

How to Enter a Housing Loss Prevention Record

A Housing Loss Prevention Record is to be created by the service provider who is assisting a client to maintain existing housing, whether stable accommodations or not (e.g. a hotel). A service provider should never create a housing loss prevention record if they assisted a client to find stable accommodations and created a housing placement record.



The screenshot shows the login page for HIFIS (Homeless Individuals and Families Information System) and SISA (Système d'information sur les personnes et les familles sans abri). It includes fields for 'User Name / Nom d'utilisateur' and 'Password / Mot de passe', a 'Log In / Connexion' button, and a link for 'Forgot Password? / Mot de passe oublié?'.

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.



The screenshot shows the 'Client List' interface in HIFIS. It features a navigation menu with 'Front Desk', 'Communications', 'Reports', and 'Help'. Below the menu, there are tabs for 'All', 'Active', 'Inactive', and 'Deceased'. The main area shows a table with one entry: ID 326, Full Name 'Smithers, Shelley', and Gender 'Female'. A red box highlights the name 'Smithers, Shelley' and is labeled with the number 6. An 'Add Client' button is at the bottom.

6. After searching and finding the client, on the **Client List** screen select the client record that you want to create a Housing Placement for by clicking on the name of the client.



The screenshot shows the 'Client Information' dropdown menu. The menu items are: Client Details, Consent, Documents (+), Education (+), Family, Financial Profile, Health Information (+), Housing History (+), and Identification (+). A red box highlights the 'Client Information' dropdown header and is labeled with the number 7. Another red box highlights the 'Housing History' menu item and is labeled with the number 8.

7. Select **Client Information**.

8. Select **Housing History**.

There are two primary scenarios which are possible at this point: 1) the address at which the assistance to maintain housing is **not listed** or 2) the address at which the assistance to maintain housing is **listed**. If the address is **not listed**, follow the procedure on How to Record a Client's Housing History and then continue with the steps below for when the **client's current address is listed**.

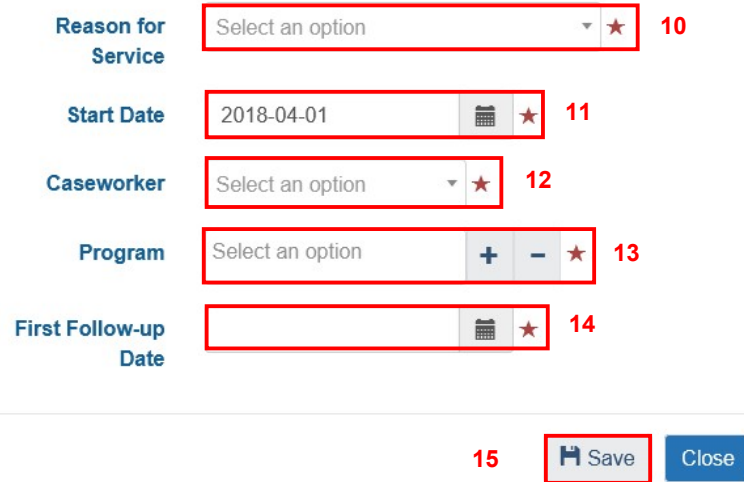
Client - Housing History



9. Click the **Add Housing Loss Prevention** button on the Client - Housing History screen.

◆ **NOTE:** The Add Housing Loss Prevention will not be present if there is an End Date on the housing history record.

Add Housing Loss Prevention



10. Select the **Reason for Service**.

11. Confirm the **Start Date**. If needed, you can change the date.

12. Select the primary **Caseworker** working with the client to maintain housing from the drop-down list.

13. Select the **Program** funding the service to the client.

◆ **NOTE:** If multiple values are available for Program only one value must be selected.

14. Enter the **First Follow-up Date** for 6 six months after the **Start Date**.

◆ **NOTE:** It is a requirement of BC Housing that a 6 and 12 month follow-up be completed for every housing loss prevention. If your organization requires a follow-up prior to 6 months, then scheduled as needed.

15. Click the **Save** button to complete the creation of the Housing Loss Prevention record.

◆ **NOTE:** Having completed this record you must navigate to the applicable screen(s) in HIFIS to record the assistance/service(s) provided to assist the client in maintaining their housing (e.g. Case Management, Goods and Services and/or Housing Loss Prevention - Subsidies tab).