



## **Job Aid: Removing a Client from an Active FNS Case**

The purpose of this job aid is to show the steps for removing a client from an active FNS case. The steps outlined below are to completely remove a client from the household and/or to exclude them from an active program.

**Note\*:** Workers will no longer have to wait for the end of the month to remove a client from an active case.

**Note\*\*:** When removing an individual, you must put the end date as the end of the month. Entering a date of death as an actual date will in effect, remove them from the case the date entered, not the end of the month. Again, it is recommended that counties use the end of the month.

### **Step-by-Step Instructions:**

#### **To remove a client from the Household:**

1. In NC FAST, navigate to Income Support Case
  - a. End date Household Member evidence
  - b. End date Household Relationship evidence
  - c. End date Living Arrangement evidence
  - d. If FNS, be sure to end date Household Meal Group Member
  - e. End date any other Household, Income, Resource, or Expense evidence for the client being removed including Residency
  - f. Check Eligibility (\*Note\* Toggle down and click on the actual decision period to see the decision
  - g. Apply Changes

**Note:** Worker should close, submit for approval, and document appropriately for any system generated over/under payments.