

HIFIS – Cheat Sheets

Transitional Housing

For Service Providers in the City of Lethbridge

YWCA - Hope

May 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.

Transitional Housing Case Management

After receiving a client and approving them to move into a Hope Supportive Housing unit, you will be ready to document the intake and start the Case Management process.

Document the Intake

- Case/goal: Program Intake
- Referred from: Self, Domestic Violence Shelter
- Referred to: Young Women's Christian Association (YWCA)
- Sessions: Suitability Interview, Paperwork, Inspection, etc.

Other Common Cases/Goals

- **Meal Planning and Groceries**
 - Referred From: Young Women's Christian Association (YWCA)
 - Referred to: Your agency, etc.
 - Sessions: Nutrition and Diet Education, Meal Planning, Menu Building, etc.
- **Financial Management**
 - Referred from: Young Women's Christian Association (YWCA)
 - Referred to: Your agency, AISH, Alberta Works (Emergency Funds, Income Support), etc.
 - Sessions: Tax Support, Banking, Budgeting, Expense Tracking, etc.
- **Employment Resources**
 - Referred from: Young Women's Christian Association (YWCA)
 - Referred to: Your agency, Job Fairs, Job Prep Classes, etc.
- Sessions: Resume help, Interview Prep/Skills, Conflict Resolution, etc.
- **Parenting Support and Resources**
 - Referred from: Young Women's Christian Association (YWCA)
 - Referred to: Your agency, Daycares, Family Ties, etc.
 - Sessions: Parenting Skills/Resources, Behavioural Management, etc.
- **Housing Support**
 - Referred from: Young Women's Christian Association (YWCA)
 - Referred to: Your agency, Street's Alive, LHA – CART, etc.
 - Sessions: Landlord and Tenant Information, Home Maintenance, Housing Resources, etc.

Housing Units

Hope Units

Hope 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: Transitional Housing
4. Start Housing Placement
5. New Housing Search
 - a. Select the unit
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

Community Housing

When your client is housed through Hope but is looking for housing in the community, here are the steps you will take.

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 Placement > 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: Whatever housing type your client is seeking
 - i. Some examples: Rental at Market Price, Home Ownership, Rental at Market Price with Rent Subsidy, Social / Community Housing, Housed On-Reserve, etc.
4. Start Housing Placement
5. Add and secure a housing unit
 - a. Fill in the required information, and any additional information relevant to the housing placement
 - b. Save and Secure
6. Select Move In
 - a. Fill in the information and select Move In
 - b. When moving a client in, you will need to end the active housing placement they have through Hope, so only do this step once the client is physically moved into their new housing.