Job Aid: Death of an FNS Client

Purpose: This job aid lists the steps to take in NC FAST after the death of an FNS client.

NOTE: If the person being removed from the case is the case head (HOH), a new HOH must be designated and a new case must be keyed for the remainder of the cert period. Please make sure to document why the case may have a cert period shorter than six months. If only minor children remain in the case, it must be closed.

Step-by-Step Instructions

Enter Date of Death

1. Navigate to the deceased individual's Person page.
   a. Click the **Evidence** tab.
   b. Click the **List Action Menu** next to **Birth and Death Details**. Select **Edit**.
   c. The Edit Birth and Death Details pop-up appears. Enter the Date of Death. Click **Save**.
2. The Person page context panel automatically refreshes and a watermark reading *Deceased* displays.
3. Navigate to the PDC for the deceased client.
   a. Click the **Determinations** tab; Determination Status should show Automatic Hold.
   b. The most recent Coverage Period should show a status of Not Eligible.

NOTE: If the deceased client is the **only** Household Member included on the **Income Support** case, proceed to step 8 ~~skip ahead to **Close the PDC (Step 9)**~~. If they are part of a multi-person HH, continue with the next steps.

4. Go to the Income Support case; click the **Evidence** tab to open the Evidence Dashboard.
5. End date all evidence for the deceased client using the last day of the month as end date.
   a. End date Household Member evidence
   b. End date Household Relationship evidence
   c. End date Living Arrangement evidence
   d. End date Household Meal Group Member evidence
   e. End date any other Household, Income, Resource, or Expense evidence for the client being removed
   f. End date Residency evidence

6. Apply changes
7. Click the **Eligibility Checks** tab. Review the eligibility check generated by the system:
    a. If correct, click **Apply Update**.
    b. If eligibility check is incorrect, review the evidence dates then apply changes for any corrections. Review the new eligibility check and, if correct, apply update.
8. Click the **Changed Decisions** tab. Review and accept the Changed Decision (if correct).

Close the PDC

9. Navigate to the deceased client's **PDC.**
    a. Click the **Tab Actions Menu** then select **Close Case**.
    b. Enter applicable data and comments in the pop-up then click **Save**.

NOTE: If the case is in Pending Closure status, complete the following:

10. Navigate back to the Income Support case.
11. Click the **Eligibility Checks** tab then select the **Changed Decisions** tab.
12. Accept the **Changed Decision (if correct)** to complete the case closure.