

HMIS Troubleshooting Guide: What to do when a new household member joins a family in your program



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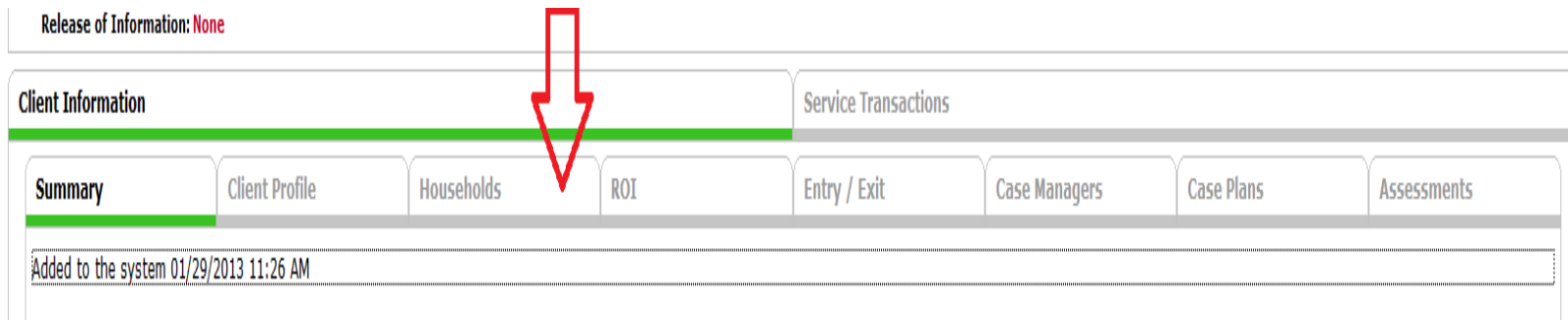
Adding a New Household Member to an Existing Household During the Current Program Stay I.

If a new person joins an existing household during the current program stay, that person will also need to be added to the household in the HMIS.

The first step to adding a person to the household will to add him to the HMIS.

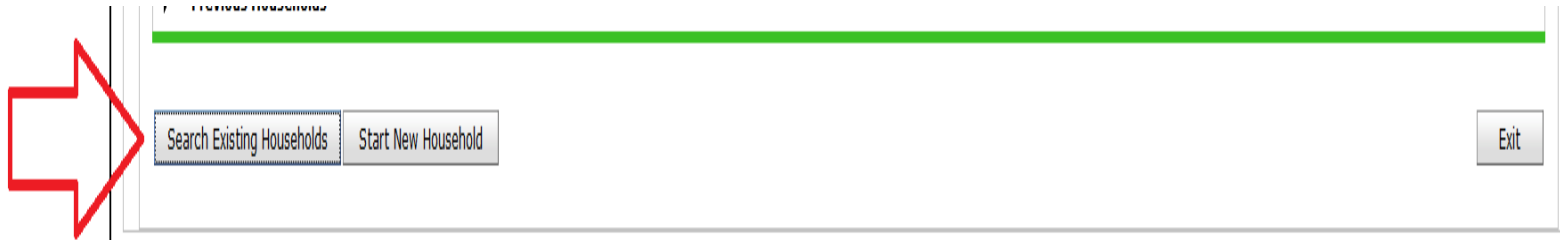
Adding a New Household Member to an Existing Household During the Current Program Stay II.

Once this new household member has been added to the HMIS you will need to join him or her to the household. You will start by clicking on the **Households Tab**:



Adding a New Household Member to an Existing Household During the Current Program Stay III.

This will take you into the **Households Screen**:



Click on **Search Existing Household**.

Adding a New Household Member to an Existing Household During the Current Program Stay IV.

