

Managing Households

WSCS System Basics

How to manage client households

Households are crucial in delivering effective services by ensuring all family or group members are accounted for. This is particularly important when services are delivered at the household level, such as in housing support.



Add household members

1 Navigate to Household Tab in the client record

To manage households, search for a client record and open it. From the client's profile, select the *Household* tab. Then, select *Search for Existing Household Members* or *Add New Household*.

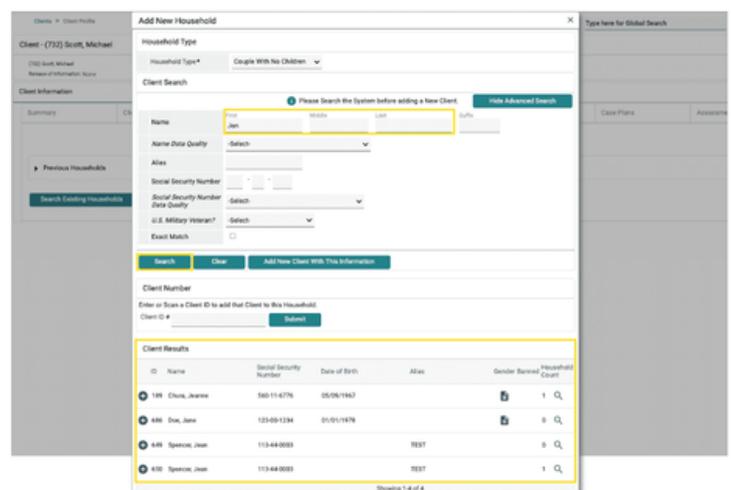
2 Search and add household members

Client Search function allows you to search the entire client database for a matching family member to join your client's Family/Household group.

- Enter the client's name in the search bar.
- Fill out the Client Search section of the Add New Household popup or enter a Client ID in the Client Number section of the popup.
- In Client Results, select add the household member, selecting the plus sign next to the household member's name.

When do you need to create a household?

- ✓ Clients **entering a program alone** are considered part of a one-person household. No action needs to happen in WSCS to put them in a household.
- ✓ If a client is **not alone**, household members should be added, and a household must be created to contain all household members.



Pro Tip

- i To remove a client who's been accidentally added to the household, click the red minus sign icon on the left of the selected client section.

Note: This guide covers the essentials of the WSCS System Basics Training. We recommend reviewing the training course for a complete overview.