**Household**

**Frequently Asked Questions**

**\*\*\*\*\*Q: How do joining and leaving household dates affect which clients can be added to an entry/exit, needs or services?**

A: Only clients that are still in the household as of the current system date will appear in the list of possible household members when creating an entry or exit, needs or services. If you do not see the member you are looking for, you can go further back in time using back date mode to find what date the person exited the household.

**\*\*\*\*\*\*Q: I accidentally removed a client from a household. How do I successfully add the member back into the household?**

A:

1. On the client record, click the “Households” tab
2. Open “Previous Households” select the household that you want to add the client back into.
3. Expand the “Previous Household Members” section
4. Click the “Re-join Household” for the client that you wish to add back into the household.
5. Set the Date Client re-joined Household equal to the Left Household date. IF the dates from step 5 are equal, then the client will have technically been in the household for the entire period, the Joined Household date will equal the date you re-added the client into the household, and the client will now have 1 previous association indicating when he/she originally joined and left the household.

**\*\*\*\*\*Q: Can a client leave and re-join a household multiple times?**

A: A client can leave and re-join a household multiple times, and you will have a historic representation of that clients leaving and re-joining in the Previous Associations section.

**\*\*\*\*\*Q: Two clients are entered into a program. Once client leaves the program and later returns. How do I add that client back to the original program such that he/she is grouped with the original client?**

A: Should the exited client return, you would need to exit the clients that are remaining in the program and re-enter all of the clients together in a single entry/exit that is dated for the same day as the exit.

For example:

Jill Hill and Sam enter program together on 1/1/2012

Sam exits on 6/1/2012

Sam returns on 9/1/2012

Exit Jill for 9/1/2012

New Entry for Jill and Sam for 9/1/2012

\*\*\*\*This will allow the length of stay and referrals/services for Jill and Sam to remain correct.