



Finding Information in IES



Module Learning Objectives:

After completing this module, you will be able to:

- Retrieve and evaluate summaries of case and **Eligibility Determination Group (EDG)** records using **Case Inquiry**
- Retrieve and evaluate summaries of individual records using **Individual Inquiry**
- Identify all cases using a particular address using **Address Inquiry**
- Use the Case Cross Reference Inquiry job aid to identify the **Legacy Case Number** for a case that has been converted to IES



Inquiry

The **Inquiry** function is used to obtain quick summaries of basic case information.

There are several different types of inquiries:

- Case Inquiry and EDG Inquiry
- Individual Inquiry
- Address Inquiry
- Case Cross Reference
- Several other Inquiries



Data Collection

Data Collection contains the complete case record. You can access it in “read only” mode to view:

- Individual Information
- Non-Financial Information
- Absent Parent Information
- Sanctions
- Assets
- Income
- Expenses
- Case Comments
- Miscellaneous



Eligibility

Eligibility contains the complete eligibility results for a case consisting of:

- Current and historical eligibility results
- Calculations for each requested program
- Pending reasons/outstanding verification information



NEXT STOP

