# 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.

Household Memb	88
🚺 To opdate (	tonschold members for this Entry Data, click the box beside each name.
(255) Male Single	Parent
P (514) Vader, Dat	6 (they bely: 13/03/2013 110 (91)
€ (516) Skywallor.	Lete (Antry Deter 11/6U/2010 1:10 PH)
and the second se	
# (515) Skywalker.	Lake (Entry Date: 11/03/2015 1/18 PM)
≪ (515) Skywalker.	Laka (Binty Date: 11/01/2015 11/0 PM) Include Additional Household Hersberg
≪ (515) Skywelker, Edit Entry Data - Frosider Type	Lake Terry Date:         Litik Fill           [S14] Vader, Darth         Include: AddRonal Hausehold Meesberg           [S14] Vader, Darth         Catholic Charities: Parent Child Development Services - 59 (2773)           Basic         Service
edit Entry Data - Prosider Type	Lake Terry Date:         Link (Millional Hausehold Meesbern)           [S14] Vader, Darth         Catholic Chartbes:           Catholic Chartbes:         Parent Child Development Services - 5P (2773)           Basic         11 (01 (2005))

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

	Program	Туре		Entry Date		Exit Date	Interims	Follow	Client Count	
ų	Catholic Charities: Parent Child Development Services - SP (2773)	Basic	1	11/01/2015	1		E.	Đ.		ŝ
	Add Entry / Exit			Showing 1-	1 of 1					

### **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	Туре		Entry Date		Exit Date	Interims	Follow	Client Count	l
đ	Catholic Charities: Parent Child Development Services - SP (2773)	Basic	1	11/01/2015	1		E.	E	.0	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:

	Client Information	Service Transactions										
• Go to the client's Entry/Exit tab	Sommary   Client Profile   Househ	olds   ROI   Entry / Exit   Case Managers   Case Plans   Activit	ies   Assessment									
	🚯 Reminder: Househo	ld members must be established on Households tab before creating Entry / I	fxits									
	Entry / Exit											
Click on the pencil to the left of	Program	Type Entry Date Exit Date Interims	Follow Client Ups Count									
the program entry date	Catholic Charitles: Parent Child Development Services - SP (2773)	Basic 2 / 11/01/2015 /	1.0 4									
	Add Entry / Exit	Showing 1-1 of 1										
	Edit Entry Data - (544)	Client, Kiddo	83									
	Household Members											
S Click 'Include Additional Househo	No Household Members y	vere originally associated.										
Members'	Include Additional Household Members											
	Edit Entry Data - (54	Edit Entry Data - (544) Client, Kiddo										
	Provider	Ca Include Additional Household Members										
	Туре	Ba										
	Entry Date*	11 Household Members										
<ul> <li>Check off the names of other fan should have been included in the</li> <li>NOTE: For most family programs, th household members. Exceptions inclu</li> <li>Development Services and Youth Su</li> </ul>	nily members that program entry. nis will be all ude Parent Child bstance Abuse	selected at a time. (279) Two Parent Family (543) Client, Ready for Entry (545) Client, Baby (545) Client, Kiddo (546) Client, Significant Other										
Prevention Services, which serve only members.	y certain family	S Continue	Cancel									
Click 'Continue'												
		Entry Assessment										
		Household Members										
Inside the program entry, remem questions for ALL household mem	ber to answer the entry bers.	(543) Client, Ready for Entry Age: Unknown Veteran: No (HuD) (545) Client, Beby										
		G Karan Unknown										
*Now that you've created o	one, complete	1744) Chern, Maldas     Agri: Unitrosen     Vederari: Unitrosen     Staff Chern, Sandfrant Other										
related entries that may be	iere any orner	Vaterian: No (HUD)										
for other household members	(i.e. remove anv	Structure Steelers										
entries that only have 1 house	sehold 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							

Household Type

**Client Search** 

4 Daughte

Name

Alias Social Security Number Social Security Number Data

Number Dal Quality U.S. Mittary

Name Data Quelty

Household Type\* Female Single Parent

Selact

### **SOLUTION:**

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

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

र्जु (5 Re	42) Client, Missing H lease of Informatic	lousehold on: None
Client	t Information	
Sun	nmary Clier	nt Profile 🎽 Households 🎽 ROI 👘 👋 Entr
Adde	ed to the system :	11/17/2015 10:30 AM
	Name	Client, Missing Household
	Name Date of Birth	Client, Missing Household
	Name Date of Birth Social Security	Client, Missing Household
	Name Date of Birth Social Security Households	Client, Missing Household

B

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Client

Hide Advanced Search

Household Count

Cancel

Please Search the System before adding a New Client.

- Select Household Type
- Inter the name of the household member you'd like to add
- 6 Click 'Search'
- O Click the green plus sign to add them into the household
- Repeat steps 4-6 for ALL household members

	Veteran?	- 240 MT1-	5		
	Exect Match	13			
	5 Search	Clear Add New I	Skent with This Informa	tion Add An	onymous Client
	Client Num	ver			
	Enter or Scan a Cle Client ID #	nt 10 to add that Ckent t	o this Household. Submit		
	Client Resu	ts			
	ID Name	Social Sec Number	<sup>urity</sup> Date of Birth	Alias	Gender Ban
o the	6 😌 559 Client, Des	ghter	Show	ana 1-1 of 1	
	Selected Cl	ents			
bers	ID Name	Social Security Number	Date of Birth	Altas	Gender Bae
	541 Client, Miss Household	ing			
			Show	nng 1-1 of 1	
					8 Continue

	Hou	sehold Information -	(2	88)	Fen	nale	e Si	ngle Parent					ei,
	Ţ	(288) Female Single P	aren	t						Save	0 Sav	e & Exit	Exit
9 Choose one Head of		Household Type *	Fe	male	Sing	jle F	Pare	nt 🗸					
Household and add		Income	US\$0.00 🔍										
relationships for all HH		Client Count 2											
members. The 'Joined Household Date' should be		Household Members											
on or before program entry		Name		Age	Hea Hou	ıd o ısel	f 10ld	Relationship to Head of Household	Joi	ined Household	*	Previous Associations	Household Count
adie.	٢	(559) Client, Daughter			No	•	•	Daughter 🔻	11	/ 19 / 2015	23, 2	0 🔍	1 🔍
	٢	(542) Client, Missing Household		9	Ye	•	•	Self 🔹	11	/ 19 / 2015	<u>13</u> , 2	0 🔍	1 🔍
Click 'Save & Exit'	Ac	ld/Delete Household Mem	bers								H	ousehold Histo	ry Report

O 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.