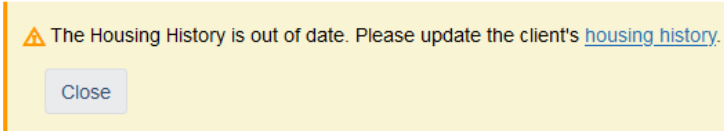


How to update Housing History that is out of date

Housing History records an account of where the client has lived, including periods of homelessness. An accurate Housing History record helps to understand the degree of chronic homelessness experienced and is critical for HIFIS to function as intended. For these reasons a notice that “Housing History is out of date” will appear if Housing History has not been verified for more than 180 days. This guide sheet informs users what to do when such a notice appears.



1. Navigate to the Housing History screen by clicking on the link in the notice at the top of the screen or via Client Information > Housing History.

◆ **NOTE:** The verification period is configured by BC Housing.

There are two options: 1) The address listed is still valid/correct, or 2) the address listed is no longer valid/incorrect. If the address is correct, then follow the steps below to verify the address for the next 180 days. If the client remains at the address it will need to be verified every 180 days. If the address is incorrect then update the client’s Housing History (HH) as required.

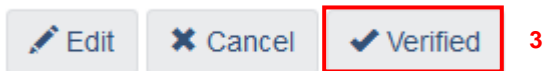
If the HH record was created because of a Housing Placement, then the Service Provider who created the Housing Placement must enter a final follow-up or contact HIFIS Support to get that completed.

If there is a Housing Loss Prevention associated with the HH then the Service Provider who created the Housing Loss Prevention must enter a final follow-up or contact HIFIS Support to get that completed.

Housing Type	Address	Start Date	End Date	Action
Halfway House	123 Main Street Surrey British Columbia Canada	2018-03-15	--	 

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2. Click on the **Display** icon under the Action column of the Housing History record.



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3. In the Details tab of the Display Housing History screen, scroll to the bottom of the Housing History record and click on the **Verified** button.

◆ **NOTE:** The process must be completed every 180 days if the client remains at the same address.