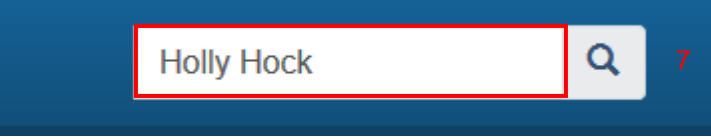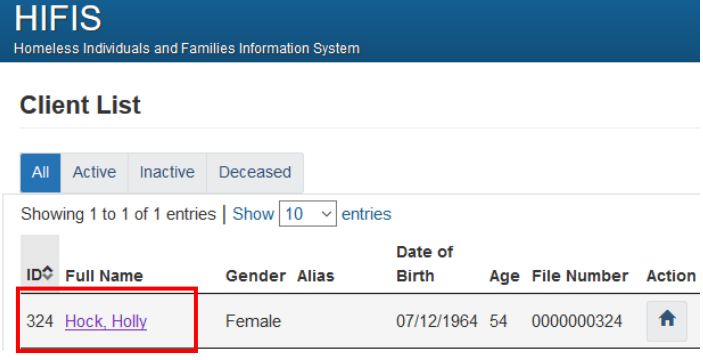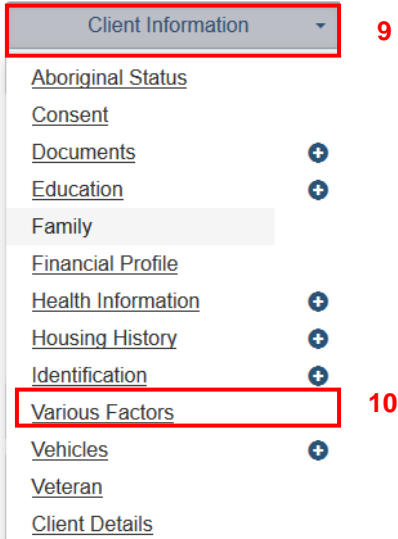# BC HOUSING

How to Add a Contributing Factor

Once a basic client record has been created, it is important that the client's contributing factors be determined and entered in the HIFIS system within **five business days** for shelter providers and **seven business days** for outreach providers.

Contributing factors are life events that have, in some part, played a role in leading the client to require assistance from the service provider. These can be factors that are vital in serving the client, such as a loss of housing, or a financial crisis.

Identifying contributing factors can help service providers develop meaningful goals with clients. They can also assist service providers and BC Housing in understanding factors that contribute to homelessness.

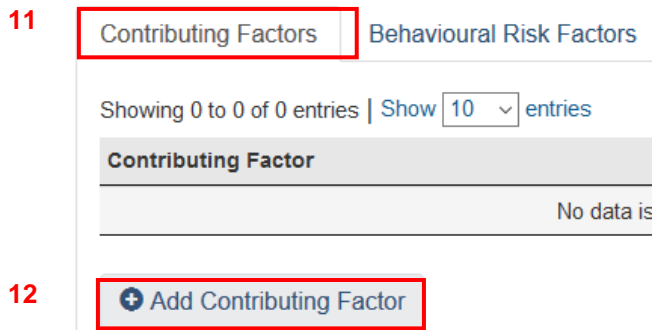|	
HIFIS / SISA Homeless Individuals and Families Information System / Système d'information sur les personnes et les fa Log In / Connexion — User Name / Nom d'utilisateur [1], Password / Mot de passe [2], Service Provider / Fournisseur de services — Select an option [3], Log In / Connexion [4], Forgot Password? / Mot de passe oublié? [5]	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 Holly Hock [search] 7	6. From the **Client Search** screen, enter the client's first and last name. 7. Click the **Search** button to find the client's record.
HIFIS Homeless Individuals and Families Information System — **Client List** — All / Active / Inactive / Deceased — Showing 1 to 1 of 1 entries | Show 10 entries — ID / Full Name / Gender / Alias / Date of Birth / Age / File Number / Action — 8 324 Hock, Holly / Female / 07/12/1964 / 54 / 0000000324	8. In the **Client List** screen, select the client record that you want to add a contributing factor to by clicking on the name of the client.

9. On the **Client – Vitals** screen, click the **Client Information** menu.

10. Select **Various Factors**.
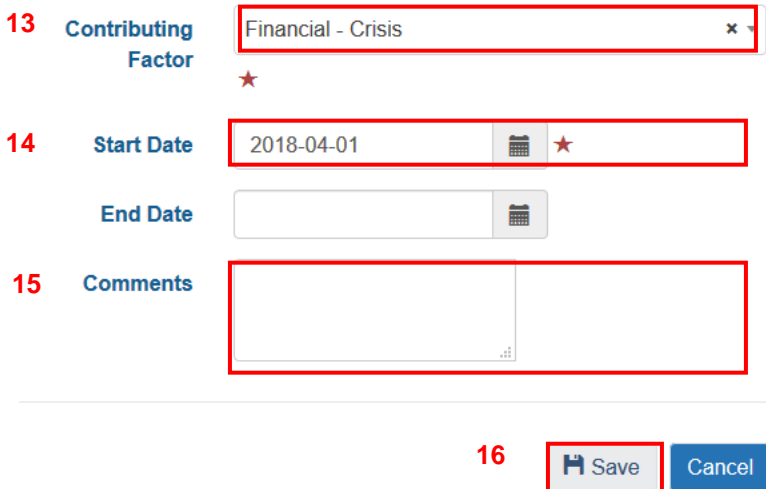
11. On the **Client – Various Factors** screen, select the **Contributing Factors** tab.

12. Click the **Add Contributing Factor** button.

13. On the **Client – Add Contributing Factor** screen, select a contributing factor from the drop-down list.

14. Confirm the **Start Date**. If needed, you can change the date.

15. Optional: If applicable, enter any additional information concerning the contributing factor in the **Comments** field.

16. Click the **Save** button.