

Deceased Applicants

Households with only one (1) family member

- If the **Applicant** applied in **PY2025**, but is deceased **prior to applying for PY2026:**
 - Complete a Benefit Return for PY2025.
 - Upload to PY2025 Application Files.
 - Enter Case Notes in the PY2025 Application.
 - Email liheap@mainehousing.org.
- If the **Applicant** applied for **PY2026** and becomes deceased **prior to the application being Certified:**
 - Deny the Application as 'Other'.
 - Complete the Benefit Return for PY2025.
 - Upload to PY2026 Application File.
 - Enter Case Notes in PY2026 Application.
 - Email liheap@mainehousing.org.
- If the **Applicant** applied for **PY2026** and becomes deceased **after the application is Certified, but prior to the Benefit being issued:**
 - Reopen the Application and Deny the Application as 'Other'.
 - Complete the Benefit Return for **PY2025**.
 - Upload to PY2026 Application File.
 - Enter Case Notes in PY2026 Application.
 - Email liheap@mainehousing.org.
- If the **Applicant** applied for **PY2026** and becomes deceased **after the application is Certified and the benefit has been issued:**
 - Complete the Benefit Return unless Direct Check is issued.
 - Upload to PY2026 Application File.
 - Enter Case Notes in PY2026 Application.
 - Email the LIHEAP Mailbox.

Direct Check Notes:

If the family member has the uncashed direct check, CAA must instruct family member to send the uncashed direct check to MaineHousing's mailing address.

Households with multiple family members

- If the **Applicant** of a **PY2025** application becomes **deceased prior to the household applying for PY2026**:
 - Enter Case Notes in **PY2025 Application**
 - Once the Household applies for **PY2026**:
 - CAA is to create a new Application.
 - Change the **Applicant** to another **Household Member** eligible to be the **Applicant**.
 - Remove the deceased **Applicant** from the Application.
 - Retire the deceased **Applicant** from the Household Members screen.
- If **Applicant** becomes deceased **after the creation of a PY2026 application**:
 - Proceed with the application, if all documentation has been submitted for all **Household Members** and enter Case Notes.
 - If Permission To Share, Income and/or other required documents were not signed and submitted for the deceased **Applicant**, CAA may remove the **Applicant** from the Application.
 - Change the **Applicant** to another **Household Member** eligible to be the **Applicant**.
 - Retire the deceased **Applicant** from the Household Members screen.
 - Enter Case Notes in the PY2026 Application.
 - Proceed with processing PY2026 Application.
- If a **Household member** becomes **deceased prior to the household applying for PY2026**:
 - Enter Case Notes in **PY2025 Application**
 - Once the Household applies for **PY2026**.
 - CAA is to create a new Application.
 - Remove the **Household Member** that is deceased from the Application.
 - Retire the deceased **Household Member** from the Household Members screen.
 - Enter Case Notes in the PY2026 Application.
 - Proceed with processing PY2026 Application
- If a **Household member** becomes deceased **after the creation of a PY2026 application**:
 - Proceed with the application if all documentation has been submitted for all **Household Members**.
 - If Permission To Share, Income and/or other required documents were not signed and submitted for the deceased **Household Member**, CAA may remove the **Household Member** from the Application.
 - Retire the deceased **Household Member** from the Household Members screen.
 - Enter Case Notes in the PY2026 Application.
 - Proceed with processing PY2026 Application.