



# Households

## Managing Households in HMIS

---

MD BOS HMIS MONTHLY REFRESHER TRAINING:  
APRIL 2025

# Managing Households in HMIS

---



## Training Focus:

- Managing Households in HMIS



## What to Expect:

### Overview of Households

- Households Tab

### Household Workflow Demos

- Creating a New Household (HH)
- Enrolling a New HH into a Project
- Adding Members to a HH during a project stay
- Removing HH Members\*

# Households Tab

---

## Households tab

- The **Households Tab** is used to link client records, allowing them to be connected for Project Enrollments and Service Transactions
- Linking clients here **helps organize** household relationships, but **does not** complete the process for reporting requirements
- To ensure households appear accurately, clients must also share a Project Enrollment or Service Transaction – Households tab connections alone do not fulfill reporting criteria

# Households

---

## What is a Household?

✓ Two or more people who *present together* for services as a household or family unit

✓ Members of a household do **NOT** have to be related, married, in a relationship, etc.

## Households

---

### What is NOT a Household?

Persons *receiving services* as an *individual*  
(i.e. No other person is enrolling in the  
project with them)

Single Individual who is pregnant and  
expecting to give birth

## Households – Community Services (HMIS)

---

### The Head of Household

- The term “**Head of Household**” does not necessarily mean “**leader**” of the house. It is simply a way to more easily organize family units in HMIS (Community Services).
- The Head of Household is essentially the primary client of the household, or the eligible individual who is most likely to remain enrolled in program and be your main point of contact.
- Note: There **cannot** be more than one Head of Household per Project enrollment.

## Households - Community Services (HMIS)

---

### Household Type & Relationship to Head of Household

- When adding members to a household, they must be identified by their relationship to the HoH ***both on the:***
  - **Households tab** when an individual is added as a household member
  - **AND** – every time a **project enrollment** is completed, the data element 'Relationship to Head of Household' must be answered (**NOTE:** depending on the situation – this may or ***may not*** be the same as indicated on the Households tab)

# Households

---

## Household Types

When creating a household via the Household tab, designate the Household Type by selecting one of the following categories:

- Cohabitation
- Couple with No Children
- Female Single Parent
- Foster Parent(s)
- Grandparent(s) and Children
- Male Single Parent
- Non-custodial Caregivers(s)
- Other
- Single
- Two Parent Family

# Households

---

## Clients in Multiple Households

Some clients will inevitably end up in multiple households. Just be certain that you are enrolling the **correct** household for your client(s)

To confirm you have the **correct** household:

1. Locate the previous household that has the same Head of Household
2. Of those, is there a household setup that matches the current clients and/or Household Type presenting for services? If not, which household most closely aligns with the current household?

# Households

---

## When should I create a New Household?

- If the Head of Household or Household Type changes in-between project enrollments.
- If there is not a household that matches the current configuration of the household presenting for services already, a new Household should be created.
- If the Head of Household changes during enrollment, **please submit a request to the HMIS Helpdesk for guidance**, as this is a complex process, which will likely require creating a new Household.

## When to Contact the HMIS Helpdesk

---

**When a Head of Household leaves and is officially exiting your project, but the rest of the household members will be continuing their enrollment in the project:**

- We recommend that you **contact the Helpdesk** in this situation, as a Head of Household change generally warrants creating a new Household, and the process can be complex
- Helpdesk will likely recommend that the user exit ALL household members on the date that the Head of Household left, and then create a new Entry/Exit with the new Head of Household and members who will be staying

# Households in HMIS

---

## Supporting Documents

- [Managing Households in HMIS Knowledgebase Article](#)