This will take you to the **Household Search** screen. You will search for the name of the Head of Household whose household the new person will be joining. Click the **Green Circle** next to the Head of Household's name to add him or her to the household:

The screenshot shows a web application window titled "Household Search". The search input field contains "Maggie May" and has a red arrow pointing to it. Below the search field are "Search" and "Clear" buttons. The "Household Results" section contains a table with one row of results. A red arrow points to the green plus icon in the first column of the table. At the bottom right of the window are "Add NEW Household" and "Cancel" buttons.

Household ID	Type	Head of Household	Client Count
183	Female Single Parent	May, Maggie	3

Adding a New Household Member to an Existing Household During the Current Program Stay V.

This will take you to the Household Information screen. You will indicate the new household member's Relationship to the Head of Household, the Joined Household Date, update the Household Type as necessary, and then click Save & Exit:

Household Information - (183) Female Single Parent

(183) Female Single Parent

Save Save & Exit Exit

Household Type * Couple (Parent & Friend) and Child

Income US\$0.00 monthly (US\$0.00 annual)

Client Count 4

Household Members							
Name	Age	Head of Household	Relationship to Head of Household	Joined Household *	Previous Associations	Household Count	
(785) May, Maggie		Yes	Self	01 / 01 / 2013	0	1	
(786) May, Michael		No	son	01 / 01 / 2013	0	1	
(787) May, Morgan		No	daughter	01 / 01 / 2013	0	1	
(788) Samson, Samuel		No	significant other	01 / 29 / 2013	0	1	

Add/Delete Household Members Household History Report

Previous Household Members









Individual Client Assessment

PLEASE NOTE: The Joined Household Date will be the date the new person joined the household in your program

Adding a New Household Member to an Existing Household During the Current Program Stay VI.

Clicking **Save & Exit** will take you back to the **Households** screen where you will see the newly updated household configuration:

▼ (183) Couple (Parent & Friend) and Child

Name	Age	Head of Household	Relationship to Head of Household	Joined Household	Previous Associations	Household Count
(785) May, Maggie		Yes	Self	01/01/2013	0 	1 
(786) May, Michael		No	son	01/01/2013	0 	1 
(787) May, Morgan		No	daughter	01/01/2013	0 	1 
(788) Samson, Samuel		No	significant other	01/29/2013	0 	1 

Manage Household

▶ Previous Households

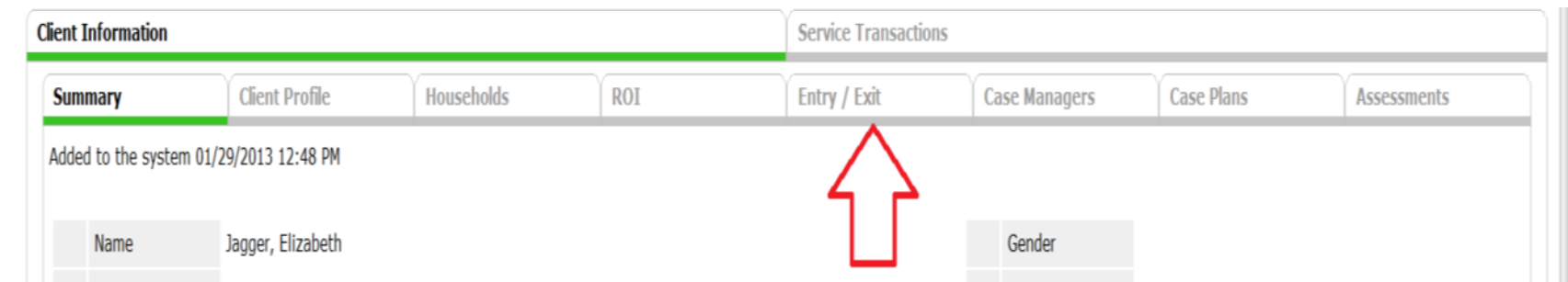
Adding a New Household Member to an Existing Linked Program Entry I.

Once the new household member has been added to the system and joined to the existing household, you must add him to the household's **Linked Program Entry**. You must do this from the **Head of Household's Page**.

Example: While Elizabeth Jagger is in your program with her two children her significant other Carey Grant moves in with her.

