01   EWAL - Purpose

Alerts are brief messages or reminders that indicate special actions are needed on a case. They are also used to alert staff to events that may affect future eligibility decisions or benefit level determinations.

Eligibility Worker Alerts (EWAL) displays all outstanding alerts for the selected case. Alerts may be reviewed, added, changed or cleared by various staff members. (See Eligibility Worker Alerts - Overview)

Eligibility Worker Alerts Due Today or Overdue (EWAD) displays all alerts for the active Personnel Control Number (PCN) that meet either of the following:

- Due on the current date

- Overdue on the current date

EWAD is an inquiry only screen. No changes or entries may be keyed on EWAD.

Every alert is important. Take action to resolve each alert when changes occur. Do not clear alerts before reviewing the case and taking all necessary actions.