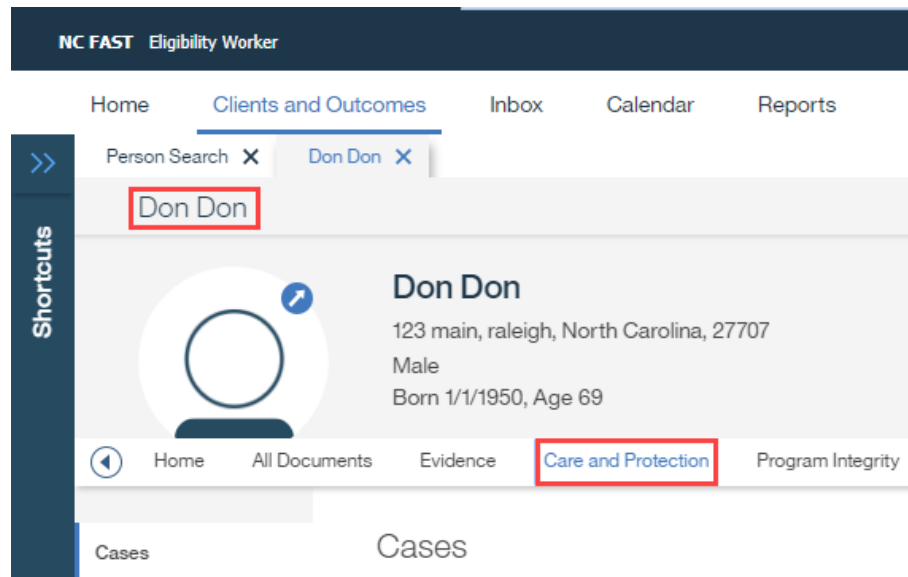
Last Updated: 4/4/2018

## Overview

This job aid describes how to check eligibility for an Income Support Case.

## Step-by Step Instructions

1. Navigate to the Person page. Click the **Care and Protection** tab.



**Note:** For navigation steps to the Person page, refer to *Searching for Persons* job aid.

2. The Cases page displays. In the Reference column, click the applicable Income Support **reference number**.

NC FAST Eligibility Worker

Home Clients and Outcomes Inbox Calendar Reports

Person Search X Don Don X

Don Don

123 main, raleigh, North Carolina, 27707  
Male  
Born 1/1/1950, Age 69

Home All Documents Evidence Care and Protection Program Integrity

Cases

Reference	Name
352178293	Income Support

Screenings Assessments Service Plans

3. The Income Support page displays. Click the **Eligibility Checks** tab.

NC FAST Eligibility Worker

Home Clients and Outcomes Inbox Calendar Reports

Don Don X Income Support - 352178293 X

Income Support - 352178293

Open

- Evidence In Edit (0)
- Undisposed Applications (0)
- Recommendations (0)
- Appeals (1)
- NCFAST USER22240

Don Don Primary 69 years

Home All Documents Evidence Eligibility Checks Compliance

4. The Eligibility Checks page displays. Click the **Check Eligibility** hyperlink.

NC FAST Eligibility Worker

Enter Ref. Number or Keyword

Welcome NCFAST USER22240

Home Clients and Outcomes Inbox Calendar Reports

Don Don X Income Support - 352178293 X

Income Support - 352178293

Open

- Evidence In Edit (0)
- Undisposed Applications (0)
- Recommendations (0)
- Appeals (1)
- NCFAST USER22240

Don Don Primary 69 years

Home All Documents Evidence Eligibility Checks Compliance Participation Time Limits Case Details Events Administration Online Data Assessments AVS Data

Eligibility Checks

Retroactive Current Changed Decisions

Check Eligibility...

5. The Check Eligibility pop-up appears. Enter and select the applicable information. Click **Yes**.

### Check Eligibility



\* required field

Eligibility check for retroactive period is available in retroactive page group navigation bar.

From \*   Number of Months \*

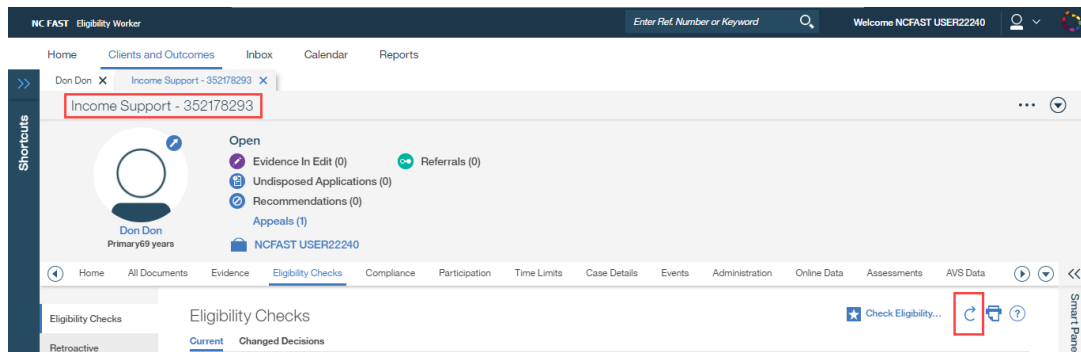
Use Active Evidence Only ☐

<input type="checkbox"/> Program	Currently Receiving
<input type="checkbox"/> Cash Assistance	No
<input type="checkbox"/> Cash Forced Eligibility	No
<input type="checkbox"/> Disaster FNS	No
<input type="checkbox"/> Emergency Assistance	No
<input type="checkbox"/> Food and Nutrition Services	No
<input type="checkbox"/> Medical Assistance	No
<input type="checkbox"/> Medical Forced Eligibility	No

Yes

No

6. The eligibility results display. If needed, click the **refresh** button.



The screenshot shows the NC FAST Eligibility Worker interface. The top navigation bar includes 'Home', 'Clients and Outcomes', 'Inbox', 'Calendar', and 'Reports'. The main content area displays the case 'Income Support - 352178293' for 'Don Don', Primary 69 years. The 'Eligibility Checks' section is active, showing 'Current' and 'Changed Decisions' tabs. The 'Check Eligibility...' button is highlighted with a red box.

7. Click the applicable **toggle** to view eligibility details.



# NC FAST

North Carolina Families Accessing  
Services through Technology

NC FAST Eligibility Worker

Home

Clients and Outcomes

Inbox

Calendar

Reports

>>

Don Don X

Income Support - 352178293 X

Income Support - 352178293

Shortcuts

Open

Evidence In Edit (0)

Undisposed Applications (0)

Recommendations (0)

Appeals (1)

NCFAST USER22240

Don Don

Primary69 years

Referrals (0)

Home

All Documents

Evidence

Eligibility Checks

Compliance

Participation

Ti

Eligibility Checks

Retroactive

Eligibility Checks

Current

Changed Decisions

Date	Checked On	Checked By
▼ 1/14/2019 13:43	111549535	NCFAST USER22239

**Note:** If future eligibility is checked, the system will show ineligible. Workers should use the Eligible and Ineligible tabs, not the Future Eligibility tab.