

How to Enter a Housing Follow-up

BC Housing requires a 6 and 12 month follow-up be completed for each Housing Placement and Housing Loss Prevention record. A service provide may complete a follow-up for any period (e.g. after 1 week, 1 month, etc.), including completing a follow-up beyond 1 year. This guide sheet will cover the steps to complete a housing follow-up, the steps and principles of which are essential the same for a housing placement or housing loss prevention, and the user would enter the applicable details as needed. This procedure assumes only one client is associated with a housing record and would need to be modified slightly if a final follow-up were completed for a housing record associated to multiple clients and not all clients left the address.



The screenshot shows the HIFIS SISA login interface. At the top, it says 'HIFIS SISA HOMELESS INDIVIDUALS AND FAMILIES INFORMATION SYSTEM SYSTÈME D'INFORMATION SUR LES PERSONNES ET LES FAMILLES SANS ABRI'. Below this is a 'Log In / Connexion' section with two input fields: 'User Name / Nom d'utilisateur' and 'Password / Mot de passe'. A 'Log In / Connexion' button is below the password field. A link for 'Forgot Password? / Mot de passe oublié?' is at the bottom left.

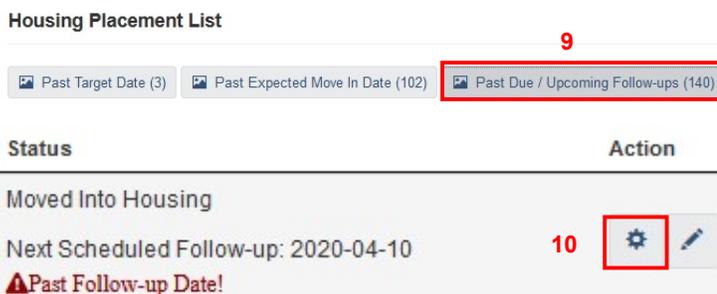
1. Log-in to HIFIS. If you need assistance see the Quick Reference Guide on "How to Log Into HIFIS and Change Service Provider".

❖ **NOTE:** There are no steps 2 – 5, continue to step 6.

Follow-ups are completed within a Housing Placement or Housing Loss Prevention record, and therefore may be accessed using **Front Desk** and can always be accessed by **searching the client**. A follow-up can only be accessed using **Front Desk** if it was scheduled. **First are the steps using Front Desk** (if scheduled).



6. Select **Front Desk**.
7. Select **Housing**.
8. Select **Housing Placements** or **Housing Loss Prevention**.



The screenshot shows the 'Housing Placement List' table. At the top, there are three filters: 'Past Target Date (3)', 'Past Expected Move In Date (102)', and 'Past Due / Upcoming Follow-ups (140)'. The 'Past Due / Upcoming Follow-ups (140)' filter is highlighted with a red box and labeled '9'. Below the filters is a table with columns 'Status' and 'Action'. The first row is 'Moved Into Housing'. The second row shows 'Next Scheduled Follow-up: 2020-04-10' and a 'Past Follow-up Date!' warning. The 'Action' column for this row has a gear icon highlighted with a red box and labeled '10'.

9. Click on the **Past Due / Upcoming Follow-ups** button on the applicable screen, to see the records with scheduled follow-ups which are past due or upcoming.
10. Click on the **Manage** button in the Action column for the desired client record.

Housing Loss Prevention List

Active All

Filter: All

Past Due / Upcoming Follow-ups (142) 9

Status	Action
Next Scheduled Follow-up: 2018-04-01 ▲ Past Follow-up Date!	10

Second are the steps searching the client.

ID	Full Name 11	Gender	Alias	Date of Birth	Age	File Number	Action
192	Smith, John	Male		1982-11-15	37	0000000192	

11. After searching and finding the client, on the **Client List** screen select the client record for which you want to complete the housing follow-up.

Status	Action
Moved Into Housing Next Scheduled Follow-up: 2020-04-10 ▲ Past Follow-up Date!	12

Status	Action
Next Scheduled Follow-up: 2018-04-01 ▲ Past Follow-up Date!	12

12. After navigating to the applicable client's Housing Placement or Housing Loss Prevention Record, click on the **Manage** button in the Action column of the record

Both methods above accomplish the same results and bring you to the fields described below for completion.

