

# **HIFIS – Cheat Sheets**

for Service Providers in the City of Lethbridge

## **Wood’s Homes:**

**Youth Intensive Case Management (YICM)**

**and**

**Youth System Navigation (YSN)**

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**Version 1.0**



### **Questions?**

Speak with your site administrator, email us at [HIFIS@lethbridge.ca](mailto:HIFIS@lethbridge.ca), or submit a support ticket at [HIFIS - City of Lethbridge](#)

## Case Management

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

**YICMs:** Open/Close Goals, Track Case Status, Session Activities

**YSNs:** Session Activities, Community Referrals

### Common Goals

- Finances
- Program Intake
- Connect with Housing Support
- Housing Referral
- Obtain I.D.

### Referred From

If you have received your client from a CART or YSN referral, indicate it in the Referred From line. Otherwise, leave it blank until the Case goal is complete, and once complete, indicate your agency/program here.

### Referred To

For the initial Program Intake goal, indicate your agency/program here, as the client was referred to you. For all others, leave the Referred To blank, unless you have made an actual referral for your client to another agency/program, such as Hestia.

## Group Activities - YSN

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 Examples of a Group Activity

- Highschool Outreach
- Workshops
- Job Fairs
- Pride in the Park