BC HOUSING

How to Enter Rent Supplement for a Housing Loss Prevention

Once a Housing Loss Prevention Record is created, details of the support provided to a client must be entered.

Enter an Ongoing Rent Supplement (for Rent only)

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. From the **HIFIS Home Screen**, in the **Client Search** dialog box, enter the client's first and last name.

7. Click the **Search** button to see if a client record exists.

8. When the client's name comes up in the **Client List**, click on it to select them.

Client Information · Client Management · **9** Admissions Appointments ⊕ Calls and Visits Log ⊕ Case Management ⊕ Chores ⊕ Conflicts ⊕ Goods and Services ⊕ Group Activities Housing Loss Prevention **10** Housing Placements ⊕ Incidents ⊕ Medication Dispensing Programs Service Restrictions ⊕ Storage ⊕ Surveys VAT Waiting Lists ⊕	9. Select **Client Management**. 10. Select **Housing Loss Prevention**.
Housing Loss Prevention List Active / All ▼ Filter: 1 Week(s) ▾ Show 10 ∨ entries Filter items **11** Service Provider ⇕ Start Date ⇕ Caseworker ⇕ Status ⇕ Action ⇕ Training Site 2 · 2018-04-01 · site2, trainer · Next Scheduled Follow-up: 2018-09-01 · 🖼 ⚙ ✎	11. Select the **Manage** button ⚙ beside the housing record.

Housing Loss Prevention Details

Caseworker   site2, trainer

Program   HOP

Housing Type   Single Room Occupancy

Rent   Unknown

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Follow-ups | **Subsidies** | Documents

Showing 0 to 0 of 0 entries | Show 10 ⌄ entries

Program Name ⇕	Service Provider ⇕	Am
No data is available in the table		

⊕ New Subsidy   **13**

12. Select the **Subsidies** tab.

13. Select **New Subsidy**.

New Subsidy

Program   HOP   × ⌄ ★   **14**

Start Date   2018-04-01   📅 ★   **15**

Reason for Service   Financial - Crisis   **16** × ⌄ ★

End Date   2019-04-01   📅 ★   **17**

Amount $ 250.00   ★   **18**

Payment Date   📅

Pay Frequency   Monthly   × ⌄ ★   **19**

Comment

20   💾 Save   Close

14. Enter the **Program** funding the rent supplement.

15. Enter the date when the subsidy started in the **Start Date** field.

16. Select a **Reason for Service** from the drop-down list.

17. Enter the date when you think the subsidy will end in the **End Date** field.

18. Enter the amount of the subsidy in the **Amount** field.

19. Select **Monthly** for the **Pay Frequency**.

20. Select **Save**.

Enter a One-Time Rent Supplement

If you are assisting a client to address their immediate housing concerns such as paying for utilities to ensure they keep their housing, follow the steps outlined in HIFIS Guide Sheet – How to Enter a Good Provided to a Client.