

Deceased Parent/Guardian Head of Household Procedure

A. PURPOSE OF PROCEDURE:

This procedure describes what to do in the WIC data system with the child(ren) of a Parent/Guardian Head of Household (P/G HOH) who passes away while enrolled in WIC.

Following this procedure ensures the P/G HOH is not inadvertently scheduled for an appointment or referenced. This also prevents problems in the future if the additional Parent/Guardian gets remarried or a new adult in the family is pregnant.

Following this procedure is important since the WIC data system does not allow for a deceased P/G HOH to be hidden like an infant or child can be. The practice of making the deceased P/G HOH the additional P/G so they can be hidden, and assigning the former additional P/G, or a brand new adult in the record as the P/G HOH is not appropriate.

B. SCOPE OF THE PROCEDURE:

This procedure defines what to do in the WIC data system with the child(ren) of a P/G HOH who passes away when the additional P/G or another family member becomes head of household.

C. GENERAL PROCEDURE:

1	If the P/G HOH is active on WIC at the time notification to your office is made, go to the certification panel and terminate them effective that day with a termination reason of “deceased.” If the HOH is not active, start at step 2.
2	Go to the Audit Trail to see if HOH and/or the child(ren) have benefits on the eWIC card for current and/or future months. Make note of what benefits are left for the child(ren) for the current month if applicable.
3	Go to the Food Benefits panel, Adjust Benefits and uncheck all of the boxes before reissuing to ensure food benefits are removed from the HOH’s eWIC card.
4	Go to Card Operations and Deactivate Card. Use “Change in family status” as the reason.
5	Create a new Family for the additional P/G or family member the children are now in the custody of and “Retrieve” the children into that new Family ID.

6	Go back to the deceased HOH's record. Go to the Comments/Alerts panel and write a comment about HOH being reported as deceased, the date and the Family ID the children have been moved into.
7	In the new Family ID, go to Card Operations and set up an eWIC card. Issue benefits for the appropriate months. (Note: you may need to adjust the "To Be Issued" amount in the EUB2I pop-up if some of the current month's benefits were already purchased while in the deceased head of household's family. Call the WIC help desk if you are having problems with this.)
8	Explain the WIC program, WIC foods, and how to use the eWIC card if needed and schedule the next appointment.