

Supportive Housing programs provide safe and stable housing for eligible individuals who are homeless or at risk of homelessness, with the goal of preparing them for independent, market-based housing or other suitable long-term housing. These programs offer life skills training, housing readiness supports, and case management to help participants transition successfully into stable housing environments and develop the necessary skills for long-term self-sufficiency.

When accessing the Housing Placement module, there are two additional lists that assist users with accessing records in a timely manner: Follow-Ups Due this Month and Past Target Date for Housing Placement from the “Filter options” button above the list. Click the name of the list to expand it and view the records.

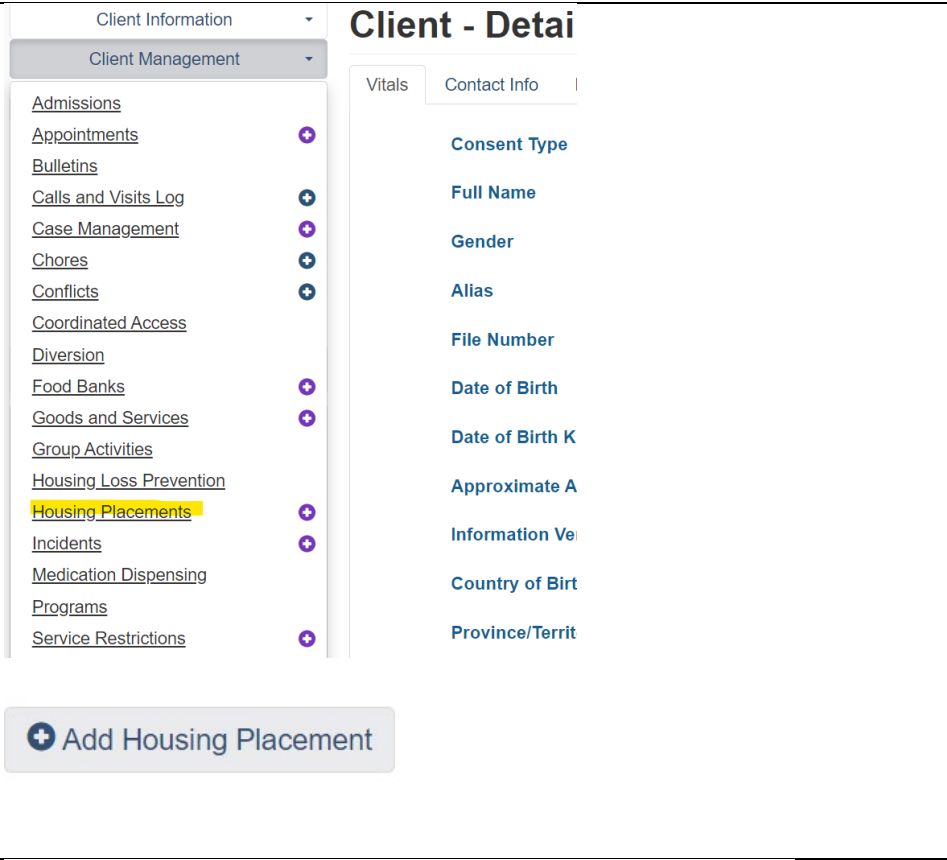
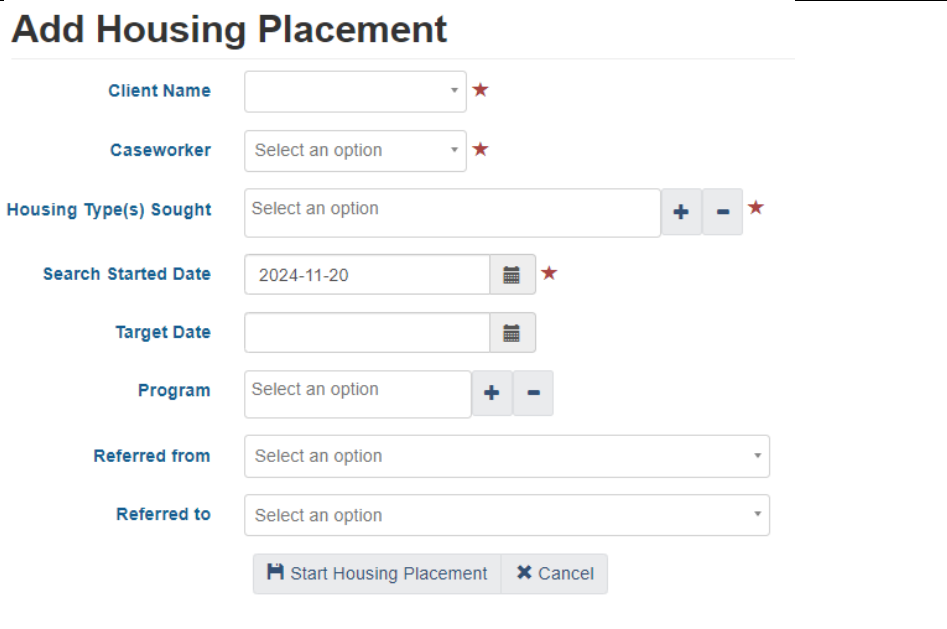
On the Housing Placement Details page, the status at the top of the page indicates the stage at which the client is in a placement attempt: from housing not secured, to moving into their house. This page also lets you see and record details on housing searches and follow-ups performed after a client has moved in.

