BC HOUSING

How to Enter the Tenancy of a Client Placed into Housing

A Housing Placement record is to be created by the service provider who is assisting a client to find stable accommodations. A service provider who is aware of a client being placed by another service provider should not create a housing placement record. There are 3 components to a Housing Placement record: Add Housing Placement, Add and Secure a Housing Unit, and Move In. Prior to Move In, the user should End Housing Placement if not proceeding to the next step (refer to option at the bottom of the screen on each step). Within each step a user will see other options on the screen, which are not covered in this guide sheet.
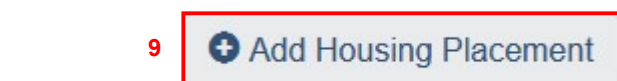

1. Log-in to HIFIS. If you need assistance see the Quick Reference Guide on "How to Log Into HIFIS and Change Service Provider".

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

There are two different means by which you can add a Housing Placement record: 1) using **Front Desk** or 2) **searching the client**. Both accomplish the same result and boils down to preference; however, if using the Front Desk method, the user should know for certain which record in HIFIS represents the client. **First are the steps using Front Desk.**

6. Select **Front Desk**.
7. Click on **Housing** to expand/open select.
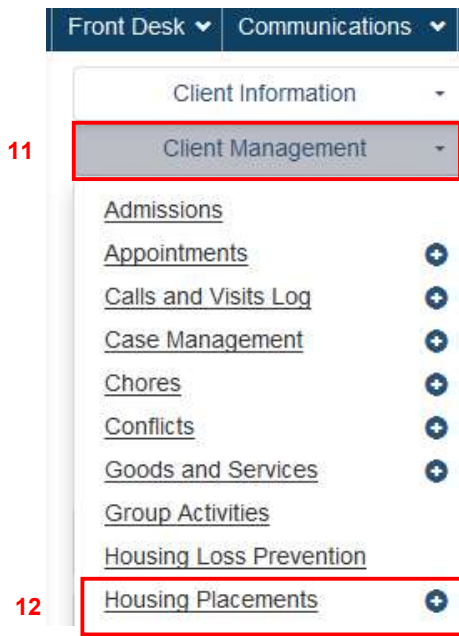8. Select **Housing Placement**.

9. Click the **Add Housing Placement** button on the bottom of the **Housing Placement List** screen.
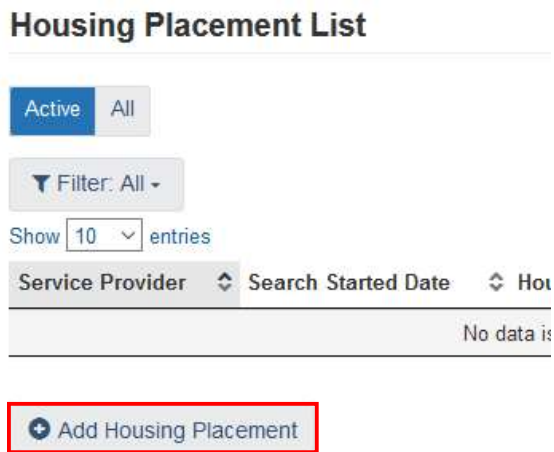
HIFIS Homeless Individuals and Families Information System Front Desk ⌄ Communications ⌄ Reports ⌄ Help ⌄ **Client List** All Active Inactive Deceased Showing 1 to 1 of 1 entries | Show 10 ⌄ entries ID ⌕ Full Name Gender **10** 326 Smithers, Shelley Female ⊕ Add Client	10. After searching and finding 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.
Front Desk ⌄ Communications ⌄ Client Information ▾ **11** Client Management ▾ Admissions Appointments ⊕ Calls and Visits Log ⊕ Case Management ⊕ Chores ⊕ Conflicts ⊕ Goods and Services ⊕ Group Activities Housing Loss Prevention **12** Housing Placements ⊕	11. Select **Client Management**. 12. Select **Housing Placements**.
Housing Placement List Active All ▼ Filter: All ▾ Show 10 ⌄ entries Service Provider ⌕ Search Started Date ⌕ Hou No data is **13** ⊕ Add Housing Placement	13. Click the **Add Housing Placement** on the Housing Placement List screen.

