Where Did the People Go?  
How to Track Those Ever Changing Households

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Creating a New Household
Matching Client Records will be listed under the “Client Results” section (at the bottom of the page). If a matching record exists, click the pencil/edit icon to the left of the Client’s Name, otherwise click the “Add New Client...” button to create a new Client Profile.

If the client does not already exist in the database, add him/her. You will encounter this warning pop-up window.
Select the “Households” Tab

Then select “Start New Household”
Select the Household Type, then proceed to search for additional household members.

If the additional household member does not already exist in the database, add him/her. You will encounter this warning pop-up window.
Clients added to the household will appear under the “Selected Clients” section at the bottom of the “Add New Household” pop-up window. **Click the “Continue” button once all household members have been added to the group.**
The magnifying glasses will show previous associations with the household and other households the client is a part of.

Answer the “Head of Household”, “Relationship”, and “Joined” questions at the top of the Household Info pop-up window, and click the SAVE button.
Complete the assessment for the client. Work from the top of the page down to the bottom & click the SAVE button. Green checkmarks will appear next to each household member’s name as their assessment questions are answered & saved. When complete, click the SAVE & EXIT button at the top/bottom of the pop-up window.
Removing a Client From a Household
Removing a Client from Household

Type the client’s name or ID # of the client that you are removing and click “Search”.

Click on the pencil next to the client’s name.
Removing a Client from Household

On the Entry/Exit tab, click on the pencil next to the “Exit Date” with on value for your program.
Removing a Client from Household

Make sure that only the client(s) that is leaving the program is checked.

Make sure that the exit date is the correct date.

Answer the “Reason for Leaving” and “Destination”.

Then click “Save & Continue”
Removing a Client from Household

If other household members need to be exited, click on “Include Additional Household Members” then complete the “APR Exit” Assessment and click “Save and Exit”
Removing a Client from Household

Remove clients from their own client record.

- Select the “Households” Tab
- Then select “Manage Household”
Removing a Client from Household

Click on the red minus sign to the left of the client that is leaving or has left the household.

A pop up window will open. Enter the date that the client left the household. You do not have to be in backdate mode to enter a date.

Once the date have been entered click “save”.

Client Left Household

By removing this Client from the Household you will no longer be able to associate them with Household Information including Goals, Case Notes, Case Managers, Shelter Stays, and Service Transactions after this date.

Please select the date the Client left the Household.

Date Client Left Household* 11/29/2013
By clicking on the right arrow next to Previous Household Members, you can see the former members of the household.
Adding a New Client to an Existing Household
Add Additional Household Members from the Head of Household!

- Select the “Households” Tab
- Then select “Manage Household”
Click on the “Add/Delete Household Members” Button to open the add/delete window.
Adding a new Client to the Household

**Add/Delete Household Members - (32) Two Parent Family**

<table>
<thead>
<tr>
<th>Name</th>
<th>Age</th>
<th>Head of Household</th>
<th>Relationship to Head of Household</th>
<th>Joined Household</th>
<th>Previous Associations</th>
<th>Household Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>(112) Kardashian, Kim</td>
<td>32</td>
<td>Yes</td>
<td>Head of Household</td>
<td>07/01/2013</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>(69) Prufrock, Wilbur J</td>
<td>51</td>
<td>No</td>
<td></td>
<td>07/01/2013</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>(114) West, Kanye</td>
<td>36</td>
<td>No</td>
<td>significant other</td>
<td>09/30/2013</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>(113) West, North</td>
<td>0</td>
<td>No</td>
<td>daughter</td>
<td>07/01/2013</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

**Previous Household Members**

*This Household does not have any previous members.*

**Add Clients to the Household**

Click on the right arrow next to “Add Clients to the Household” to open the Client Search Screen
Matching Client Records will be listed under the “Client Results” section (at the bottom of the page). If a matching record exists, click the green “plus” icon to the left of the Client’s Name, otherwise click the “Add New Client...” button to create a new Client Profile.

Once all additional clients have been added, click continue.
Adding a new Client to the Household

If the new member changes the household type, change it here.

Set the “Relationship to Head of Household” for the newly added client(s).

Then complete the Individual Client Assessment for each new client added to household and click “Save”.

After completing the assessment of all new household members, click “Save & Exit”.
Adding a new Client to the Household

Go to the Entry / Exit Tab then click on the pencil to edit the entry.
Adding a new Client to the Household

Click “Save & Continue”
Click on the “Include Additional Household Members” button. This will open a pop-up window that will allow you to add household members to the program entry.
Make sure that there is a check mark next to the client that is joining the program after the rest of the household. No other members of the household should have a check mark next to their name.

Change the “Entry Date from the day the family entered the program to the date the new family member joined the program. Then click on the “Save & Continue” button.

You will then see the Entry Assessment. Answer the questions for the client as of the date that client joined your program. Then Save and Exit.
Change the entry date for the client that joined the household to the date that they are joining the program by clicking on the pencil to the left of the Entry Date..
Make sure that only the client that is joining the program is checked. Then change the entry date for that client that joined the household to the date that they are joining the program. Then click “Save and Continue”.
Click on the client that is being added to the program on the left side of the screen.

Complete all of the APR Data for the client as of their date of entry.

Once all data is entered for the client, go to the bottom of the screen and click “Save & Exit”
Adding a Returning Household Member to an Existing Household
Adding a returning Client to the Household

Re-add Returning Household Members from the Head of Household!

• Select the “Households” Tab
• Then select “Manage Household”
By clicking on the blue undo icon next to the previous household member, you can add them back to the household.
Adding a returning Client to the Household

Enter the date that the client returned to the household. Then click “Save”.

We are not able to delete a program exit at this time and once a client has been exited, that client cannot be added back to the program entry.

The entire household must be exited as of the day the household member returns.

Then create a new Entry/Exit using the day the member re-joined as the start date but use the assessment answers from the original program entry.
Adding a returning Client to the Household

Go to the Entry / Exit Tab then click on the pencil to exit all remaining household members using the date that the former household member returned.

After exiting the household, click on the “Add Entry/Exit” button and enter all household members using the same date as was used to exit the clients, above.
Deleting a Client From a Household
Clients should only be deleted from households when they were added to the household in error. If the client was part of the household and left use “remove client” workflow.

To delete a client:

- Select the “Households” Tab
- Then select “Manage Household”
To delete a client:

- Click on “Add/Delete Household Members”
Deleting a Client from Household

To delete a client:

Click on the trash can to the left of the client’s name.
Deleting a Client from Household

Once the “Delete” button is clicked, the client’s entire association with the household is removed.
Deleting an Entire Household

Do not ever delete an entire household. If you think that the household was created incorrectly, contact your System Administrator.
Questions and/or Comments