HIFIS – Cheat Sheets

Support Workers

For Service Providers in the City of Lethbridge

Support Workers, Participant Support Workers, Life Support Workers

March 2025

Version 1.0

Questions?

Speak with your site administrator, who can email us at
HIFIS@lethbridge.ca, or submit a support ticket at HIFIS -
City of Lethbridge on your behalf.

Support Workers

After a client is accepted into your program, and the process of supporting them has begun, you can use HIFIS to document all the activities and sessions you participate in with your client.

Case Management – Sessions

The Cases/Goals for the clients will have already been set by their Case Manager, so Support Workers will only be able to view and edit the Cases/Goals.

1. Navigate to the goal you are working on with the client and select Edit
2. Client – Edit Case Management > Sessions
   a. The Sessions tab is where you will document any activities your client participates in, to reach their goals.
      i. Select Add Session
      ii. The Goal will auto-populate
      iii. Select the relevant Activity your client participated in
      iv. Document the Date/Time, and Hours/Minutes
      v. Document the Caseworker
      vi. Fill in any additional information needed

Common Activities for Sessions

- Meal Planning and Groceries
  o Activity: Nutrition and Diet Education, Meal Planning, Menu Building, etc.
- Financial Management
  o Activity: Tax Support, Banking, Budgeting, Expense Tracking, etc.
- Employment Resources
  o Activity: Resume help, Interview Prep/Skills, Conflict Resolution, etc.
- Parenting Support and Resources
  o Activity: Parenting Skills/Resources, Behavioural Management, etc.

- Housing Support
  o Activity: Landlord and Tenant Information, Home Maintenance, Housing Resources, etc.
- Substance Abuse/Addiction
  o Activity: Assist with Decision Making, Goal Setting, Detoxification, Milestone Reached, etc.

Group Activities

When you are doing one interaction for a number of participants, you will want to use the Group Activity module. This way you can encapsulate the activity with one entry into HIFIS, instead of trying to gather information on each individual you are assisting.

Examples of Group Activities (Reason for Service)

- **Landlord and Tenant Support**
  o This activity is when everyone is gathered as a group, and they are receiving instruction on Landlord and Tenancy rights and obligations.
- **House Meeting**
  o This is to identify issues on the floor that need to be addressed, or for connecting all participants to the support workers