

# 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](mailto: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](mailto: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](mailto: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.