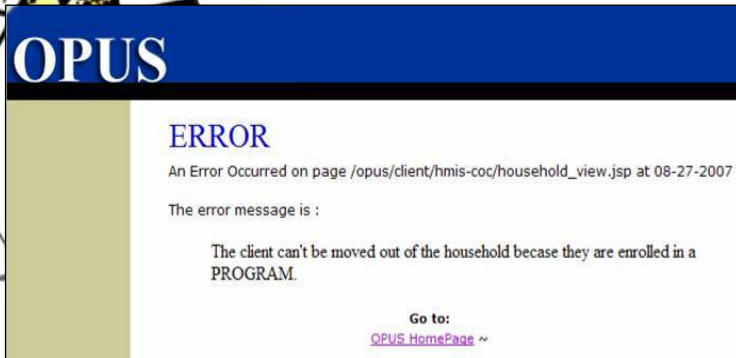


Removing a CLIENT from the HOUSEHOLD



←You will get an error message if the client you are attempting to remove from the household still has an open enrollment in any a Agency's program in **the HMIS or E2C2 modules.**

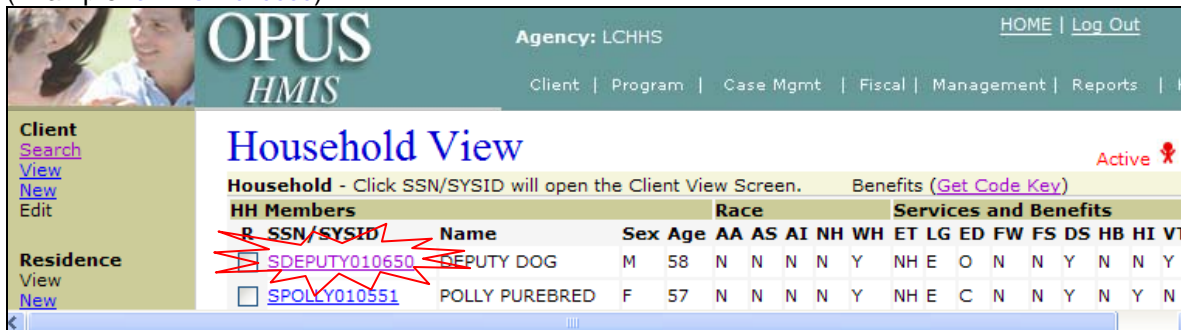
Step 1- Assess who is actually going to be removed from the household. Make sure that you remove the person(s) who are no longer living at the physical address. If the household has no physical address, then remove then clients who have the fewest active program enrollments as this will be less disruptive to the other agencies still working with these clients. Also- review all the open enrollments for this household. If the soon-to-be-removed client has housing or service transactions dated in the past couple days, please double check that this client really has left this household.

Step 2- Ask the **client you are continuing to work with** for the exit information. This data is extremely important for assessing outcomes for the programs. Here are the questions and options in the program exit questionnaire:

<p>1.) EXIT DATE: Use the actual date the individual left the household.</p> <p>3.) REASON LEFT:</p> <ul style="list-style-type: none"> ▪ Left for housing opportunity before completing program ▪ Completed program ▪ Non-payment of rent/occupancy charge ▪ Non-compliance with project ▪ Criminal activity/destruction of property/violence ▪ Reached max. time allowed by project ▪ Needs could not be met by project ▪ Disagreement with rules/persons ▪ Unknown/disappeared ▪ Death ▪ Other 	<p>2.) DESTINATION:</p> <ul style="list-style-type: none"> ▪ Emergency Shelter ▪ Transitional Housing ▪ Permanent Housing for Homeless ▪ Psychiatric Hospital/Facility ▪ Substance Abuse Treatment Facility ▪ Hospital (Non-Psychiatric) ▪ Jail, Prison or Juvenile Detention ▪ Don't Know ▪ Refused ▪ Rental by Client, no housing subsidy ▪ Owned by Client, no housing subsidy ▪ Staying with Family in Room/Apartment/House ▪ Staying with Friends in Room/Apartment/House ▪ Hotel/Motel (not emergency voucher) ▪ Foster Care or Group Home ▪ Place not meant for human habitation (ie: street) ▪ Other ▪ SafeHaven ▪ Rental by Client w/ VASH housing subsidy ▪ Rental by Client w/ other housing subsidy ▪ Owned by Client w/ housing subsidy
--	---

Use **Don't Know or Unknown** if the remaining members of the Household don't know where the Individual went.

