

Searching for Cases

Last Updated: 8/11/2024

Overview

This job aid describes how to search for existing cases.

Step-by-Step Instructions

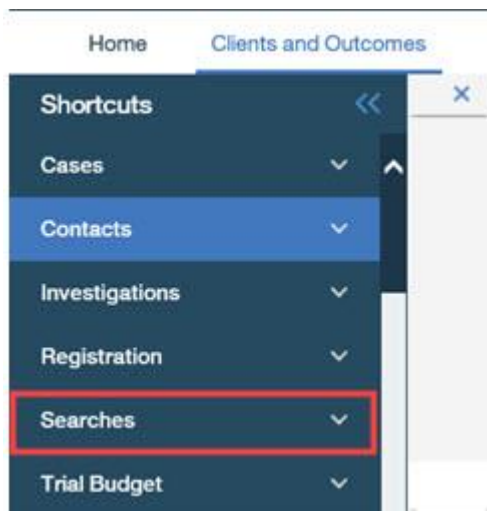
1. On the NC FAST Home page, click the **Clients and Outcomes** tab.



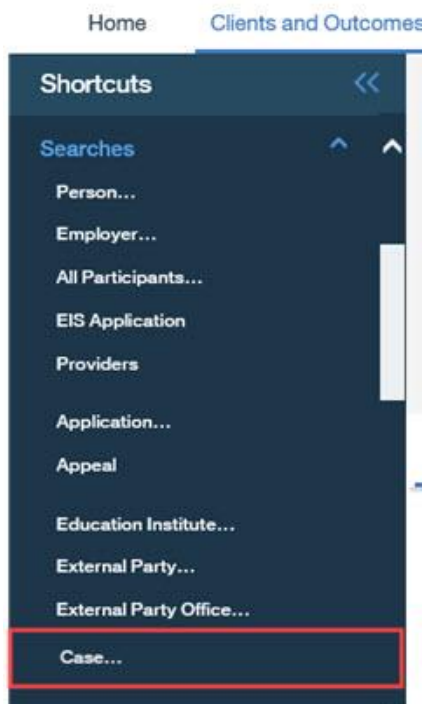
2. The Clients and Outcomes page displays. Click the **toggle** to expand the Shortcuts panel.



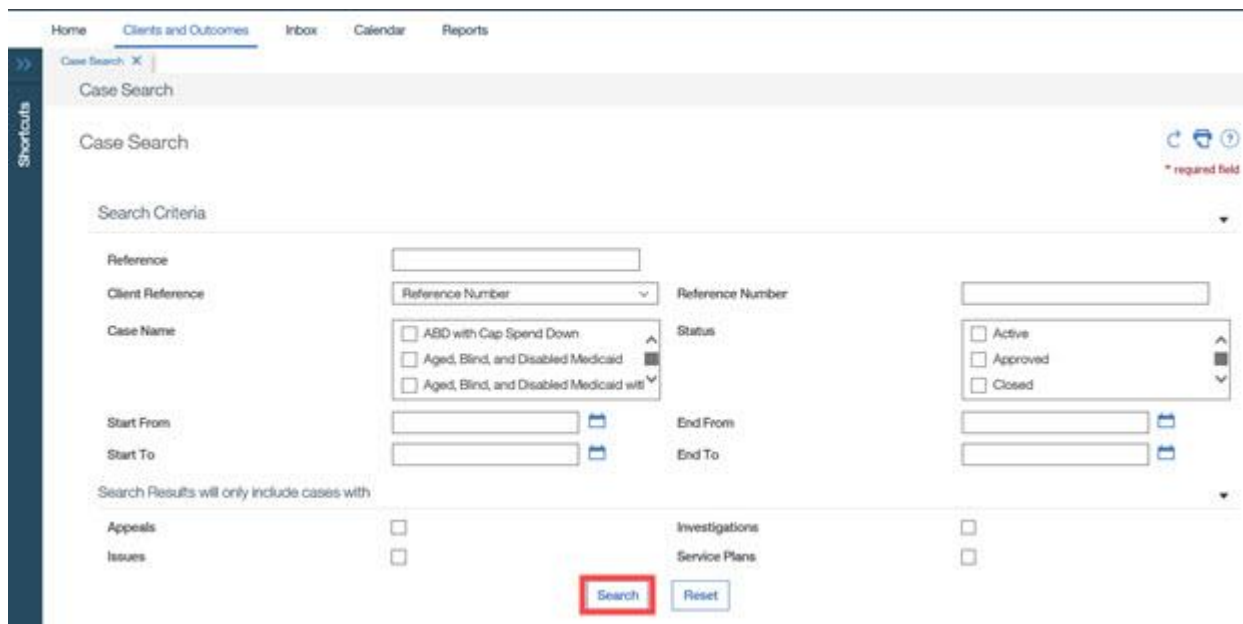
3. The Shortcuts panel displays. Click the **Searches** folder.



