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. **<u>All clients must have a household created whether the client is with someone or not.</u>**
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.

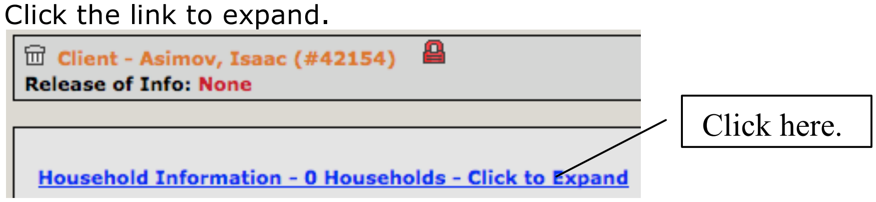

Figure 1: *Household section upon creation of new client.*

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".

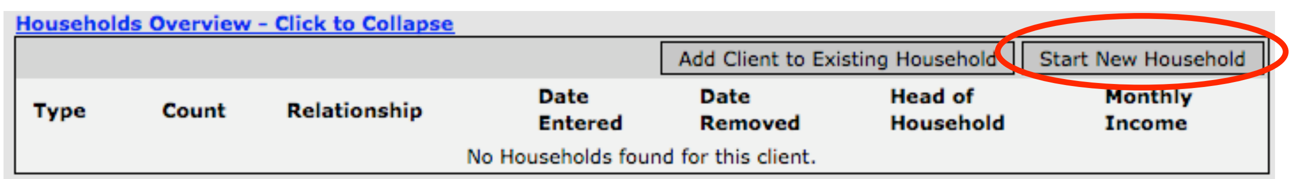

Figure 2: *Empty Household*

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

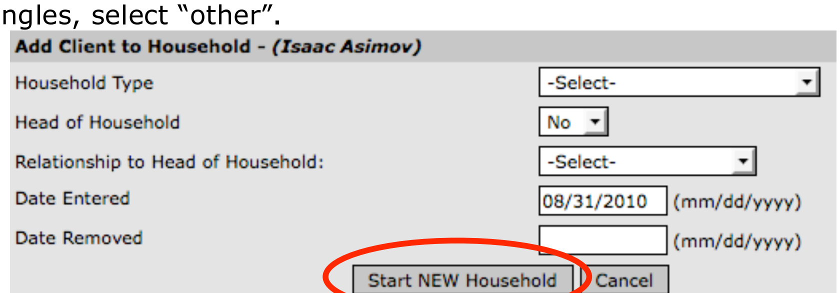

Figure 3: *Enter household data and start new household*

5. <u>In Figure 3, Head of Household (HOH) field</u>. 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.

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).

