HIFIS – Cheat Sheets

For Service Providers in the City of Lethbridge

CMHA – Community LINKS

March 2025

Version 1.0

Questions?

Speak with your site administrator, email us at HIFIS@lethbridge.ca, or submit a support ticket at HIFIS - City of Lethbridge

Case Management

When you are working with a participant who has ongoing goals, you can utilize the Case Management module to keep track of open and closed goals, any session efforts made to meet those goals, making community referrals, and closing case goals once they are met.

Common Goals

- **Finances**
  - Referred from: CMHA – Community LINKS (in-person, phone, DOT)
  - Referred to: AISH, Alberta Works, etc.
- **Program Intake**
  - Referred from: CMHA – Community LINKS (in-person, phone, DOT)
  - Referred to: Themselves
- **Connect with Housing Support**
  - Referred from: CMHA – Community LINKS (in-person, phone, DOT)
  - Referred to: CMHA HomeBase Adaptive Case Management (ACM)
    - Connecting with Housing Support could include:
      - Warm client transfers within/to the agency
      - Secondary support to facilitate contact with their case manager
      - Checking on a client's waitlist status
- **Housing Referral**
  - Referred from: Themselves
  - Referred to: CMHA HomeBase Adaptive Case Management (ACM)

Group Activities

When you are doing one interaction for a number of participants, you will want to use the Group Activity module. This way you can encapsulate the activity with one entry into HIFIS, instead of trying to gather information on each individual you are assisting.

Common Group Activities (Reasons for Service)

- **Snacks**
  - Instead of marking down each individual who comes in for snacks, keep a tally throughout the day and at the end of shift, enter one group activity for snacks.
- **Information and Referrals**
  - When individuals come in requesting information, but aren't coming in for case management purposes, this group activity type can be used to document the number of individuals seeking information on community support and resources.