Adding a New Household Member to an Existing Linked Program Entry III.

After Carey Grant has been added to the HMIS and joined to Elizabeth Jagger's household, Carey must be added to Elizabeth's household's **Linked Program Entry**. Start by going to Elizabeth's **Entry/Exit Tab**:













The screenshot displays a software interface with two main sections: 'Client Information' and 'Service Transactions'. Under 'Client Information', there are several tabs: 'Summary', 'Client Profile', 'Households', 'ROI', 'Entry / Exit', 'Case Managers', 'Case Plans', and 'Assessments'. The 'Entry / Exit' tab is highlighted with a red arrow. Below the tabs, the text 'Added to the system 01/29/2013 12:48 PM' is visible. A table below shows the following data:

Name	Gender
Jagger, Elizabeth	

Adding a New Household Member to an Existing Linked Program Entry IV.

This will take you into Elizabeth's Entry/Exit screen. Please Note: Elizabeth's previous Entry/Exits will appear on this screen.

PREVIOUS ENTRY/EXITS SHOULD NOT BE DELETED OR EDITED IN ANY WAY. Click the Pencil next to Elizabeth's Current Program Entry:

Entry / Exit						
Program	Type		Entry Date	Exit Date	Client Count	
 D.C. General Hypothermia Shelter (767)	HUD		01/30/2013			
 D.C. General Hypothermia Shelter (767)	HUD		01/29/1999			

Showing 1-2 of 2

Adding a New Household Member to an Existing Linked Program Entry V.

This will take you into the **Edit Entry Data** screen:

Edit Entry Data - (791) Jagger, Elizabeth

Household Members

Note: To update Household members for this Entry Data, click the box beside each name.

- (185) Female Single Parent**
 - (791) Jagger, Elizabeth (Entry Date: 01/30/2013 12:01 AM)
 - (792) Jagger, Bianca (Entry Date: 01/30/2013 12:01 AM)
 - (794) Jagger, Jessica (Entry Date: 01/30/2013 12:01 AM)

Include Additional Household Members

Edit Entry Data - (791) Jagger, Elizabeth

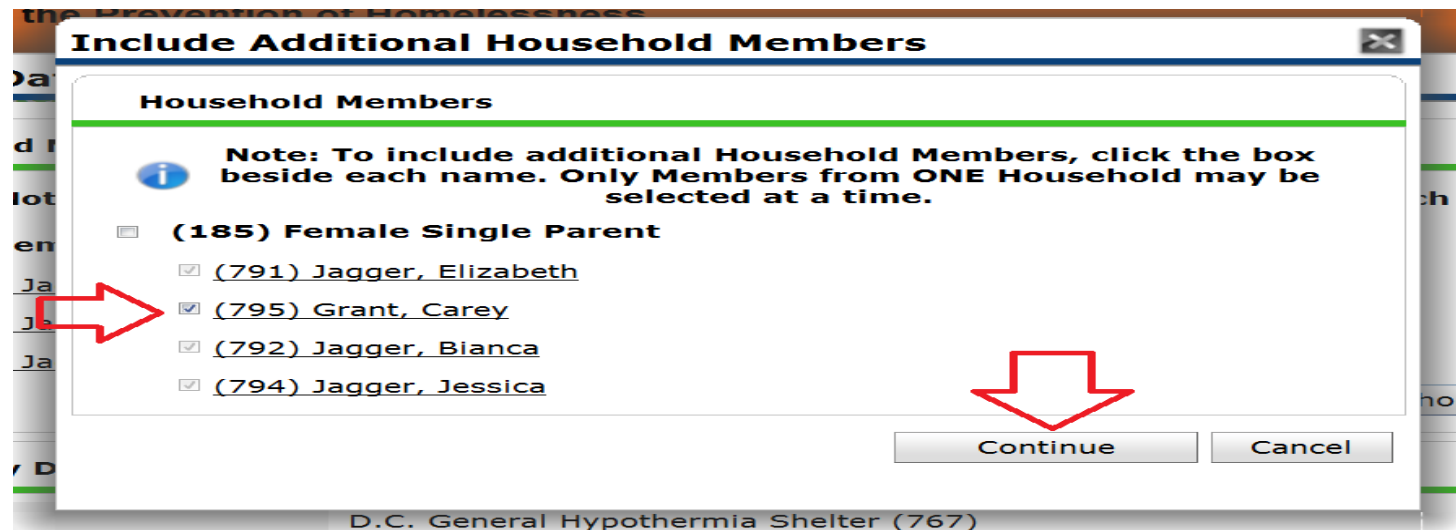
Provider	D.C. General Hypothermia Shelter (767)
Type	HUD
Entry Date*	01 / 30 / 2013 12 : 01 : 00 AM