*Note – Before commencing the process of creating a housing placement record for the client, ensure to first review their housing placement history (Front Desk > Clients > Search Client > Client - Details > Client Management > Housing Placements) to see if they have another open placement of Moved Into Housing status. If they do have an open Moving Into Housing status, contact the service provider that entered it or HIFIS Support Desk and have the placement closed.

Similarly, ensure to check the client’s Housing History record (Client > Client Vitals > Client Information > Housing History) ahead of time to see if they have an open Housing History.

The system will not allow a client to be moved into a placement while the system shows no End Date for their Housing History.

1. Procedure to Add Housing Placement Record







Action	
<p>1. From the HIFIS main page, navigate to Front Desk > Housing > Housing Placements > + Add Housing Placement</p>	 <p>The screenshot shows the 'Client - Detail' page in HIFIS. On the left, a 'Client Management' dropdown menu is open, listing various client-related functions. 'Housing Placements' is highlighted in yellow. Below the menu is a button labeled '+ Add Housing Placement'. On the right, the 'Client - Detail' page is visible, showing tabs for 'Vitals' and 'Contact Info'. The 'Contact Info' tab is active, displaying fields for Consent Type, Full Name, Gender, Alias, File Number, Date of Birth, Date of Birth K, Approximate A, Information Ve, Country of Birt, and Province/Territ.</p>
<p>2. From the Add Housing Placement page, fill in all required fields marked with a red star including any optional fields for reference.</p>	 <p>The screenshot shows the 'Add Housing Placement' form. It contains several input fields: 'Client Name' (required, marked with a red star), 'Caseworker' (required, marked with a red star), 'Housing Type(s) Sought' (optional, marked with a red star), 'Search Started Date' (required, marked with a red star), 'Target Date' (optional, marked with a red star), 'Program' (optional, marked with a red star), 'Referred from' (optional), and 'Referred to' (optional). At the bottom, there are two buttons: 'Start Housing Placement' and 'Cancel'.</p>

<p>3. Type the pre-existing Client Name that is looking for a Housing Placement.</p>	<p>Client Name <input type="text"/> ★</p> <p>Caseworker <input type="text"/> ★</p> <p>Type(s) Sought <input type="text"/> Please enter 3 or more characters</p>
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<p>4. Select the Caseworker responsible for the housing placement.</p>	<p>Caseworker <input type="text"/> Select an option ▼ ★</p>
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***Note – The HIFIS system will auto populate the name of the user entering the Housing Placement information if they have Caseworker as a role. You may select a different user if adding the record on behalf of someone else.**

