

LOSS HAPPENS: THE CHECKLIST

Presented by:
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Director of Client Services
Milton Village

- 14 years of service CHC
- New Role- Director of Client Services at Milton Village
- Certified ACP Facilitator
- QMCP- credentialed
- Widow



Agenda

Advance Care Planning
Empathy App/Website
'The Checklist'

Are We Ever Prepared for an Illness or Death?



For Every Adult- ACP

- **Initiate the conversation**
- **Review and make sure plans are CLEAR**
- **Creates a culture of ‘person-centered care’**
- **Honors your loved one’s goals and values for healthcare**
- **Appropriately staged to your loved one’s state of health**
- **Importance of religious/spiritual beliefs- Who needs to get involved?**
- **Personal & Cultural beliefs**
- **Deep understanding of possible future situations & decisions**
- **Exploring the understanding of CPR**

Interested in FREE ACP?

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People aren't informed, so they're unprepared for the clerical to-do lists, the tasks that need to be done, which adds to the mental load and the stress

Did You Know?

- An average of \$12,702 falling on families after a loved one dies- including funeral and professional help
- 43% used a credit card or checking account
- 37% Took money from savings or investments
- Only 14% of families used dedicated funds from insurance, or prepaid arrangements

Did You Know?

- The TRUE Burden of Loss consisted of 420 hours of work to handle the average estate.
- Estimated 5 phone calls had to be made a week
- 46% of families spent more than 26 hours per month on the phone

What Can We Do? Personally and/or Professionally

www.empathy.com can walk with you both personally or professionally through preparing for a loss through tasks that need to be done through the next year.



Empathy can help with the following:

Tackle each task step-by-step.

Process grief

List challenges that need assistance

Reflection

Gives you specific phone numbers and information

Perhaps makes you think about things you haven't process yet

Loss brings both emotional and practical challenges so following a guide is imperative to be able to sort through the important parts.

Preparing for Loss

- Verify beneficiary designations i.e., life insurance, retirement accounts, pensions, payable-on-death bank accounts, bonds, transfer-on-death deeds, college savings accounts, living trusts
- List all debts and settle necessary ones- bills to maintain payments on
- Make sure estate plan is in place if applicable
- Communicate about the will
- Make a master list of numbers and passwords
- Gather important documents- Identification, will and estate, financials, property and assets, bills and accounts, business-related
- List and locate all assets
- Make arrangements for pets
- Advanced Directives
- Get signed POA
- Learn about bereavement resources
- Home related questions to discuss

Immediate Arrangements

- Arrange for body transportation i.e. Funeral Home, Cremation Company, Full-body donation
- Secure personal belongings; Jewelry, watch, wallet, ID cards, personal/medical documents
- Inform close family & friends
- Arrange care for pets; foods, walks, medications/vaccines, attention & comfort- They grieve too!
- Make sure the house is secure; locks, remove valuables, landlord, turn on lights, alarm, neighbors
- Look for final wishes document- what did they want? Look for the Will.
- Contact your loved one's clergy

Begin a record of expenses- bills don't stop- Keep in mind that, although these expenses (attorney fees, funeral costs, utility bills, mortgage payments, income taxes, property taxes etc.) are usually covered by the estate, they will have to be paid in the interim until the estate can repay them during probate- That is if there IS an estate.

Things to Know NOW

- Prepaid arrangements?
- Veterans Benefits?
- Life Insurance?
- Joint Accounts?
- Payable-on-death Accounts?

