# Documenting a Participant Death in Crossroads

The **Reporting Death in Family** functionality in Crossroads allows the user to document a participant death. This resource describes other actions that local users should take in Crossroads after reporting the death of a participant.

1) Open the Family Record and then navigate to Family Services > Reporting Death in Family
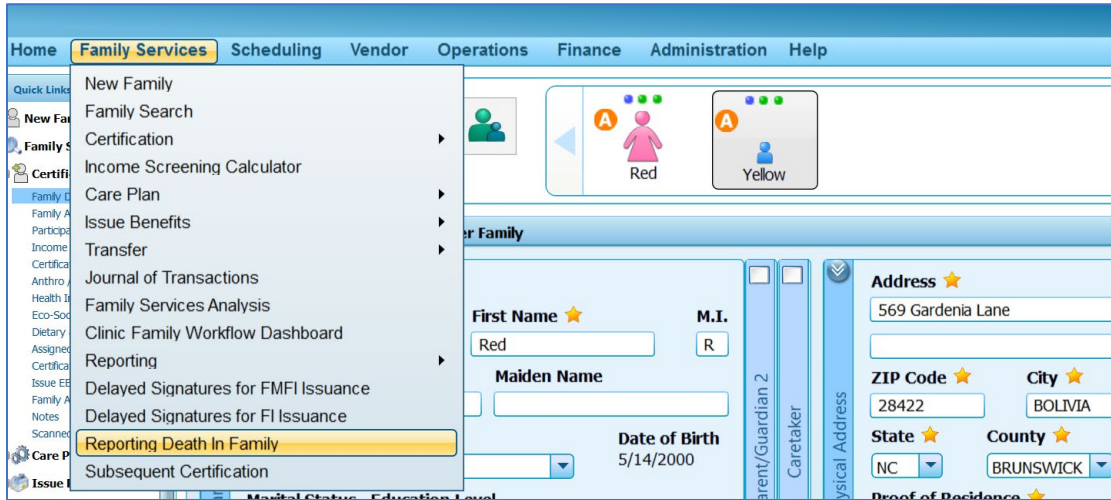
2) Select the box next to the name of the deceased participant and enter data into the **Deceased Date** field. Click Save.
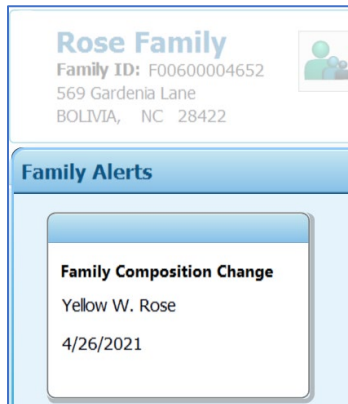

3) Crossroads will **automatically** change the participant status to **Deceased (D)** in the Family Header and **disable** all screens/fields related to the deceased participant (non-family screens) such as Health Information, Anthro/Lab, and Prescribe Food.
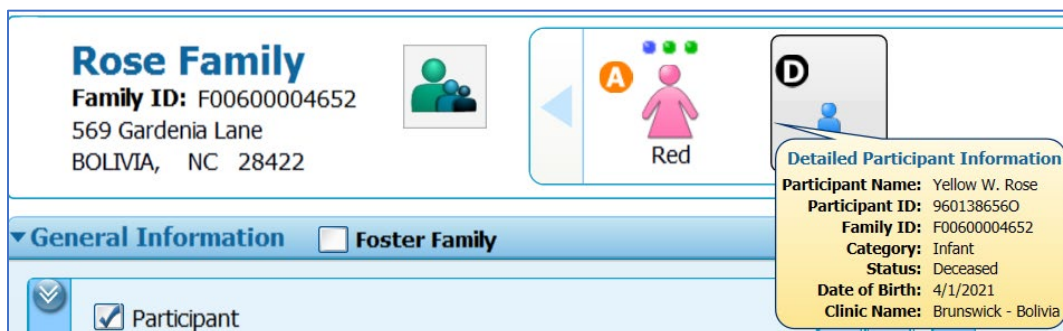
4) Crossroads will also generate a **Family Alert**: **Family Composition Change**. Support Staff should delete the Alert and create a new one with specific information about the participant death. This should help minimize the future mention of the deceased participant by local agency staff.
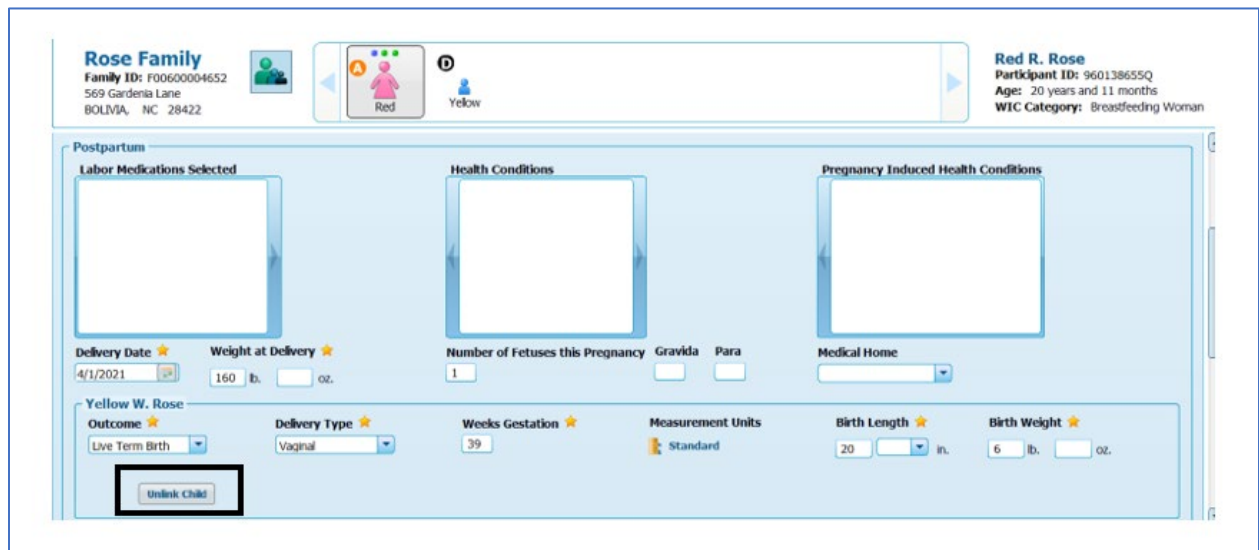

