

HIFIS – Cheat Sheets

Supportive Housing Case Management

For Service Providers in the City of Lethbridge

Family Ties

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.

Supportive Housing Case Management

After receiving a client and identifying any various factors, you will be ready to move your client into River House's supportive living housing units.

Document the Intake

- Case/goal: Program Intake
- Referred from: LHA – CART
- Referred to: Family Ties Association – River House
- Document any service interactions in a case session

Other Common Cases/Goals

- **Substance Abuse/Addiction (Counselling, Treatment, or Detox)**
 - Referred From: Family Ties Association – River House
 - Referred to: Treatment Programs (Recovery Alberta, Fresh Start Recovery)
 - Sessions: Document any work done with this client to meet this case/goal.
- **Financial Stability**
 - Referred from: Family Ties Association – River House
 - Referred to: AISH, Alberta Works (Emergency Funds, Income Support)
 - Sessions: Document any work done with this client to meet this case/goal.
- **Mental Health**
 - Referred from: Family Ties Association – River House
 - Referred to: NIHB – Non-Insured Health Benefits, AHS – Community Mental Health Services
 - Sessions: Document any work done with this client to meet this case/goal.

Housing Units

River House units have all been added to the HIFIS system, so you will never need to add a unit to the database.

1. Navigate to Client – Details
 - a. Search and select your client's name; or,
 - b. On the main page, go to Front Desk > Housing > Housing Placements > Find and select your client's name
2. (Client – Details) > Client Management > Housing Placements > Add Housing Placement
3. Fill in the required information.
 - a. Housing Type Sought: Supportive Housing
4. Start Housing Placement
5. New Housing Search
 - a. Select the unit: Room 001 – 010 – River House Family Ties
6. Select the + Icon (Secure Unit)
 - a. Fill in the dates and select Secure Unit
7. Select Move In
 - a. Fill in the information and select Move In