

## **Program Intake, Follow-Up, and Exit Surveys**

When completing a Program Intake, Program Follow-Up, or an Exit Survey, here are the steps you will take:

Create the relevant Case in HIFIS: Program Intake, Housing Retention, or Program Exit. These are the Cases where you will document your surveys.

**Program Intake Case:** GoA Program Intake Survey

**Housing Retention Case:** GoA Program Follow-Ups Survey

**Program Exit Case:** GoA Program Exit Survey

### **How to Navigate HIFIS to enter a survey:**

**Client Search > Client Selection > Client Details > Case Management > Edit the relevant Case > Custom Tables > Survey Selection**

### **Instructions for Entering Surveys and Case Management**

You will need to **backdate** to July 1<sup>st</sup>, 2025, and you will need to enter for **each client:**

- Program Intake Case goal, with a Program Intake Survey (if they started after July 1<sup>st</sup>)
- Housing Retention Case goal, with any relevant Follow-Up Surveys (if they had a follow-up done since July 1<sup>st</sup>)
- Program Exit Case goal, with a Program Exit Survey (if client left program after July 1<sup>st</sup>)

### **Survey Facts**

- Client demographics have been removed from all surveys
- All questions are mandatory on the Program Intake Survey
- All questions, except questions that build off a yes answer, are mandatory on the Program Follow-Ups and Exit Surveys
- Questions that may seem irrelevant are staying on the surveys until the GoA confirms exactly what they are needing from us, regarding full reporting requirements

**Please contact [hifis@lethbridge.ca](mailto:hifis@lethbridge.ca) for questions and support.**