
“Undo” a Discharge Record

If a client was discharged in error this can be corrected in AWARDS by the user as long as a client hasn't already been entered into the same bed the client was discharged from.

1. From the AWARDS Home Page select Discharge. The Discharge Menu Page is displayed
2. Select the program from which the client was discharged from the Program drop-down menu
3. Click Process Discharge. The Client Discharge Roster Selection Page is displayed
4. Select the 'Discharges From' radio button and enter the client's discharge date in both the "from" and "to" date fields.

Training - CoC Permanent Housing Consumer Discharge Roster Selection

The screenshot shows a form with two radio buttons: 'Current Program Roster' and 'Discharges from'. The 'Discharges from' option is selected. To its right are two date input fields: '1/1/16' and '09/13/2017'. Below the form is a 'CONTINUE' button. A blue arrow points to the 'Discharges from' radio button.

5. Click CONTINUE – Only those records for discharges taking place within the date range in the Discharges from and to fields will be available for updating
6. Select the name of the client whose discharge record needs to be “Undone” from the Former Consumer drop-down menu
7. Click the Undo Discharge button next to the Discharge Date field

Training - Individual Emergency Shelter Discharge Information

Former Resident: **Ali Gator** Gender Identity: Female Birthdate: 06/07/1985
Admission: 08/23/2017 Address: 200 Henry Johnson Blvd Apt.1, Albany, New York 12210
Referral Source: Self Referral

The screenshot shows a form with a 'Discharge Date' field containing '12/17/17' and an 'Undo Discharge' button. Below it is a 'Reason for Discharge' dropdown menu. A blue arrow points to the 'Undo Discharge' button.

8. Click Apply. The discharge information is saved and a read only confirmation version of the discharge record is displayed.

If Cannot Undo – Bed in Use is displayed next to the Discharge Date Field, it means that since this discharge was processed a new client was entered in the same bed that the discharged client was previously in. To correct this the user needs to move the client that is currently in this bed into a vacant bed using their admission date as the “swap” date and then complete steps 1-8 above. For more information on how to move clients between beds please see the instructional document titled [Moving Clients Between Beds](#) on the [Resources page](#) of our website.