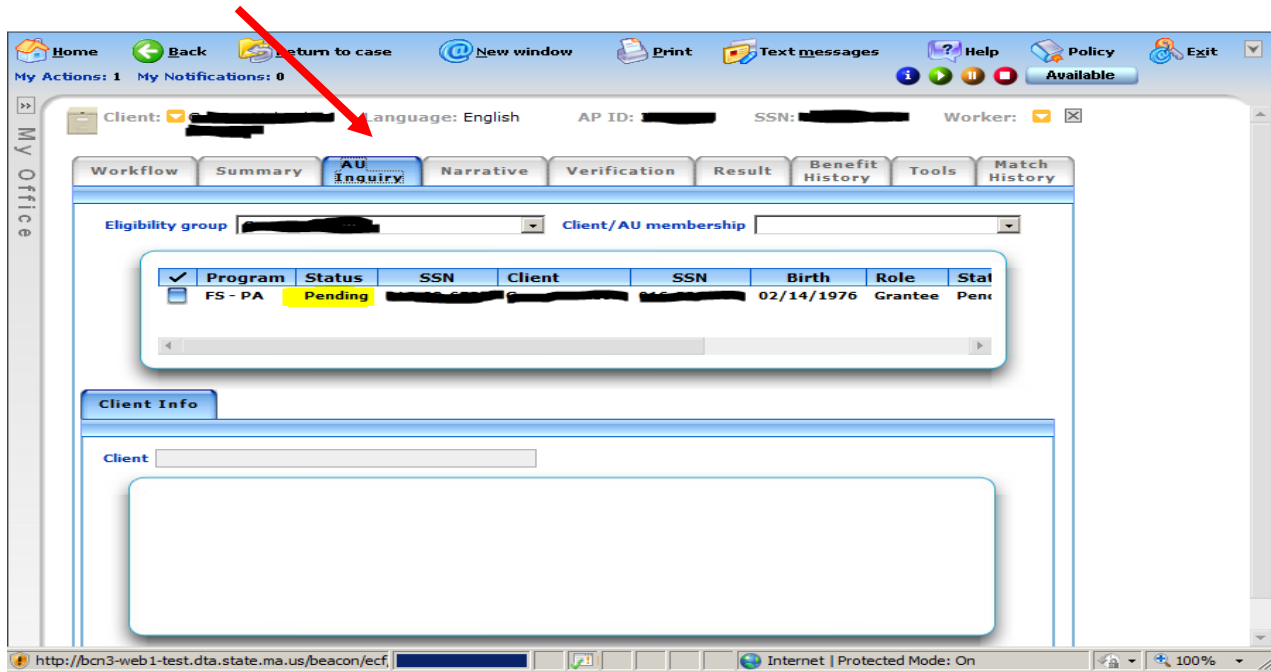


PPER Email 2015-22: How to Determine the Status of a Case (Issued June 18, 2015)

AU Inquiry Tab

To determine the status of a case, staff must go to the AU Inquiry tab and look at the the information displayed under Status. Case status is displayed by program and will show that the case is either pending or active.

If a case is denied or closed, regardless of program, no record will show on the AU Inquiry tab.



Results Tab

Determining the status of a case by using the Results tab can be misleading. The Results tab will show the last action released on the case such as the case having been previously denied but not the fact that the client has reapplied and is now in a pending status. Staff must always use the AU inquiry tab to determine the status of a case.

