

How to Enter a Rent Subsidy for a Housing Placement

BC Housing's Homeless Outreach Program (HOP), Aboriginal Homeless Outreach Program (AHOP), and Homeless Prevention Program (HPP) provide rent supplements to clients for:

- **Ongoing Rent Supplements:** Monthly rent supplements provided to a client for a period of time in circumstances where they are not able to make the complete rent payment.
- **One-time Rent Supplements:** One-time rent supplements provided to address the client's immediate housing concerns, such as paying for utilities to ensure they keep their housing.

◆ **NOTE:** This procedure outlines how to enter rent supplements for clients for whom you found housing (Housing Placement) and where the Housing Placement record is still open in HIFIS. If the client already has housing or if the related Housing Placement record is closed please see procedure PR12 - Enter a Housing Loss Prevention Record.

How to Enter an Ongoing Rent Subsidy (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



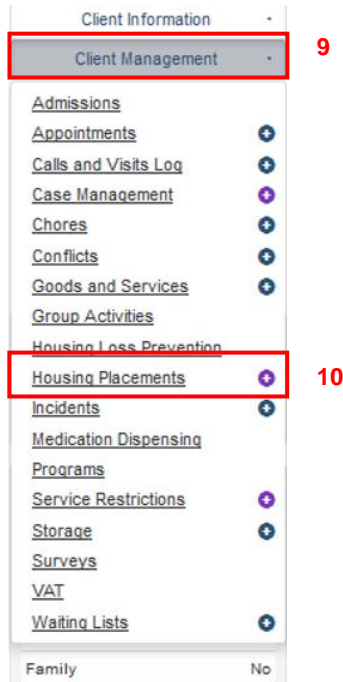
4. Select **Log In**.
5. If you have forgotten your password, you can request to have it reset by selecting **Forgot Password?**



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 -

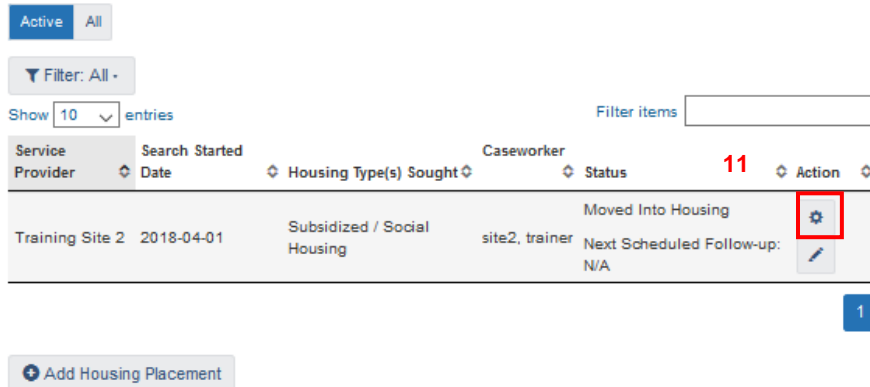
Client Management - 9

- Admissions
- Appointments +
- Calls and Visits Log +
- Case Management +
- Chores +
- Conflicts +
- Goods and Services +
- Group Activities
- Housing Loss Prevention
- Housing Placements + 10**
- Incidents +
- Medication Dispensing
- Programs
- Service Restrictions +
- Storage +
- Surveys
- VAT
- Waiting Lists +

Family No

- 9. Select **Client Management**.
- 10. 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 Next Scheduled Follow-up: N/A	11

+ Add Housing Placement

- 11. From the **Housing Placement List** screen select the **Manage** button .

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**

12

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](#)

12. From the **Housing Placement Details** screen, select the **Subsidies** tab.

Follow-ups Attempts **Subsidies** Documents

Showing 0 to 0 of 0 entries | Show 10 entries

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

[New Subsidy](#) 13

13. From the **Subsidies** tab, select **New Subsidy**.

New Subsidy

14 **Program**

15 **Start Date**

16 **Reason for Service**

17 **End Date**

18 **Amount**

Payment Date

19 **Pay Frequency**

Comment

20 [Save](#) [Close](#)

- 14. From the drop-down list, select the **Program** funding the rent supplement (only select one).
- 15. Enter the date when the client will start to receive the supplement in the **Start Date** field.
- 16. From the drop-down list, select the **Reason for Service**.
- 17. Enter the date when the supplement will end in the **End Date** field.
- 18. Enter the monthly amount of the subsidy in the **Amount** field.
- 19. From the drop-down list, select the **Pay Frequency** as **Monthly**.
- 20. Select **Save**.

◆ **NOTE:** If you enter a date range for the rent supplement, you will not need to enter it every month. If you stop giving the rent supplement before the end date, you will need to update the **End Date**.

How to 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](#).