

How to Record a Client's Housing History

Once a basic client record has been created, it is important that the client's Housing History be entered into HIFIS as soon as possible, with no more than **five days** for shelter providers and **seven days** for outreach providers from when the client's record was created in HIFIS.

Housing History records an account of where the client has lived, including periods of homelessness.

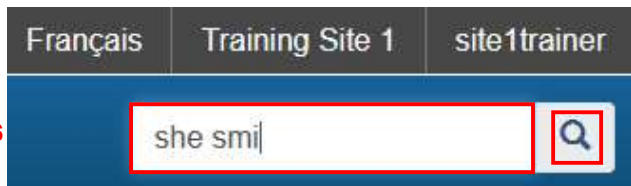
An accurate Housing History record is critical for HIFIS to function as intended and for the service provider's performance reporting to be correct.

It is **vital** that every new client record created has an associated Housing History record for at least the past year that is as complete as possible, however Housing History outside of Canada is optional.



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.



6. On the **HIFIS Home Screen**, enter part of the client's name in the **Client Search** dialog box.

◆ **NOTE:** You must enter a minimum of three characters to execute a search. You may search by a client's first, middle and/or last name. The less you enter the better the chance to find an existing name. For example, for "Shelley Smithers" you could enter "She Smi".

7. Click the **Search** button to search for the client.

Client List



ID	Full Name	Gender	Aliases
326	Smithers, Shelley	Female	

8. On the **Client List** screen, select the client record that you want to add housing history to by clicking on the name of the client.



9. On the **Client - Vitals** screen, click the **Client Information** menu.
10. Select **Housing History**.

Client - Housing History



11. Click the **Add Housing** button on the **Client - Housing History** screen.

Client - Add Housing History

Housing Type - * **12**
 Start Date * **13**
 End Date * **14**
 Place Name **15**
 Address Line 1 **16**
 Address Line 2
 Unit/Apartment Number
 Country * - * **17**
 Province/Territory - * **18**
 City + * **19**
 Postal Code
 Geographic Region + -
 Rent \$ **20**
 Telephone 1
 Extension
 Telephone 2
 Mobile Phone
 Email Address
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12. Select the **Housing Type** from the drop-down list.
13. Edit the default value and enter the **Start Date**, if needed.
14. If applicable, enter the **End Date**.
- ◆ **NOTE:** The **End Date** should never be in the future. This field is only completed if the client is no longer at the location.
15. If applicable, enter the **Place Name** (e.g. name of building) where the housing is located.
16. Optional: Enter in **Address Line 1** the details of where the housing is located.
17. Edit the default value for **Country** from the drop-down list, if needed.
18. Select the **Province/Territory** from the drop-down list.
19. Select the **City** where the housing is located from the drop-down list.
20. Optional: Enter the **Rent** the client is being charged.
21. Click the **Save** button to add the Housing History record.