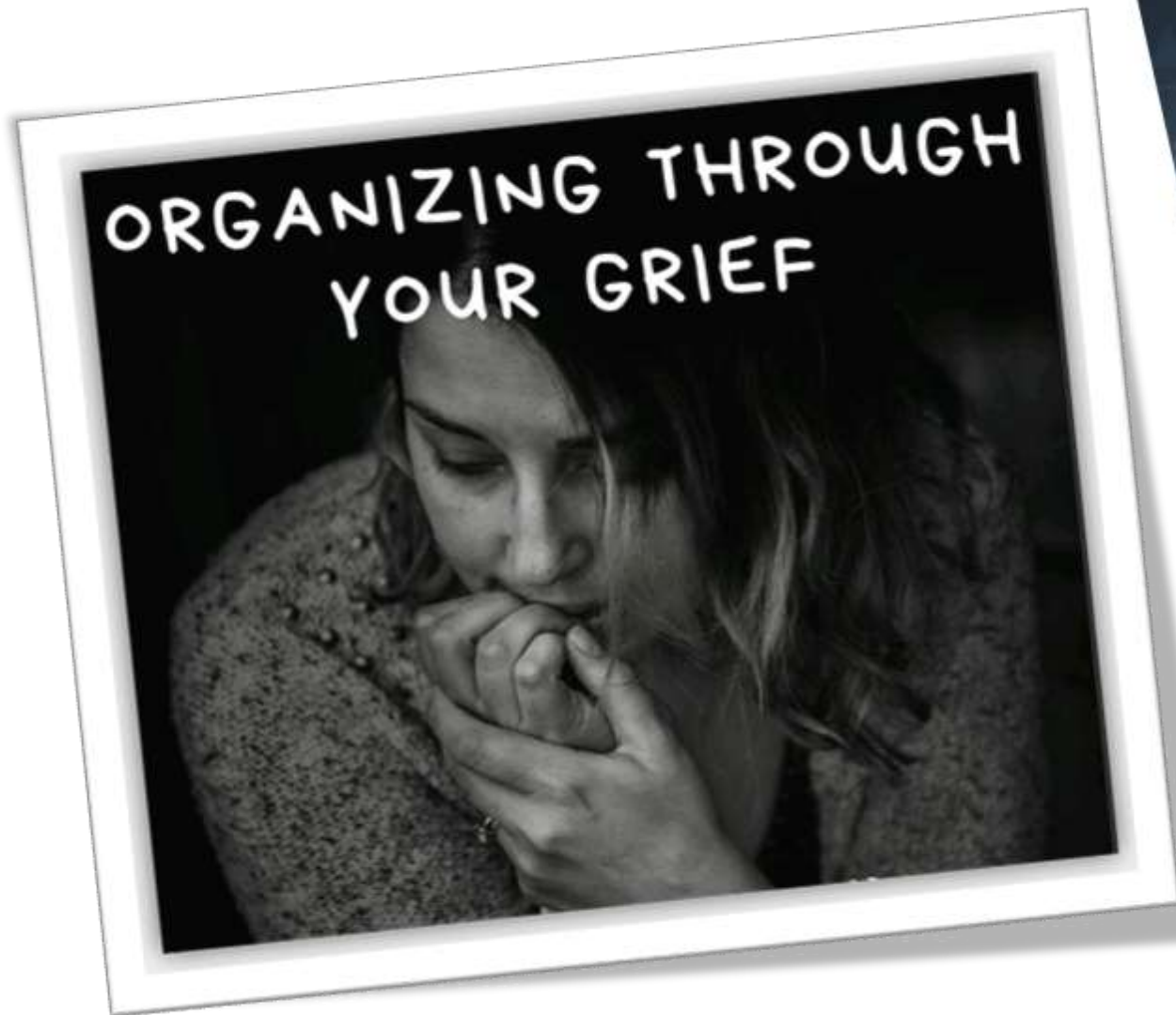
Week 1- 3

- Write and Publish the Obituary (Funeral home helps)
- Contact VA for Funeral Benefits (800)827-1000
 - a. Military funeral/honor guard
 - b. Burial expenses
 - c. Transportation
 - d. Aid and Attendance pension benefit
 - e. Headstone, grave marker or medallion
 - f. US Flag
 - g. Presidential Memorial certificate
- Decide on Ceremony Format
- Make decisions on cremation/burial
- Plan the wake or Memorial Service
- Plan the funeral/Order death certificates



Week 1- 3 Continued...

- Inform your loved one's community
- Contact LO's accountant/lawyer
- Contact LO's employer & colleagues
- Claim SS lump-sum payment \$255 (800)772-1213
- Verify the Will is valid- contact lawyer-most recent?
- Learn about identity theft risks
- Prepare the house for vacancy
- Notify credit bureaus (888)397-3742
- Notify financial institutions
- Notify government agencies (DMV, IRS)
- Forward mail if applicable



Week 4- 6

- Sort and organize documents
- Scan and save documents
- Safely dispose of sensitive information
- Notify licensure associations
- List and evaluate property and assets
- List all known debts
- Determine if full probate is necessary
 - Probate is the legal process for reviewing the assets of a deceased person and determining inheritors.
- File a petition for probate if applicable
- Submit life insurance claim
- Claim veterans' benefits
- Claim union benefits
- Claim SS survivor benefits
- Check for final wages & work benefits
- Cancel memberships & subscriptions
- Forward USPS mail
- Publish notice to creditors

Month 3 and Beyond...

- Close or transfer financial accounts
- Decide whether to sell house
 - No big decisions until after the first year
- Deal with personal belongings
- Organize household items
- Agree on family keepsakes
- Consider holding an estate sale
- File your LO's income taxes (Year 1)
- File income taxes for the estate
- Pay any estate tax
- Pay outstanding debts

Q & A