

# Removing a Client from an Active FNS case

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## Overview

The purpose of this job aid is to show the steps for removing a client from an active FNS case. The steps outlined below are to completely remove a client from the household and/or to exclude them from an active program.

### Notes:

- Workers will no longer have to wait for the end of the month to remove a client from an active case.
- When removing an individual, you must enter the end date as the end of the month. Entering a date of death as an actual date will in effect, remove them from the case the date entered, not the end of the month. Again, it is recommended that counties use the end of the month.
- When removing a participant that should never have been on a case, rather than ending dating evidence, delete all evidence except for household member, and send a help desk ticket to have the household member evidence removed from the case.

## Step-by-Step Instructions

### How to remove a client from the FNS Household

1. In NC FAST, navigate to applicable Income Support Case. Click the **Evidence** tab.
2. The Evidence Dashboard page displays. Click the **Household Member Evidence**.
3. The Household Member Evidence page displays.
  - a. Locate the individual(s) being removed, click the **List Actions Menu** for that or those individual(s) then select **Edit**.
  - b. The Edit Household Member Evidence pop-up appears.
  - c. Enter the appropriate end date in the End Date field.
  - d. Click **Save**.

4. Household Member Evidence page displays. Click the **x** to exit and return to the Evidence Dashboard.

**Note:** Repeat these steps for all members being removed. Follow the guidance above for the evidence listed below to end date the client on the other evidence required to remove clients from an active case.

5. End date Household Relationship evidence.
6. End date Living Arrangement evidence.
7. End date Household Meal Group Member.
8. End date any other Household, Income, Resource, or Expense evidence for the client being removed including Residency.
9. Check Eligibility.

**Note:** Toggle down and click on the decision period to see the decision.

10. Apply Changes.

**Note:** Worker should close, submit for approval, and document appropriately for any system generated over/under payments.