Both methods above accomplish the same results and bring you to the fields described below for completion. By using **Front Desk** you would need to search for the client in step 14 below because you have not yet identified the client; whereas by first **searching the client** you will not be presented with a Client Name field and you would start at step 15 below and complete the remaining fields.

Add Housing Placement

14	Client Name	▼ ★
15	Caseworker	site1, trainer × ▼ ★
16	Housing Type(s) Sought	Select an option + − ★
17	Search Started Date	2018-04-01 📅 ★
18	Target Date	📅
19	Program	Select an option + − ★
20		💾 Start Housing Placement ✖ Cancel

14. Search and select the client when Front Desk is used, otherwise continue to step 15 if searching the client was used.

15. Select the primary **Caseworker** working with the client on the placement from the drop-down list. The default value which appears may not be correct.

16. Select the **Housing Types Sought** from the drop-down list. The type(s) sought does <u>not</u> impact the type secured.

17. Edit the **Search Started Date** to indicate when the search began.

18. Optional: Enter the **Target Date** by which to complete the housing placement.

19. Select the **Program** funding the service for the client.

◆ NOTE: If multiple values are available for Program only <u>one</u> value must be selected.

20. Select **Start Housing Placement**.

Add and Secure a Housing Unit

Once a client has secured a housing unit (e.g. entered into a tenancy agreement), then the details of the unit which is to be acquired are entered.

Housing Placement Details - Housing Not Secured

Family Members Smithers, Shelley	Search Started Date 01/04/2018
Housing Type(s) Sought View All	Target Date N/A
Caseworker site2, trainer	Service Provider Training Site 2
Program HOP	

🔍 New Housing Search   ⊕ Add and secure a housing unit   **21**

21. Click the **Add and secure a housing unit** button on the **Housing Placement Details – Housing Not Secured** screen.

Add Housing Unit

22	Housing Type	Select an option ▼ ★
23	Status	Select an option ▼ ★
24	Place Name	
25	Address Line 1	★
	Address Line 2	
	Unit/Apartment Number	
26	Country	Canada × ▼ ★
27	Province/Territory	Select an option ▼ ★
28	City	Select an option ▼ ★
29	Postal Code	
30	Geographic Region	× Fraser Region + − ★
31	Expected Move In Date	2018-04-01 📅
32		💾 Save and secure Close

22. Select the **Housing Type** secured from the drop-down list.

23. Select the **Status** (condition) of the housing secured from the drop-down list.

24. Optional: Enter the **Place Name** (e.g. name of building) where the housing secured is located.

25. Enter the **Address** details of the housing secured.

26. Leave **Country** default value of Canada.

27. Select for **Province/Territory** British Columbia from the drop-down list.

28. Select the **City** of the housing secured from the drop-down list.

◆ NOTE: If the value desired is not in the drop-down list, contact HIFIS Support.

29. Optional: Enter the **Postal Code**.

30. Edit the **Geographic Region** and select the correct one, if needed.

31. Optional: Entering **Expected Move in Date** will provide a reminder of upcoming housing placement records to manage.

32. Select **Save and Secure** to complete the details of the housing unit the client has secured.

Move In

The third and final step of a Housing Placement record should **not** be completed until it has been verified that the client has moved in, because this step cannot be un-done once completed.

33. Click the **Move In** button on the **Housing Placement Details – Housing Secured** screen.

34. Optional: Enter the **Rent** the client is being charged.

35. Edit the **Move In Date** of the start of the tenancy.

36. Edit the **Use Exact Follow-up Date** toggle to **Yes**.

37. Edit the **Next Scheduled Follow-up** date to 6 months after the **Move In Date**.

◆ NOTE: While this is not flagged as a mandatory field on the screen it is a requirement of BC Housing that a 6 and 12 month follow-up be completed for every housing placement. If your organization requires a follow-up prior to 6 months, then scheduled as needed.

38. Select **Move In** to complete the housing placement.

◆ NOTE: The completion of the Move In will create a Housing History record of the housing placement. If the incorrect Move In date was saved, edit the Start Date of the Housing History record created.