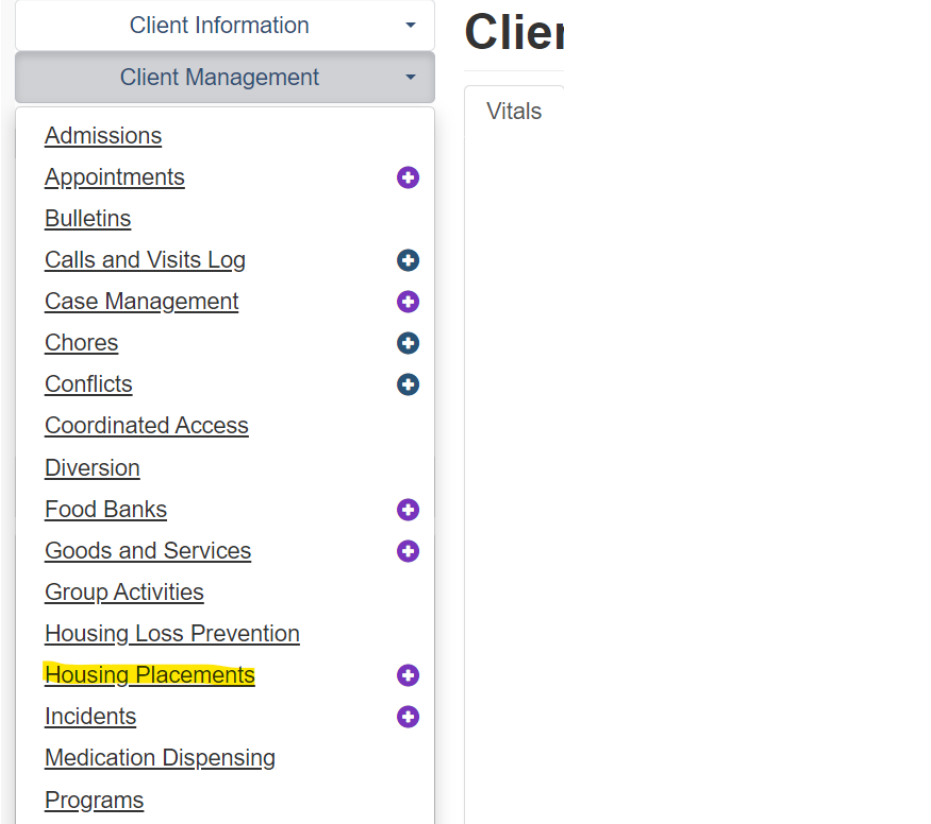
<p>5. Select one or more Housing Type(s) Sought field</p> <p>- Housing Type(s) Sought: will create a bunch of housing units in the background in HIFIS, ensure they are tagged with a “housing type”. Select all (+) for testing purposes.</p> <p>- If you only have 1 housing unit in here, it may be difficult for the system to detect (depending on if the housing unit is tagged with this ahead of time in the Housing Units List).</p>	<p>Housing Type(s) Sought <input type="text"/> Select an option <input type="button" value="+"/> <input type="button" value="-"/> ★</p>
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<p>- Will add the type of housing your client wants to be in.</p>	
<p>6. Confirm/Select the Search Started Date for a housing placement for client, if applicable, you may change this date manually.</p>	<p>Search Started Date <input type="text" value="2024-11-22"/>  </p>
<p>7. If applicable, enter the Target Date by which you hope to have the client placed.</p>	<p>Target Date <input type="text"/> </p>
<p>8. If applicable, select the program that is involved (funding) the services provided to the client.</p>	<p>Program <input type="text" value="Select an option"/>  </p>
<p>9. Click the Start Housing Placement button.</p>	<p> Start Housing Placement</p>

2. Procedure to Edit a Housing Placement Record

<p>Action</p>	
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1. From the HIFIS main page, navigate to Front Desk drop down menu and select Housing > Housing Placements



The screenshot shows a web application interface. At the top, there are two dropdown menus: 'Client Information' and 'Client Management'. The 'Client Management' menu is expanded, showing a list of options: Admissions, Appointments, Bulletins, Calls and Visits Log, Case Management, Chores, Conflicts, Coordinated Access, Diversion, Food Banks, Goods and Services, Group Activities, Housing Loss Prevention, Housing Placements (highlighted in yellow), Incidents, Medication Dispensing, and Programs. To the right of the menu is a section titled 'Client' with a sub-section 'Vitals'.

2. From the Housing List page, locate the Housing Placement record you wish to modify and click on the Edit icon.



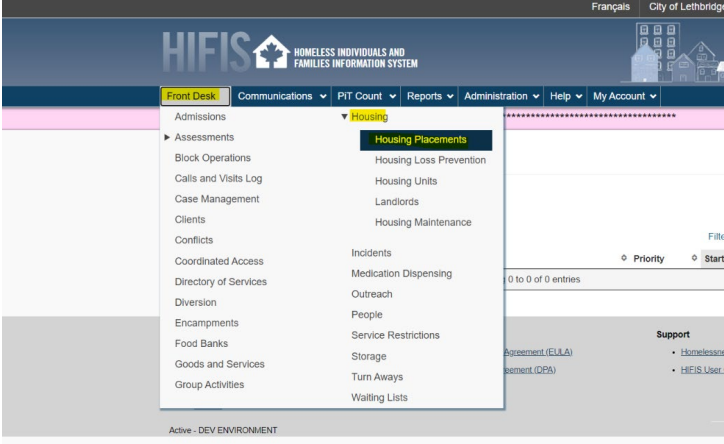

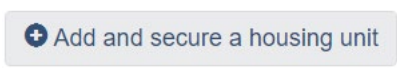
The screenshot shows a small icon of a pencil, which is the 'Edit' icon mentioned in the text.

