

HIFIS – Cheat Sheets

Supportive Housing Case Management

For Service Providers in the City of Lethbridge

YWCA

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 Hestia Homes' supportive living housing units.

Document the Intake

- Case/goal: Program Intake
- Referred from: LHA – CART
- Referred to: Young Women's Christian Association (YWCA) – HESTIA
- Document any service interactions in a case session

Other Common Cases/Goals

- **Substance Abuse/Addiction (Counselling, Treatment, or Detox)**
 - Referred From: Young Women's Christian Association (YWCA) – HESTIA
 - 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: Young Women's Christian Association (YWCA) – HESTIA
 - 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: Young Women's Christian Association (YWCA) – HESTIA
 - 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

Hestia Homes' 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
 - i. Sunrise Home 1: Room 1, Room 2 – 7th St. S
 - ii. Sunrise Home 2: Room 1, Room 2, Room 3 – 200 Mt. Sundial Court W
 - iii. Sunrise Home 3: Room 1, Room 2, Room 3, Room 4 – 232 Mt. Sundial Court W
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