

HIFIS – Cheat Sheets

Housing Based Case Management

For Service Providers in the City of Lethbridge

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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.

Housing-Based Case Management

Housing-Based Case Management is a client-centred approach that provides ongoing support to individuals experiencing homelessness or housing instability. It focuses on securing and maintaining stable housing while addressing underlying issues that act as barriers to housing. By setting and tracking housing-related goals for your client, you can effectively provide the necessary referrals and supports they need to secure and maintain stable housing successfully.

To Add a Goal

1. Either perform a Client Search at the top right of the main page or go to Front Desk > Clients > Client Search. Select your client if they appear or create your client if they do not.
2. On the Client – Details page go to Client Management > Case Management > Add Case
3. Fill in the information for the goal and Select Save
4. You can now add Sessions to the goal you created, which tracks the efforts you have made to help your client reach that goal.

Examples of Common Goals for Housing-Based Case Managers

- **Program Intake**
 - Referred from: LHA – CART, Client/Self
 - Referred to: Your agency/program
 - Session Activities: Warm transfer, forms/consents, SPDAT, Assessment
- **Mental Health**
 - Referred from: Your agency/program
 - Referred to: Community – AHS – Community Mental Health Services, Mental Health – Service Providers
 - Session Activities: Mental Health, Treatment Programs, Health Services
- **Obtain I.D.**
 - Referred from: Your agency/program
 - Referred to: Community – Recovery Alberta – ID Clinic
 - Session Activities: Accompanying to Appointments/Services, Completing Forms
- **Financial Stability**
 - Referred from: Your agency/program
 - Referred to: Social Services – Community Based – LHA – Income Support
 - Session Activities: Completing Forms, Obtain Financial Assistance
- **Life Skills**
 - Referred from: Your agency/program
 - Referred to: Family Supports – Family Ties Association, Disability Services – Ability Employment
 - Session Activities: Case Planning, Advocacy, Goal Setting

Community Standard for Tracking Housing-Based Activities

Stage One: Housing Placement Goal

This is the first stage of housing-related Case Management. Once your client is housed, you can close this goal.

- Referred from: Your agency/program
- Referred to: Leave this blank until housing is found and fill in the referral once you know what it is.
- Session Activities: Whatever steps were taken to get your client housed.

Stage Two: Housing Retention Goal

This is the second stage of housing-related Case Management. Once your client does not need additional support, you can close this goal.

- Referred from: Your agency/program
- Referred to: What was chosen in the Housing Placement case goal will also go here.
- Session Activities: Whatever work was done to keep your client housed.

Stage Three: Housing Loss Prevention Goal

This is the final stage of housing-related Case Management, and it is only used if your client has a crisis that might cause them to lose their housing. Once the service is completed, you can close this case goal.

- Referred from: Your agency/program
- Referred to: Possibly your agency/program, or a subsidy
- Session Activities: Whatever work was done to prevent your client from losing their housing.