HIFIS – Cheat Sheets

For Service Providers in the City of Lethbridge

City of Lethbridge Outreach Team

March 2025

Version 1.0

Questions?

Speak with your site administrator, email us at
HIFIS@lethbridge.ca, or submit a support ticket or
change request at HIFIS - City of Lethbridge

Case Management

When you are working with a participant who has ongoing goals, you can utilize the Case Management module to keep track of open and closed goals, any session efforts made to meet those goals, making community referrals, and closing case goals once they are met.

Common Goals

- **Program Intake**
    - Referred from: City of Lethbridge – Outreach (if proactive, encampment, or the Watch)
    - Referred to: City of Lethbridge – Outreach
- **Housing Referral**
    - Referred from: City of Lethbridge – Outreach
    - Referred to: LHA-CART, Aboriginal Housing, etc.
- **Connect with Housing Support**
    - Referred from: City of Lethbridge – Outreach
    - Referred to: The agency of the Case Manager they are trying to get the Client connected with, such as CMHA ACM.
        - Connecting with Housing Support Could Include:
            - Warm client transfer to the agency
            - Secondary support to facilitate contact with their case manager. For example, if the referral was successful but the client and their Case Manager need assistance from the Outreach team to connect the client with their Case Manager.
            - The Outreach team is actively engaged with and are encouraging the client to work with their case manager
            - Outreach is checking on client's waitlist status.
- **Ongoing Support**
    - A catchall for other light touch services or general connection work that the team has with the client. This goal can be used for:
        - Missed Appointments - assisting client to rebook (not necessarily housing related)
        - Effort to locate client

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.

Example of a Group Activity (Reason for Service)

- **Hot Spot Checks - No clients present**
    - This activity type can be used to record any time spent conducting proactive patrols of high-risk and/or known hot spot locations where no individuals were present.