3. On the Client - Edit Housing Placement page, you can edit the existing page and add any additional information you may have missed.

Client - Edit Housing Placement

Search Started Date	<input type="text" value="2024-11-04"/>		★
Target Date	<input type="text"/>		
Housing Secured Date	<input type="text" value="2024-11-04"/>		★
Date Moved In	<input type="text" value="2024-12-03"/>		★
Next Scheduled Follow-up	<input type="text"/>		
Program	N/A		
Referred from	<input type="text" value="Select an option"/>		
Referred to	<input type="text" value="Select an option"/>		
Caseworker	<input type="text" value="Case Manager, She..."/>		★
Housing Type(s) Sought	<input type="text" value="× Emergency Shelter"/>	<input type="button" value="+"/>	<input type="button" value="-"/> ★
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			

3. Procedure to Secure a Housing Unit for Client

Action	
<p>1. From the Front Desk drop down menu, click Housing and select Housing Placements.</p>	 <p>The screenshot shows the HIFIS (Homeless Individuals and Families Information System) interface. The 'Front Desk' menu is open, and 'Housing Placements' is highlighted. Other options in the 'Housing' sub-menu include Housing Loss Prevention, Housing Units, Landlords, and Housing Maintenance. The page title is 'City of Lethbridge' and the status is 'Active - DEV ENVIRONMENT'.</p>
<p>2. From the Housing Placement List page, navigate and select the correct Housing Placement record for the client and select the Manage icon.</p>	 <p>A small gear icon is shown, representing the 'Manage' function for a housing placement record.</p>
<p>3. From the Housing Placement Details page, you will see the title for the client housing placement page as “Housing Placement Details - Housing Not Secured”.</p>	<p>Housing Placement Details - Housing Not Secured</p>
<p>4. Select the + Add and Secure Housing Unit button.</p>	 <p>A button with a plus sign icon and the text '+ Add and secure a housing unit' is shown.</p>

<p>5. Fill in all required fields marked with a red star and if applicable, any optional fields from the Add Housing Unit prompt open text box.</p>	<div data-bbox="574 193 1289 1150"> <h3>Add Housing Unit</h3> <p>Housing Type <input type="text" value="Select an option"/> ★</p> <p>Status <input type="text" value="Select an option"/> ★</p> <p>Status Date <input type="text" value="2024-11-20"/> ★</p> <p>Place Name <input type="text"/></p> <p>Address Line 1 <input type="text"/> ★</p> <p>Address Line 2 <input type="text"/></p> <p>Unit/Apartment Number <input type="text"/></p> <p>Country <input type="text" value="Canada"/> x ▾ ★</p> <p>Province/Territory <input type="text" value="Select an option"/> ▾</p> <p>City <input type="text" value="Select an option"/> ▾</p> <p>Postal Code <input type="text"/></p> <p>Expected Move In Date <input type="text" value="2024-11-20"/> </p> <p><input type="button" value="Save and secure"/> <input type="button" value="Close"/></p> </div>
<p>6. Select the Housing Type of the housing unit.</p>	<p>Housing Type <input type="text" value="Select an option"/> ▾ ★</p>
<p>7. Select the Status (condition) of the selected housing unit.</p>	<p>Status <input type="text" value="Select an option"/> ▾ ★</p>
<p>8. Enter the Status Date for when confirming the condition of the housing unit.</p>	<p>Status Date <input type="text" value="2024-11-22"/> ★</p>
<p>9. Enter the address information of the housing unit. For Address Line 1.</p>	<p>Address Line 1 <input type="text"/> ★</p>

<p>10. If applicable, after entering the Country of which the housing unit is located (Canada), enter the following fields for additional information:</p> <ul style="list-style-type: none"> • Province/Territory • City • Postal Code 	<p>Country <input type="text" value="Canada"/> x v ★</p> <p>Province/Territory <input type="text" value="Select an option"/> v</p> <p>City <input type="text" value="Select an option"/> v</p> <p>Postal Code <input type="text"/></p>
<p>11. Enter the Expected Move-In Date by which you hope to move your client into the housing unit.</p>	<p>Expected Move In Date <input type="text" value="2024-11-20"/> </p>
<p>12. Once all required fields have been inputted, select the Save and Secure button.</p>	<p> Save and secure</p>
<p>*Note – You can End Housing Placement Record after creating and starting a housing placement for your client by clicking the End Housing Placement button at the bottom of Housing Placement Details page. This option (button) will only be available through the Housing Not Secured and Housing Secured stages.</p> <p> End Housing Placement</p>	

