

HOUSEHOLDS AND RELATED PROGRAM ENTRIES

Related Program Entries

The first step when setting up a new client profile is to create a Household for the client. Once the Household has been created, you are given the option of checking off additional family members when entering ROIs, program entries, service transactions and follow ups.

When you include multiple household members on the **same** program entry, it's called a **related program entry**, and it allows us to accurately count both the number of **people**, and the number of **households** served in a program.



If you've created a **related program entry**, you'll see a client count of more than one on the Entry/Exit tab:

Program	Type	Entry Date	Exit Date	Interims	Follow Ups	Client Count
Catholic Charities: Parent Child Development Services - SP (2773)	Basic	11/01/2015				2

Unrelated Program Entries

Unrelated entries occur either when:

- An entry only includes the Head of Household (no other members are checked off), or
- Each household member is given their own program entry (instead of being combined onto one joint entry).

When Unrelated Entries are created, we get an inaccurate count of clients and households served.

Certain programs in ServicePoint are family-based programs and it's generally expected that the entire household should be included on the program entry. You can see if a household has an **unrelated entry** if the client count on the Entry/Exit tab is only 1.

Program	Type	Entry Date	Exit Date	Interims	Follow Ups	Client Count
Catholic Charities: Parent Child Development Services - SP (2773)	Basic	11/01/2015				1

THE FIX – How can I clean up any unrelated program entries in my program?

The Data Quality Reports (DQPs) for family programs are being updated with a new tab - HOUSEHOLD ERRORS - with 2 sections:

- Clients who have more than one person in their household, but ONLY 1 person in their program entry
- Clients who have NO household set up at all

SCENARIO # 1

The Clients below have a Multi-Person Household Type, but No One Else is Included on their Program Entry:

Questions? Contact the ServicePoint Helpline at 503.970.4408 or ServicePoint@multco.us

Client Uid	First Name	Last Name	Household Type
252867	Darth	Vader	Male Single Parent
616098	Jane	Jetson	Two Parent Family

SOLUTION:

If the household type is accurate and there really are multiple household members, follow these steps:

1 Go to the client's Entry/Exit tab

2 Click on the pencil to the left of the program entry date

3 Click 'Include Additional Household Members'

4 Check off the names of other family members that should have been included in the program entry.

NOTE: For most family programs, this will be *all* household members. Exceptions include Parent Child Development Services and Youth Substance Abuse Prevention Services, which serve only *certain* family members.

5 Click 'Continue'

6 Inside the program entry, remember to answer the entry questions for ALL household members.

***Now that you've created one, complete related entry, be sure to delete any other unrelated entries that may have been created for other household members (i.e. remove any entries that only have 1 household member)**

SCENARIO # 2

The Clients below have No Household at all:

Questions? Contact the ServicePoint Helpline at 503.970.4408 or ServicePoint@multco.us

Client Uid	First Name	Last Name
690066	George	Jetson

SOLUTION:

1 Determine if the client's other household members are in ServicePoint already. If not, add the missing household members in ClientPoint.

2 Go into the Head of Household's profile and click 'Start New Household'

3 Select Household Type

4 Enter the name of the household member you'd like to add

5 Click 'Search'

6 Click the green plus sign to add them into the household

7 Repeat steps 4-6 for ALL household members

8 Click 'Continue'

Client - (542) Client, Missing Household

(542) Client, Missing Household
Release of Information: None

Client Information

Summary Client Profile Households ROI Entry /

Added to the system 11/17/2015 10:30 AM

Name	Client, Missing Household
Date of Birth	
Social Security	

Households

ID	Type	Head of Household	Relationship
Search Existing Households 2 Start New Household			

Household Type

Household Type* Female Single Parent 3

Client Search

Please Search the System before adding a New Client. Hide Advanced Search

Name 4 First Daughter Middle Last Client Suffix

Name Date Quality -Select-

Alias

Social Security Number - - -

Social Security Number Date Quality -Select-

U.S. Military Veteran? -Select-

Exact Match

5 Search Clear Add New Client With This Information Add Anonymous Client

Client Number

Enter or Scan a Client ID to add that Client to this Household.

Client ID # Submit

Client Results

ID	Name	Social Security Number	Date of Birth	Alias	Gender Banned	Household Count
559	Client, Daughter					0

Showing 1-1 of 1

Selected Clients

ID	Name	Social Security Number	Date of Birth	Alias	Gender Banned	Household Count
542	Client, Missing Household					0

Showing 1-1 of 1

8 Continue Cancel

9 Choose one Head of Household and add relationships for all HH members. The 'Joined Household Date' should be on or before program entry date.

10 Click 'Save & Exit'

Household Information - (288) Female Single Parent

(288) Female Single Parent Save **10** Save & Exit Exit

Household Type * Female Single Parent

Income US\$0.00

Client Count 2

Household Members

Name	Age	Head of Household	Relationship to Head of Household	Joined Household *	Previous Associations	Household Count
(559) Client, Daughter		No	Daughter	11 / 19 / 2015	0	1
(542) Client, Missing Household		Yes	Self	11 / 19 / 2015	0	1

Add/Delete Household Members Household History Report

Now that you have all the household members together, you can follow the steps from Scenario #1 to add the new member to any applicable program entries.