13 **Follow-ups** Attempts Subsidies Documents

Showing 0 to 0 of 0 entries | Show 10 entries

Follow-up Date	Service Provider	Caseworker
No data is available in the table		

14 Add Follow-up

13 **Follow-ups** Subsidies Documents

Showing 0 to 0 of 0 entries | Show 10 entries

Follow-up Date	Service Provider
No data is available in the table	

14 Add Follow-up

Whether housing placement or housing loss prevention

13. Select **Follow-ups**.

14. Click the **Add Follow-up** button on the respective housing details screen.

New FollowUp

Follow-up Date **15**  

Months Elapsed **16**

Final Follow-up **17** No

Use Exact Follow-up **18** Yes
Date

Next Scheduled **19** 
Follow-up

All Clients Still In **20** 
Housing

Comments

21  Save

15. Edit the **Follow-up Date** for when the follow-up was completed, if needed.
 16. Leave **Months Elapsed** to the system generated number.
 17. Leave **Final Follow-up** at 'No' if the client was still at the address on the Follow-up Date and **change** to 'Yes' if the client was no longer at the address on the Follow-up Date.
 18. Set **Use Exact Follow-up Date** to 'Yes' if another follow-up is to be scheduled.
 19. Enter **Next Scheduled Follow-up** date for when the next follow-up is to occur.
 20. Select the applicable option for **All Clients Still In Housing** from the drop-down list.
- ⚠ **NOTE:** All Clients Still In Housing = No should only be selected if Final Follow-up = Yes.
21. Select **Save** to complete the follow-up record.

A final follow-up of 'yes' should be entered when the client is no longer living at the address associated with the follow-up. When a final follow-up of 'yes' is completed it will end the housing placement or housing loss prevention for which it is completed, however the client may still be living at the address. If on-going support (e.g. a rent supplement) is being provided to the client after required follow-ups have been completed, it is recommended not to set select Final Follow-up = Yes, but to set to 'No' and not schedule a next follow-up. The following steps will describe the options when Final Follow-up = Yes.

New FollowUp

Follow-up Date  ★

Months Elapsed

Checking this will end this housing placement

Final Follow-up Yes No

All Clients Still In Housing **22** x ▼ ★

Clients That Have Left Housing **23** + - ★

Reason Left Housing **24** ▼ ★

Date Left Housing **25** 

Is Housed Elsewhere

Comments

26

Final Follow-up for Housing Placement

22. Select the applicable option for **All Clients Still In Housing** from the drop-down list.
- ◆ **NOTE:** All Clients Still In Housing = No should only be selected if Final Follow-up = Yes. If Final Follow-up = Yes and All Clients Still In Housing <> No, the housing record will still be ended. The Follow-up screen is dynamic and when All Clients Still In Housing = No the user will be prompted for further details, as follows:
23. Select **Clients That Have Left Housing**.
- ◆ **NOTE:** If multiple clients are associated with the address but not all are selected as leaving the housing, the housing placement record will not be ended.
24. Select **Reason Left Housing** from the drop-down list.
25. Enter **Date Left Housing** if known.
- ◆ **NOTE:** For a Housing Placement recording entering the date will populate that as the End Date in the corresponding Housing History record. If **Date Left Housing** is blank, then the End Date in the corresponding Housing History record will be populated with the current date.
26. Select **Save** to complete the follow-up record.
- ◆ **NOTE:** If a Housing Loss Prevention is associated with the Housing History, ending the Housing Placement will not end the Housing Loss Prevention and the user should let the service provider with the Housing Loss Prevention record know if the client has left the address.

New FollowUp

Follow-up Date  

Months Elapsed

Checking this will end this housing loss prevention

Final Follow-up Yes

All Clients Still In Housing 27 No  

Clients That Have Left Housing 28 Select an option   

All clients in this Housing Loss Prevention have left housing. This will end the Housing Loss Prevention record.

Reason Left Housing 29 Select an option 

Is Housed Elsewhere No

Comments

30  Save

Final Follow-up for Housing Loss Prevention

27. Select the applicable option for **All Clients Still In Housing** from the drop-down list.

 **NOTE:** All Clients Still In Housing = No should only be selected if Final Follow-up = Yes. If Final Follow-up = Yes and All Clients Still In Housing <> No, the housing record will still be ended. The Follow-up screen is dynamic and when All Clients Still In Housing = No the user will be prompted for further details, as follows:

28. Select **Clients That Have Left Housing**.

 **NOTE:** If multiple clients are associated with the address but not all are selected as leaving the housing, the housing placement record will not be ended.

29. Select **Reason Left Housing** from the drop-down list.

30. Select **Save** to complete the follow-up record.

 **NOTE:** For a Housing Loss Prevention there is no Date Left Housing field, like for a Housing Placement, and End Date in the corresponding Housing History record will be populated with the current date. A user must navigate to the Housing History screen and edit the End Date if the current date is not correct.

 **NOTE:** If a Housing Placement is associated with the Housing History, ending the Housing Loss Prevention will not end the Housing Placement Prevention and the user should let the service provider with the Housing Placement record know if the client has left the address.