Deceased Applicants

Households with only one (1) family member
- If the Applicant applied in PY2020 but is deceased prior to applying for PY2021:
  - Do not mark them as “deceased” in the PY2020 application Family Section in HEAP Cloud.
  - Enter a comment in HEAP Cloud.
- If the Applicant applied for PY2021 and becomes deceased prior to the application being Qualified: Proceed with Qualify/Confirm.
  - If the application is Denied, mark the household member as deceased in the Family section.
  - If the application is eligible, mark the household member as deceased in the Family section, email the LIHEAP mailbox to put the Benefit payment on hold.
  - Enter a comment in HEAP Cloud.
- If the Applicant applied for PY2021 and becomes deceased after the application is Qualified/Confirmed, but prior to the Benefit being issued:
  - Mark the household member as deceased in the Family section.
  - Email the LIHEAP mailbox to put the Benefit payment on hold.
  - Enter a comment in HEAP Cloud.

Households with multiple family members
- If the primary applicant of a PY2020 application becomes deceased prior to the household applying for PY2021:
  - Follow the procedures outlined in the ‘How to Change a Primary Applicant’ guide to create the PY2021 application with a new Primary Applicant (if the Household is currently applying).
  - Once the Primary Applicant has been updated on the PY2021 application, remove the deceased household member from the application.
  - Enter a comment in HEAP Cloud.
- If an applicant becomes deceased after the creation of a PY2021 application:
  - Mark the deceased household member as deceased in the Family section.
  - Proceed with the application as usual.
  - Enter a comment in HEAP Cloud