


## How to Enter a 12-Month Housing Loss Prevention Follow-up

Upcoming follow-ups that are due for Housing Loss Prevention records are displayed on the **Past Due/Upcoming Follow-ups** button on the **Housing Loss Prevention List** screen. The next scheduled follow-up date is also displayed in the **Status** field for each record.

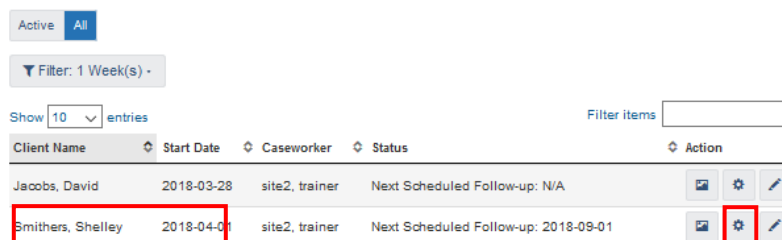






1. From the HIFIS log-in screen, enter your **User Name**.
  2. Enter your **Password**.
  3. Select the **Service Provider** from the drop-down list.
- ◆ **NOTE:** If nothing appears in the Service Provider drop-down list, click the **Refresh** button .
4. Select **Log In**.
  5. If you have forgotten your password, you can request to have it reset by selecting **Forgot Password?**




6. Select **Front Desk**.
7. Select **Housing**.
8. Select **Housing Loss Prevention**.

### Housing Loss Prevention List



Client Name	Start Date	Caseworker	Status	Action
Jacobs, David	2018-03-28	site2, trainer	Next Scheduled Follow-up: N/A	 
<b>Smithers, Shelley</b>	<b>2018-04-01</b>	site2, trainer	Next Scheduled Follow-up: 2018-09-01	 

9. Find the Housing Loss Prevention record that you want to follow up on in the **Housing Loss Prevention List**.
10. Click on the **Manage** button  beside the Housing Loss Prevention record.

### Housing Loss Prevention Details

Caseworker [site2\\_trainer](#) Next Sched  
 Program HOP Service Pr

Housing Type Single Room Occupancy Date Move  
 Rent Unknown Address

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Follow-ups Subsidies Documents

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

Follow-up Date Service Provider Caseworker  
 No data is available in the tabl

+ Add Follow-up

12

11. Click on the **Follow-ups** tab.

12. Select **Add Follow-up**.

### New FollowUp

Follow-up Date 2018-04-02 1

Months Elapsed 12 2

Final Follow-up No 3

Use Exact Follow-up Date No 4

Months Until Next Follow-up 5

All Clients Still In Housing Yes 6

Comments

7 Save Close

**If the client is still in the housing unit and there is an active rent supplement, enter:**

1. **Follow-up Date** = Defaults to current date; change it if different.
2. **Months Elapsed** = 12
3. **Final Follow-up** = No
4. **Use Exact Follow-up Date** = No
5. **Months Until Next Follow-up** - Leave empty
6. **All Clients still in Housing** = Yes
7. Select **Save**.

⚠ When the supplement ends, ensure the supplement end date is correct in the system and close the Housing Loss Prevention record by entering a final Follow-up.

### New FollowUp

Follow-up Date  ★ 1

Months Elapsed  2

Checking this will end this housing loss prevention

Final Follow-up  3

All Clients Still In Housing  x v ★ 4

Comments

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If the client is still in the housing unit and there is no active rent supplement, enter:

1. **Follow-up Date** = Defaults to current date; change it if different.
2. **Months Elapsed** = 12
3. **Final Follow-up** = Yes
4. **All Clients still in Housing** = Yes
5. Select **Save**.

◆ **NOTE:** If you know the client has moved and there were fewer than 31 days between when they left the old unit and moved into a new unit, select **Yes** in **All Clients Still in Housing** field.

### New FollowUp

Follow-up Date  ★ 1

Months Elapsed  2

Checking this will end this housing loss prevention

Final Follow-up  3

All Clients Still In Housing  x v ★ 4

Clients That Have Left Housing  + - ★ 5

All clients in this Housing Loss Prevention have left housing. This will end the Housing Loss Prevention record.

Reason Left Housing  x v ★ 6

Is Housed Elsewhere  7

Comments

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If the client has left the housing unit, enter:

1. **Follow-up Date** = Defaults to current date; change it if different.
2. **Months Elapsed** = 12
3. **Final Follow-up** = Yes
4. **All Clients Still in Housing** = No
5. **Clients That Have Left Housing** = Click the \* to insert the client's name.
6. **Reason Left Housing** = Select an option from the drop-down list.
7. **Is Housed Elsewhere** = If you know the client is housed elsewhere, set the toggle to **Yes**; otherwise leave it set to **No**.
8. Select **Save**.