

How to Enter a Rent Subsidy for a Housing Placement

This procedure outlines how to enter rent supplements provided for the payment of rent to clients for whom you found housing and created a Housing Placement record. If the client already has housing, then rent supplements for the payment of rent should be entered in a Housing Loss Prevention record. The payments toward rent could be one-time or ongoing. If rent supplements are for non-rent purposes (e.g. utilities, move in costs, security deposit, etc.) then they must be entered as a Good.



The screenshot shows the HIFIS login page. 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”.

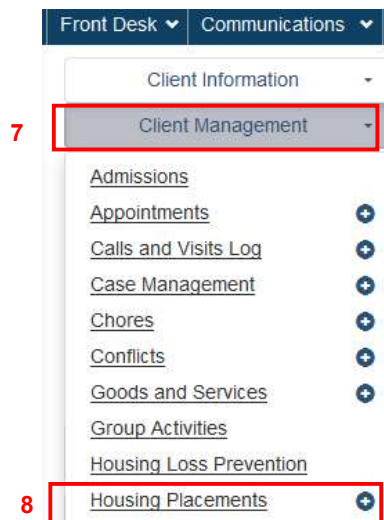
❖ **NOTE:** There are no steps 2 – 5, continue to step 6.

A Housing Placement record may be accessed using Front Desk. This procedure will only cover searching the client, however once on the Housing Placement Details screen the procedure to enter a subsidy is the same.



The screenshot shows the HIFIS 'Client List' page. The header includes 'HIFIS Homeless Individuals and Families Information System' and navigation tabs for 'Front Desk', 'Communications', 'Reports', and 'Help'. Below the header, there are filters for 'All', 'Active', 'Inactive', and 'Deceased'. It shows 'Showing 1 to 1 of 1 entries | Show 10 entries'. A table with columns 'ID', 'Full Name', and 'Gender' contains one entry: ID 326, Full Name 'Smithers, Shelley', and Gender 'Female'. A red box highlights the name 'Smithers, Shelley'. A red number '6' is to the left of the table. At the bottom is an 'Add Client' button.

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



The screenshot shows the 'Client Management' menu in HIFIS. The menu is open, showing options: 'Client Information', 'Client Management', 'Admissions', 'Appointments', 'Calls and Visits Log', 'Case Management', 'Chores', 'Conflicts', 'Goods and Services', 'Group Activities', 'Housing Loss Prevention', and 'Housing Placements'. A red box highlights 'Client Management' with a red number '7' to its left. Another red box highlights 'Housing Placements' with a red number '8' to its left.

7. Select **Client Management**.


8. Select **Housing Placements**.

Housing Placement List

Active All

Filter: All

Show 10 entries Filter items

Service Provider	Search Started Date	Housing Type(s) Sought	Caseworker	Status	Action
Training Site 2	2018-04-01	Subsidized / Social Housing	site2, trainer	Moved Into Housing	 9
				Next Scheduled Follow-up: N/A	

Add Housing Placement

9. Click the **Manage** button  on the **Housing Placement List** screen.

Housing Placement Details - Moved Into Housing

Family Members [Smithers, Shelley](#) Search Started Date 01/04/2018

Housing Type(s) Sought [View All](#) Next Scheduled Follow-up N/A

Caseworker [site2, trainer](#) Service Provider Training Site 2

Program HOP

Housing Secured Date 01/04/2018 Secured Housing Unit [123 Water Street](#)

Housing Type Single Room Occupancy Date Moved In 01/04/2018

Rent Unknown Address 123 Water Street Surrey

Status Good Landlord

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Follow-ups Attempts **Subsidies** Documents

Showing 0 to 0 of 0 entries | Show 10 entries Filter items

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

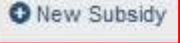
Add Follow-up

10. Select the **Subsidies** tab on the **Housing Placement Details - Moved Into Housing** screen.

Follow-ups Attempts Subsidies Documents

Showing 0 to 0 of 0 entries | Show 10 entries Filter items

Program Name	Service Provider	Amount
No data is available in the table		

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11. Click the **New Subsidy** button in the **Subsidies** tab screen.

New Subsidy

12 Program x ▼ ★

13 Start Date 📅 ★

14 Reason for Service ▼ ★

15 End Date 📅 ★

16 Amount ★

Payment Date 📅

Pay Frequency ▼ ★

Subsidies which span more than one month will be counted in each month. A subsidy of \$200 for June 15 to July 1 is counted as \$400. Subsidy End Date should be the last day of the month.

17 Comment

18

12. Select the **Program** funding the subsidy.
- ◆ **NOTE:** If multiple values are available for Program only one value must be selected.
13. Edit the **Start Date** for when the subsidy begins.
14. Select the **Reason for Service** from the drop-down list.
15. Enter the **End Date** for when the subsidy ends.
- ◆ **NOTE:** If you enter a date range for the subsidy, you will not need to enter it every month. If the client stops receiving the subsidy before the end date, you will need to update the **End Date**.
16. Enter the monthly **Amount** of the subsidy.
17. Optional: Enter **Comments**.
18. Select **Save** to complete the creation of the Subsidy record.