5) **Mother-Infant Dyads**:

A) If the deceased participant is an infant of a Non-Breastfeeding mother-infant dyad, Crossroads will remove the infant from the dyad. Local agency staff do NOT need to click "Unlink Child" on the Woman's Health Information screen.

B) If the deceased participant is an infant of a **Breastfeeding** mother-infant dyad, local agency staff will need to click the **Unlink Child** button on the **Woman's Health Information** screen to change the Woman's WIC Category from Breastfeeding to Non-Breastfeeding. _Before selecting **Unlink Child**, take notes on the listed Delivery Type, Weeks Gestation, Birth Length, and Birth Weight._

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After clicking **Unlink Child**, a confirmation message will appear:

Are you sure you want to unlink the dyad for this woman and infant? Once they are unlinked, it is not possible to link them back again. Do you want to continue?

Click **OK.**

After the "Unlink Child" process has been completed, the woman's Health Information screen will list **Infant 1** and the following **fields will need to be reentered**: Delivery Type, Weeks Gestation, Birth Length, Birth Weight and Breastfeeding Information. Do NOT change the Outcome. The Outcome was a Live Term Birth at the time of the woman's initial postpartum certification.

Choose No for **Do you give your baby any formula?**

Once **Save** is clicked, Crossroads will change the woman's WIC Category to Non-Breastfeeding.

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Crossroads will automatically update the woman's **Prescribe Food** screen to WIC Category: Non-Breastfeeding. Modify the Food Prescription if needed and click **Save**.

Rose Family
Family ID: F00600004652
569 Gardenia Lane
BOLIVIA, NC 28422

Red   Yellow

Red R. Rose
Participant ID: 960138655Q
Age: 20 years and 11 months
WIC Category: Non-Breastfeeding Woman

4/23/2021   4/26/2021
B   N

Food Prescription Date   WIC Category   Family Issuance Day   Issuance Frequency
4/26/2021   Non-Breastfeeding   23   1   Month(s)

▼Food Prescription Items   Total Items: 6

Category	Subcategory	Quantity	Category Max Quantity	UOM
Eggs	Eggs	1	1	Dozen
Breakfast Cereal	Breakfast Cereal	36	36	Ounces
Legumes	Bean/Pea, 4 Cans, 1 Dry, or Peanut Btr	1	1	Containers
Fruit & Vegetable CVB	Fruit and Vegetables	$35.00	$35.00	$$$
Juice - 48 oz	Juice 48oz fl/12oz Conc	2	2	Containers
Milk - Fat Reduced	Skim/Non Fat or 1% Milk	4	4	Gallons

6) Void any issued food benefits for future months and reissue. If current month food benefits have been issued and need to be modified, call the Nutrition Services Branch (NSB) Customer Service Desk for assistance.

7) Local agency staff will need to:
   ➢ Cancel any scheduled appointments for the deceased participant.
   ➢ Cancel any Notifications such as Missed Appointment Letters: Navigate to the **Notifications** screen and Search by Family ID. Select the red X (delete) for any messages that need to be removed.

8) The CPA should document the participant death in the Nutrition Care Plan.