4. The Searches folder displays. Click **Cases**.



5. The Case Search page displays. Enter and select applicable search information then click **Search**.



Home Clients and Outcomes Inbox Calendar Reports

Case Search X

Case Search

Search Criteria

Reference

Client Reference Reference Number

Case Name Status

Start From End From

Start To End To

Search Results will only include cases with

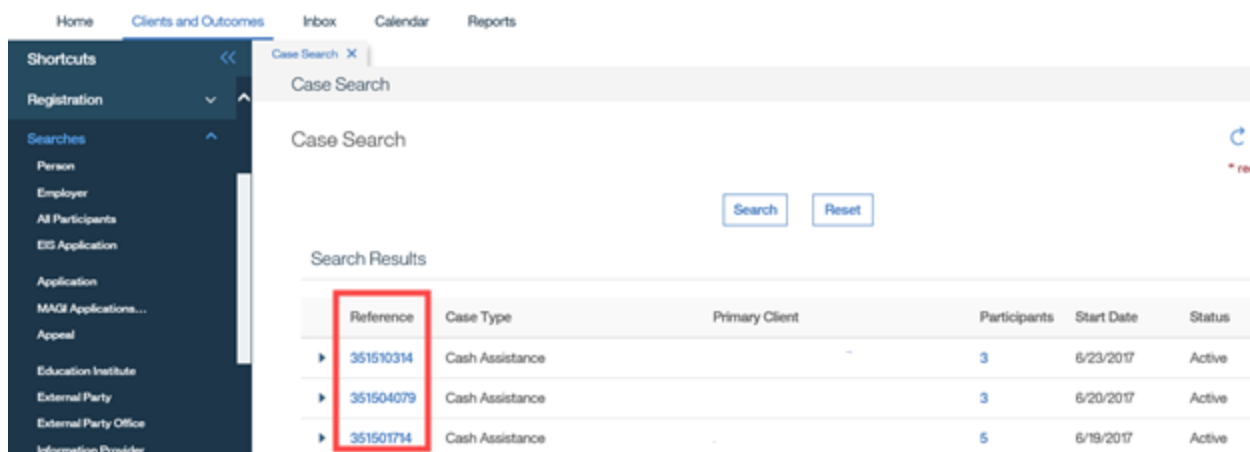
Appeals ☐ Investigations ☐

Issues ☐ Service Plans ☐

Search **Reset**

Note: When using a client's Social Security Number to search for a case, enter the **Social Security Number** in the Reference field (no dashes or spaces), then select **Social Security Number** from the Client Reference drop-down list. Click **Search**.

- The search results display. Click the applicable **reference** hyperlink.



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Case Search X

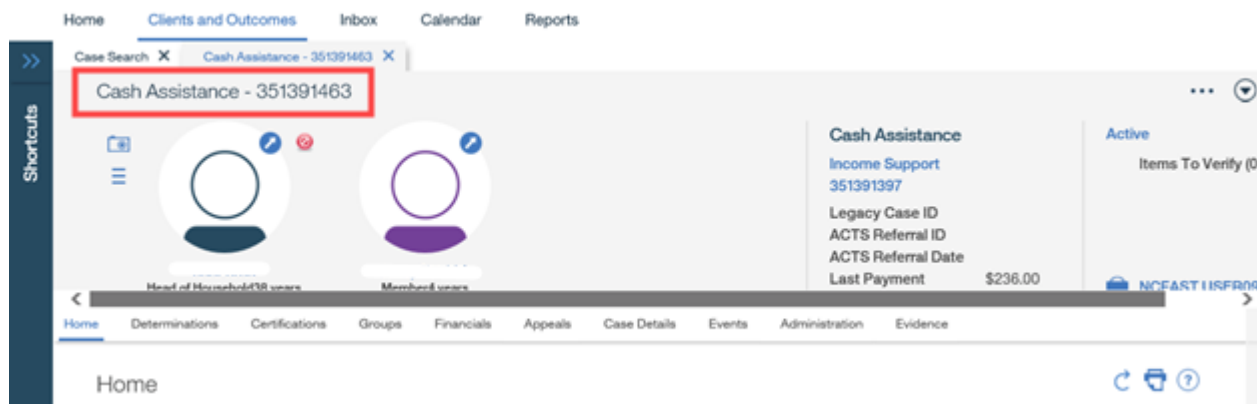
Case Search

Search **Reset**

Search Results

Reference	Case Type	Primary Client	Participants	Start Date	Status
351510314	Cash Assistance	-	3	6/23/2017	Active
351504079	Cash Assistance	-	3	6/20/2017	Active
351501714	Cash Assistance	-	5	6/19/2017	Active

- The case page displays.



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Case Search X Cash Assistance - 351391463 X

Cash Assistance - 351391463

Head of Household 38 years Member 8 years

Cash Assistance		Active
Income Support	351391397	Items To Verify (0)
Legacy Case ID		
ACTS Referral ID		
ACTS Referral Date		
Last Payment	\$236.00	

Home Determinations Certifications Groups Financials Appeals Case Details Events Administration Evidence

Note: To create queries for closed cases, click My Case Queries shortcut link.