

HPRP/HMIS Tip of the Week #12 Households

"The only constant is change, continuing change, inevitable change; that is the dominant factor in society today." – Isaac Asimov

Tracking households is not simple because things change! First I will cover how to record household configurations in ServicePoint in general. Then, I will ask and answer some "Questions From the Real World" which will cover those real-life situations that don't fit neatly into ServicePoint.

The Basics:

It's important to create your household early on in your workflow. Household creation should occur just after you create the client and save the "additional profile information". This is important because entry/exits and services all flow to the rest of the household.

1. ****All clients must have a household created whether the client is with someone or not.****
2. Once you have created your client in the database, you will see a link to "Household Information" (Figure 1.) Click the link to expand.



Figure 1: Household section upon creation of new client.

3. Figure 2 shows your Household Overview of the new client. Because you haven't created the household yet, you will see no records here. Click "Start New Household".

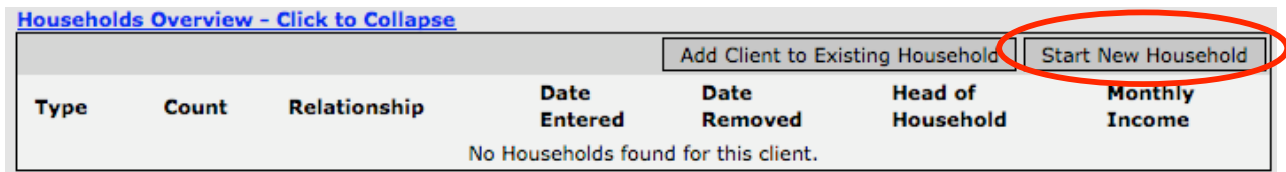


Figure 2: Empty Household

4. In Figure 3, Household Type field. This is to be selected based on the overall makeup of the household. For singles, select "other".

Figure 3: Enter household data and start new household

5. In Figure 3, Head of Household (HOH) field. If the client whose record you are in is the head of household, then select yes. Otherwise leave it at no. This is a question that should be asked of the household, not assumed.

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6. In Figure 3, Relationship to HOH. If the client whose record you are in is the head of household, select "self". Otherwise select the relationship of the current record to the HOH.
7. In Figure 3, Date Entered. This date should match the Entry Date.
8. In Figure 3, Date Removed. This date should never be filled out on entry into the program. It refers to the date that the client was removed from the household. (An uncommon occurrence.)
9. Click Start NEW Household (Figure 3).

The screenshot shows the 'Add Clients To Household - (Isaac Asimov)' interface. It is divided into three main sections:

- Overview - Type: Couple With No Children, Current Members: 1 Removed Members: 0**: This section shows the current household configuration. It includes a table with columns: Name, Relationship, Date Entered, Date Removed, and Head of Household. The entry for Isaac Asimov (#42154) is shown with a relationship of 'Self', a date entered of '08/31/2010', and 'Yes' as the head of household.
- Household Member Information**: This section is for entering info for the next household member. It includes dropdowns for 'Head of Household' (set to 'No') and 'Relationship to Head of Household' (set to '-Select-'), and a date field for 'Date Entered' (set to '08/31/2010').
- Add Using Client ID**: This section includes a text input for 'Scan or Enter Client ID' and an 'Add This ID' button.
- Add Additional Clients to Household**: This section is a search screen. It includes a 'Last Profile' dropdown, fields for 'First' (Asimov), 'MI', 'Last', and 'Suffix', a 'SS#' field, and a 'Search Filter' checkbox for 'Exact Match?'. A 'Search For Client' button is at the bottom.

Callouts explain these sections:

- The first callout points to the Overview section, stating: "This section shows the household as it has been entered thus far."
- The second callout points to the Household Member Information section, stating: "This section refers to the household info on the next household member."
- The third callout points to the Add Additional Clients to Household section, stating: "This section is a search screen for the next household member, very similar to the search screen you see when you click 'Client Point'. The purpose is the same: to search for and then (if not found,) add each client in turn."

Figure 4: Three sections: the current household configuration as entered thus far, household member info for the NEXT HOUSEHOLD MEMBER you will enter, then the search screen for finding and/or adding the next household member in the database.