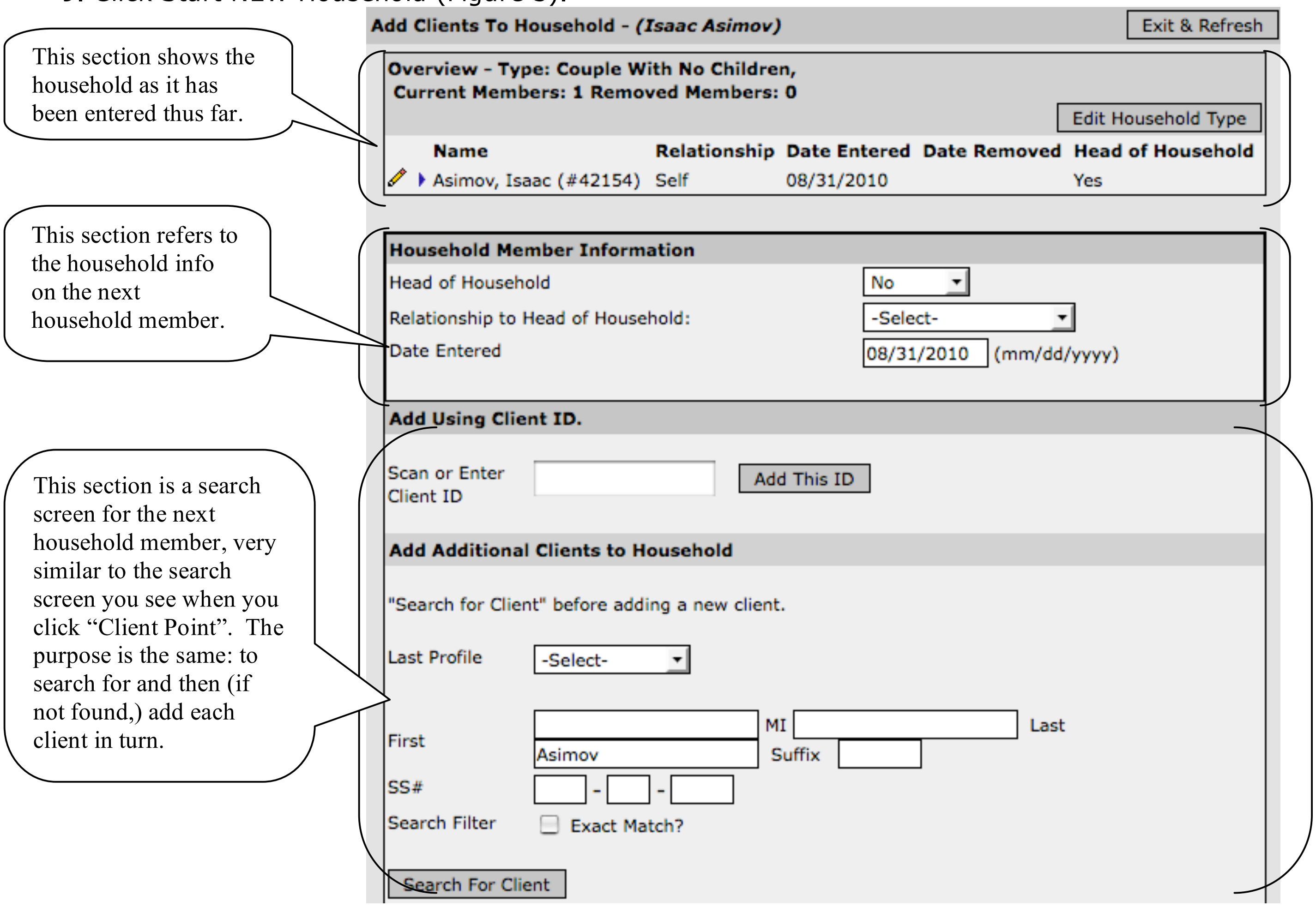

Figure 4: *Three sections: the current household configuration as entered thus far, household member info for the NEXT HOUSEHOLD MEMBER you will enter, then the search screen for finding and/or adding the next household member in the database.*

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".

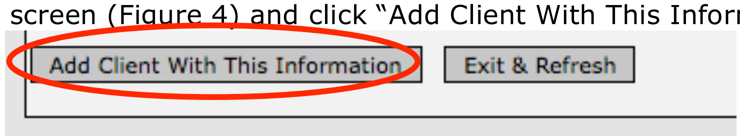

Figure 5: *Add Client With This Information button at the bottom of the screen.*

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.

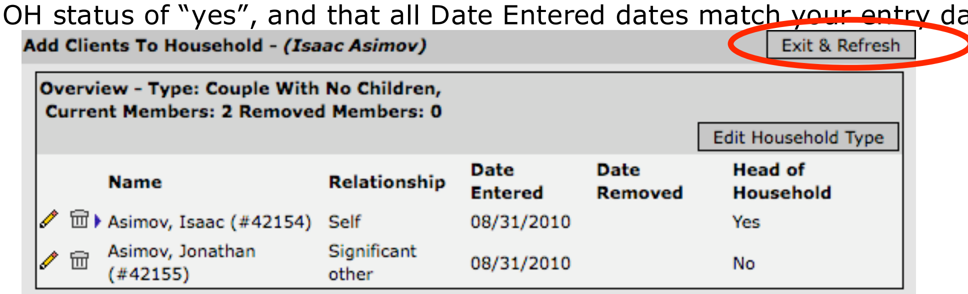

***Figure 6:** Household member added*

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

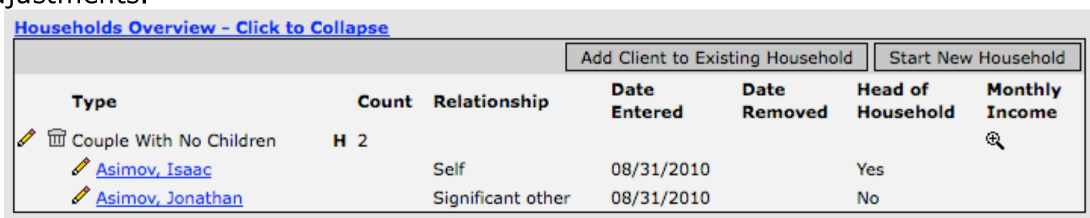

***Figure 7:** Household done correctly.*

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.