4. Procedure to Record Client Move In

<p>*Note – If the client has an active housing history record, a prompted Warning message will appear above the Move In fields:</p> <div data-bbox="477 1509 1144 1738" style="border: 1px solid #ccc; background-color: #fff9c4; padding: 10px; margin: 10px 0;"> <p>⚠ Warning!</p> <p>The client has an active housing history record, you can proceed with the move in, but are required to provide an end date for the active housing history record. Go to active client housing record</p> </div> <p>Before proceeding with the Move In function, a link is provided in the Warning message for you to go to the client’s Housing History and provide an End Date for their current Housing History:</p>

Display Housing History

Details

Follow-ups

Subsidies

Housing Type

Couch Surfing – Staying Temporarily with Others

Start Date

2024-09-02

End Date

- -

Select the Edit button at the bottom of Display Housing History and select the End Date for when client had moved out of their original housing:

Client - Edit Housing History

Details

Follow-ups

Subsidies

Housing Type

Couch Surfing – Staying Temporarily ... ✕ ★

Start Date

2024-09-02

End Date

2024-11-20

Please Note - For reporting purposes, a client is defined as experiencing homelessness if any of the following Housing Types are recorded/chosen when creating a new client profile in HIFIS (Add Housing History):

- Add Client > Add Housing History > Housing Type or;
- Client Information > Housing History:

Add Housing History

Housing Type

Start Date ★

End Date

Country

Client - Housing History

Housing History
Risk of Homelessness

Showing 0 to 0 of 0 entries | Show entries

Housing Type	Address	Start Date
No data is available in the		

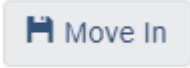
[➕ Add Housing](#)

If any of the below Housing Type(s) option are selected, the client will display as Homeless for their current Housing Status:

- Abandoned Building
- Emergency Shelter
- Encampment/Campsite
- Hostel
- Hotel / Motel
- Makeshift/Street
- Staying with friends/Relatives (Couch-surfing)
- Trailer/RV without rent
- Vehicle

Action	
<p>1. With the Housing Placement Details page now set as “Housing Placement Details – Housing Secured”, select the Move In button</p>	<div style="text-align: center;"> <h2 style="margin: 0;">Housing Placement Details - Housing Secured</h2> <hr style="border: 0.5px solid #ccc; margin: 10px 0;"/> <div style="display: flex; justify-content: center; align-items: center; gap: 20px;"> </div> </div>

<p>2. Once the above function has been updated, return to the Move In function for Client and proceed with filling in all required fields marked with a red star and if applicable, any additional/optional fields.</p>	<div style="background-color: #2c4e64; color: white; padding: 5px;">Move In</div> <p>Rent <input type="text" value="\$"/></p> <p>Move In Date <input type="text" value="2024-11-20"/> ★</p> <p>Telephone 1 <input type="text"/></p> <p>Telephone 2 <input type="text"/></p> <p>Mobile Phone <input type="text"/></p> <p>Email Address <input type="text"/></p> <p>Use Exact Follow-up Date <input type="checkbox"/> No</p> <p>Months Until Follow-up <input type="text"/></p> <div style="text-align: right; margin-top: 10px;"> <input type="button" value="Move In"/> <input type="button" value="Close"/> </div>
<p>3. Enter the Rent amount charged by the Landlord (optional)</p>	<p>Rent <input type="text" value="\$"/></p>
<p>4. Enter the Move In Date by which the client had moved into the unit.</p>	<p>Move In Date <input type="text" value="2024-11-22"/> ★</p>
<p>5. If applicable, enter the Landlord's phone numbers and email address fields (optional)</p>	<p>Telephone 1 <input type="text"/></p> <p>Telephone 2 <input type="text"/></p>
<p>6. Change the "Use Exact Follow-up Date" to Yes.</p>	<p>Use Exact Follow-up Date <input checked="" type="checkbox"/> Yes</p>
<p>7. Enter the appropriate Months Until Follow-up from the date you are</p>	<p>Next Scheduled Follow-up <input type="text"/> </p>

<p>entering the Move In for client. This will generate a scheduled reminder for the Case Manager as first required follow-up in HIFIS.</p>	
<p>8. Select the Move In button.</p>	
<p>9. On the Housing Placement Details page, the title will now show as “Housing Placement Details – Moved Into Housing”</p>	<p>Housing Placement Details - Moved Into Housing</p> <hr/>
<p><i>*Note – HIFIS generates a report of upcoming Housing Placements follow-ups that are due.</i></p>	

** What happens after three months? Do we end the Housing Placement record, or leave that to the receiving agency – if they’re referred? Are they discharged back into homelessness?