Save & Continue **Cancel**

Click **Include Additional Household Members**.

Adding a New Household Member to an Existing Linked Program Entry VI.

This will take you to the **Include Additional Household Members** screen:



Click the **Checkbox** next to Carey Grant's name and click **Continue**.

Adding a New Household Member to an Existing Linked Program Entry VII.

This will take you back to the **Edit Entry Data** screen:

Edit Entry Data - (791) Jagger, Elizabeth

Household Members

Note: To update Household members for this Entry Data, click the box beside each name.

- (185) Female Single Parent**
 - (791) Jagger, Elizabeth (Entry Date: 01/30/2013 12:01 AM)
 - (795) Grant, Carey
 - (792) Jagger, Bianca (Entry Date: 01/30/2013 12:01 AM)
 - (794) Jagger, Jessica (Entry Date: 01/30/2013 12:01 AM)

Edit Entry Data - (791) Jagger, Elizabeth

Provider	D.C. General Hypothermia Shelter (767)
Type	HUD
Entry Date *	01 / 30 / 2013 12 : 01 : 00 AM

Click **Save and Continue**


Adding a New Household Member to an Existing Linked Program Entry VIII.

This will take you to the Entry/Exit Data screen; click Update:

















Entry/Exit Data

Note: If you change the provider selected it may cause the Assessments to adjust for the new Provider's Entry/Exit Assessment defaults. Any information saved to the previous Assessment will still be attached to that Assessment record for the Client.

Provider * D.C. General Hypothermia Shelter (767)

Type * HUD 

Household Members Associated with this Entry / Exit

	Name	Head of Household	Entry Date	Exit Date	Reason for Leaving	Destination	Notes
 	(791) Jagger, Elizabeth	Yes	 01/30/2013				
 	(795) Grant, Carey	No	 01/30/2013				
 	(792) Jagger, Bianca	No	 01/30/2013				
 	(794) Jagger, Jessica	No	 01/30/2013				

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Entry Assessment












Adding a New Household Member to an Existing Linked Program Entry IX.

After you click **Update**, scroll to the bottom of the page and click **Save and Exit**:



Adding a New Household Member to an Existing Linked Program Entry X.

This will take you back to Elizabeth's Entry/Exit screen and the **Client Count** for her current Program Entry is now 4 because Carey Grant is now included on her household's **Linked Program Entry**:

Entry / Exit					
Program	Type	Entry Date	Exit Date	Client Count	
 D.C. General Hypothermia Shelter (767)	HUD	 01/30/2013	  04/30/1999	 4 	
 D.C. General Hypothermia Shelter (767)	HUD	 01/29/1999	 04/30/1999	 3 	

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PLEASE NOTE: Although Carey Grant joined the household after the family was already in the program, his Program Entry Date is the same as the rest of the household members.

How to Add a Baby Who is Born in while a Family is in your Program

You will add a baby born to a family who is in your program the same way you would add any other new Household member. The **Joined Date** will be the baby's birthdate.

The **Program Entry Date** for the baby will be the same date as the Head of Household's program entry date.



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NO "WWW"