

CLIENT INQUIRY (CLIN) JOB AID

The Client Inquiry (CLIN) screen is helpful for looking up individual clients in EIS, especially when answering client questions regarding program statuses or benefit issuances.

Workers can initially inquiry on the CLIN using a client Social Security Number (SSN), if the client's SSN is known in EIS, their case number(s) and program(s) are located and displayed on the CLIN. The CLIN also displays program PARTICIPATION, START and END dates, program STATUS, the assigned FULL SERVICE OFFICE, UNIT and CASELOAD #, as well as the clients RELATIONSHIP code, DEN/CLO reason and any program ALERT, if applicable.

Since the CLIN has no update function capability, it is **not** recommended to use for Client Registrations, or other system functions like Adding or Deleting Client(s) from programs, etc. using the limited inquiry of an SSN can be error prone.

EIS CLIN	CLIENT INQUIRY	111412 13:08 TRN-RONDA T
INQUIRE BY CLIENT DATA:	- OR -	INQUIRE BY CLIENT IDENTIFIER:
SSN :		CLIENT NUMBER:
SURNAME :	(*)	
GIVEN NAME :	(*)	Remove '*' for direct
DOB (MMDDYYYY) :		name matches
SEX :		

- 1) To locate a client via their social security number, enter the full social security number in the "SSN" field
- 2) To locate a client via their name, enter the client's last name in the 'SURNAME' field
 - a. You can narrow your search by entering the client's first name in the 'GIVEN NAME' field, entering the client's birthday in the 'DOB' (MMDDYYYY) field, or by entering their gender in the 'SEX' field
- 3) If there is more than one client that fits your search criteria, the CLIS screen will display next with a list of the first 15 potential matches.

EIS CLIS		CLIENT INQUIRY SHORT LIST				111412 13:49	
						TRN-RONDA T	
SEL	SURNAME	GIVEN NAME	I	BIRTHDATE	SEX	S.S.N.	CLIENT-ID ALIAS
01	MOUSE	JACK		01181994	M	000000000	0600049203
02	MOUSE	JERRY	T	05061974	M	555067777	0600088319
03	MOUSE	JUNIOR		10101970	M	171717171	0600027125
04	MOUSE	MICK	E	10311988	M	234567899	0600046039
05	MOUSE	MICKEY		04211965	M	123456781	0600074139
06	MOUSE	MICKEY	M	08081970	M	987654000	0600080774
07	MOUSE	MICKEY	R	04041950	M	534444465	0600084645
08	MOUSE	MINN	E	06171968	F	111223334	0600046038
09	MOUSE	MINNIE		01021941	F	234881212	0600033238
10	MOUSE	MINNIE		06101967	F	082322004	0600074140
11	MOUSE	MINNIE		03151955	M	000000000	0600065804
12	MOUSE	MINNIE	E	01011980	F	574555551	0600090245
13	MOUSE	MINNIE	M	05051975	F	000456789	0600080773
14	MOUSE	MINNIE	M	01012001	F	122314444	0600066990
15	MOUSE	MINNIE	T	01031966	F	531081132	0600088153

05 <== INQUIRE ON CLIENT (CLPM)

- 4) Locate the specific client you are looking for by entering the corresponding number in the ' <==INQUIRE ON CLIENT ' field and press ENTER. This will bring up the client's CLPM screen via the CLIN.

EIS CLPM		CLIENT PROFILE/MAINTENANCE				111412 13:47	
						TRN-RONDA T	
1. NOT AVAILABLE		4. NOT AVAILABLE					
2. NOT AVAILABLE		5. VIEW SANCTION/DISQUALIF		(WOSA)			
3. NOT AVAILABLE		6. NOT AVAILABLE					
FUNCTION:							
ENTER FOR FUNCTION 2: CASE NBR:		PROG:		BEN MTH (MMYY):			
CM OFF/UNIT/CSLD:		TOTAL TA MTHS USED: 000		BA EXMPT MTHS USED: 00			
NAME/ALIASES		LAST TA MONTH AUTH:		CLIENT ID: 0600074139			
MOUSE , MICKEY				S.S.N. : 123 45 6781			
				BIRTHDATE: 04211965			
				SEX: M ALERT:			
PGM CASE NBR PART START END STAT FSO UNIT CSLD REL DEN/CLO ALERT							
01 FS 00031644 IN 082304 RE 098 1 04 PI							

(NOTE: There is no update function capability on this CLPM screen because it was accessed from the CLIN).

- a. If you do not see your client listed, PF8 to move to the next page of the list.

Helpful Hints for Client Inquiries

1. Deletion of the asterisk (*) is required for a full surname search
2. Deletion of the asterisk (*) is required for a full given name search
3. The DATE OF BIRTH (DOB) field with a MMDDYYYY format, provides
 - ◆ a one (1) year variance for individuals who are age 0 through 20 years
 - ◆ A 5% variance for individuals age 21 and older