10. Once you've added your new client to his/her new household, it is time to go into a loop adding more household members if there are more. The loop goes like this:
 1. Enter Household Member Information that pertains to the next HH member. (The Head of Household question, the Relationship to HOH question, and the date.)
 2. If you know the client ID of the next HH member, enter it, and click "Add This ID". If not, enter their first and last name plus SSN and click "Search for Client".
 3. If the client is found in the database, click the name of the client. Otherwise, scroll to the bottom of this screen (Figure 4) and click "Add Client With This Information".

A close-up of the bottom of the screen showing two buttons: "Add Client With This Information" (circled in red) and "Exit & Refresh".

Figure 5: Add Client With This Information button at the bottom of the screen.

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4. If you need to add another client to the household, go back to step 1 of this loop.

Otherwise, you're done with the loop and you can go to step 11.

11. Now that you have added all your household members, you should see at the top of the screen, something like Figure 6. This is a good time to check that everything is entered correctly so that you can make any necessary adjustments. Look to see that you are seeing the correct number of household members listed, that at least one and not more than one has a relationship of "self" and HOH status of "yes", and that all Date Entered dates match your entry date.



Add Clients To Household - (Isaac Asimov)

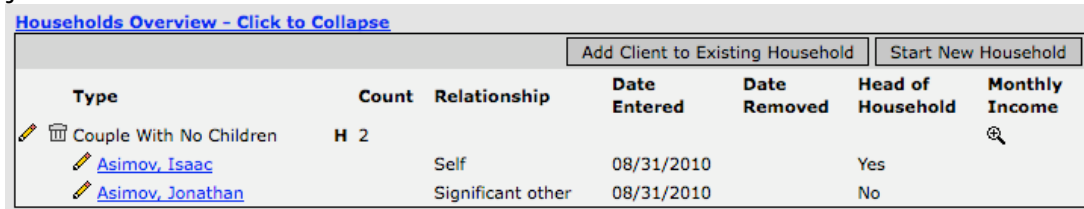
Overview - Type: Couple With No Children, Current Members: 2 Removed Members: 0

Edit Household Type

Name	Relationship	Date Entered	Date Removed	Head of Household
Asimov, Isaac (#42154)	Self	08/31/2010		Yes
Asimov, Jonathan (#42155)	Significant other	08/31/2010		No

Figure 6: Household member added

12. Click Exit & Refresh. Your client record should look like Figure 7. If not, use the pencils to make adjustments.



Households Overview - Click to Collapse

Add Client to Existing Household Start New Household

Type	Count	Relationship	Date Entered	Date Removed	Head of Household	Monthly Income
Couple With No Children	H 2					
Asimov, Isaac		Self	08/31/2010		Yes	
Asimov, Jonathan		Significant other	08/31/2010		No	

Figure 7: Household done correctly.

Beyond the Basics: Questions From the Real World

Q1: How do I handle a client who comes to me and already has a household created but that client's household configuration has changed since they were last in HMIS?

A1: Leave the household that is currently saved for the client untouched because that household was true for that period of time that they received whatever other services they received. You will create a new household to show the new household configuration with the Date Entered dates reflecting this new entry into your program.

Q2: What if there is already a household created and there haven't been any changes to that household since their last episode?

A2: No changes would be necessary. (Do not add another identical household.)

Q3: What if mom is pregnant on entry and has her baby during the time span of the household's program entry/exit?

A3: The baby's entry date into your program and into the household will be the same as mom's, even though the baby wasn't born yet. This is because if you give separate entry dates and/or household entered dates, the baby will be automatically assigned a separate household ID from mom and be counted as a single.

Q4: What if Mom or Dad leaves the household or a child is removed from custody or another situation where the household size shrinks during the time span of the program entry/exit?

A4: In this case, you would go to the household overview, click the pencil next to the removed client's name, and enter a Date Removed date to reflect when this change occurred. You will also need to exit that client from the program by going to the client's record, clicking the Entry/Exit button, then the Exit Date pencil, entering the necessary data, and saving.

Comments, questions, and feedback are welcome. If you would like to not receive "HPRP HMIS Topic of the Week" anymore, or would like to be included, please email genelledenzin@cohhio.org.