Step 3- From the Household View Screen, click on the soon-to-be-removed client's SSN/SYSID.
(Example: [SDEPUTY010650](#))



Step 4- From the Client View Screen click on the Programs Enrolled **Program Name** (example: Los Ninos)

Programs Enrolled Name	Enrollment Date	Exit Date
LOS NINOS	06-06-2005	

Step 5- From the Client Transactions Summary click on the **Program Enrollment Summary** button:



Step 6- From the Program Enrollment Summary screen click on the **EXIT** button next to the soon-to-be-removed client's name (Example: Deputy Dog)

Program Enrollment Summary

Program Name: CLA-CM LATINO-LAN-LOS NINOS
Enrollment Date: 06-06-2005

Client's name= Client Transaction Summary Screen
 Enrolled Date= Program Enrollment Edit Screen
 End Date= Program Exit Edit Screen
 Entrance and Exit Assessment= Assessment Edit Screen

Client	Program Enrolled Date	Program End Date	Entrance Assessment	Exit Assessment
DEPUTY DOG	06-06-2005	Exit		07-14-2005
POLLY PUREBRED	06-06-2005	Exit		

Step 7- From the Program Enrollment Exit Screen complete the fields. Click **SAVE** button at bottom of the page. *Don't click the Exit All button!*

Program Enrollment Exit

Client DEPUTY DOG
Enrolled 06-06-2005
Program CLA-CM LATINO-LAN-LOS NINOS
Entrance Assessment 07-14-2005 **Exit Assessment** **Not Assigned**

Exit Information

Exit All: This will exit all clients in the household, with the same exit date and all income sources selected. [Exit All](#)

Select Income At Program Exit			
Income Type	Income/Income Description		Income
Education	FUTURE CO.	<input checked="" type="checkbox"/>	\$2,000.00
Total Income			\$2,000.00

[Save](#)

Repeat the steps 3-7 if the soon-to-be-removed client had other programs from which he/she was not yet exited.

Step 8- When the soon-to-be-removed client is exited from all programs; go back to the Household View Screen. Click the box next to this client's name and page down and click the **Remove Client(s) from Household** Button

Household View Active

Household - Click SSN/SYSID will open the Client View Screen. Benefits ([Get Code Key](#))

HH Members		Race		Services and Benefits														
R	SSN/SYSID	Name	Sex	Age	AA	AS	AI	NH	WH	ET	LG	ED	FW	FS	DS	HB	HI	VT
<input checked="" type="checkbox"/>	SDEPUTY010650	DEPUTY DOG	M	58	N	N	N	N	Y	N	H	E	O	N	N	Y	N	Y
<input type="checkbox"/>	SPOLLY010551	POLLY PUREBRED	F	57	N	N	N	N	Y	N	H	E	C	N	N	Y	N	Y

To remove a client: Choose from R column, scroll down to click button.

Programs Enrolled

Name	Entry Date	Exit Date
LOS NINOS	06-06-2005	

~~~~~

**To Remove a Client (one at a time):**  
Select client under the R column above, then click this button

**To Remove Household:** Click this button

2000 characters left (spaces count)

**Step 9A-** Please remember to update the HH Type from the dropdown menu in the Household Summary area of the Household view screen and click the **Save Changes** button.

**Household Summary**

|                      |                                  |
|----------------------|----------------------------------|
| Total Income         | \$24,000.00                      |
| % of Poverty         | 171%                             |
| Total HH#            | 2                                |
| HH Type              | <input type="button" value="v"/> |
| Household Subsidized | <input type="checkbox"/>         |
| Residence Subsidized | <input type="checkbox"/>         |

- **2-Parent**= Both parents & child (children) in HH
- **Co-Habitants**= ex.: roommates, adult & care-giver
- **Extended Family**= Multiple generations such as grandparent, parent, child or adult sister & children.
- **Married**= Married with no children in household
- **Single**= No children or other adult in household
- **Single Parent Female or Male**= Parent & child (Children.) Use this household type even if parent has roommate.

**Step 9B-** Also remember to add or update the income information for adults in any programs in which this household is continuing to participate. (Re-verify income, add income, etc.)

*FINIS!*



**Important Note: Do not "Undo Exit"**  
Make a new enrollment for a person removed from the Household if are continuing to work with this client.