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.
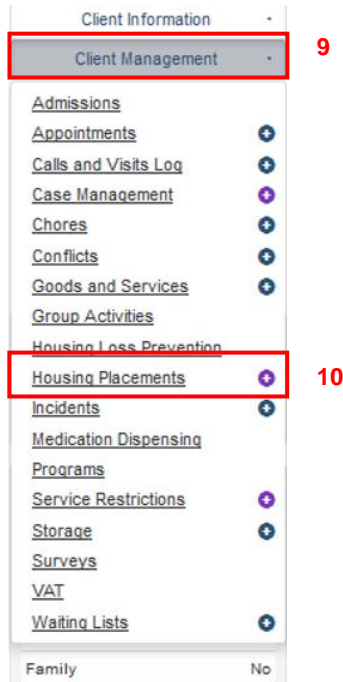
4. Select **Log In**.

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.
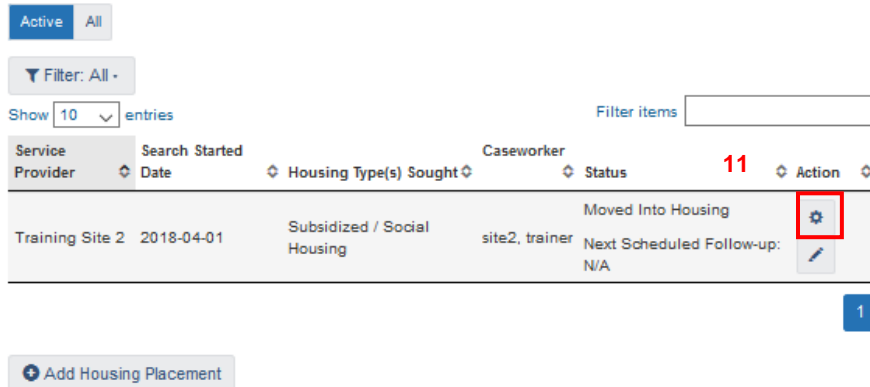
9. Select **Client Management**.

10. Select **Housing Placements**.

11. From the **Housing Placement List** screen select the **Manage** button [gear icon].

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

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

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**.

❶ 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.