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SOCIAL AND
COMMUNITY SERVICES

HIFIS Policy and Procedure – Housing Support (March 2021)

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HIFIS Program and HIFIS Section/Module

- **HIFIS Program** – Housing First is a program in HIFIS. Only service providers that provide the program can attach it to their records.
- **HIFIS Section/Module** – Housing Placement and Housing Loss Prevention are sections/modules in HIFIS. All service providers have access to both the Housing Placement and Housing Loss Prevention sections in HIFIS.

Housing Placement and Housing Loss Prevention

- **Housing Placement** – A service record that indicates a Client is working with a Caseworker during a particular date range to find, secure, and retain a particular type of housing unit.
- **Housing Loss Prevention** - A service record that indicates that a Client *at risk of homeless* is working with a Caseworker during a particular date range to retain a particular housing unit. To create a Housing Loss Prevention Record, the client must currently have housing, as indicated by an open Housing History record that does not have an End Date.
- A service provider should never create a Housing Loss Prevention record if they assisted a client to find stable accommodations and created a Housing Placement record.
- Housing Placements and Housing Loss Prevention require a follow up at 3 months, 6 months, 9 months, 12 months and 18 months and annually thereafter.

Housing History

- Once a basic client profile has been created, the client's **Housing History** must be entered into HIFIS as soon as possible, with no more than 5 days for service providers from when the client's profile was created in HIFIS.
- Complete and accurate Housing History records are critical for HIFIS to function as intended and for the analytics provided by the system to be correct. It is crucial that every client profile created has an associated **Housing History** record for the last 12 months (within Canada) that is as complete and accurate as possible.

Scenario 1 – Housing History + Admission

Policy

- If a client is **unhoused/homeless** and staying with a county-funded shelter:
  The **shelter staff** inputs the stay record in the **Admissions** section of HIFIS. No action is required by the housing staff.

Example

- It is February and John Smith is experiencing homelessness. He is staying with the David Busby Street Centre but was living on the street in January.

Procedures

1. Go to the **Housing History** section.
   a. Create a historical housing record and select 'makeshift/street' as **Housing Type**
   b. If John has an <u>active</u> housing record, input an End Date (move-out date) to close the previous record.
   c. Verify John's Housing History is up-to-date.
   d. If John has an incomplete Housing History, input a housing record(s) with his previous housing information, including both a move-in and move-out date (best estimate).
2. Go to the **Admissions** section.
   a. David Busby shelter staff book John into their shelter program.

3. Below are the records created for John Smith in HIFIS.

HIFIS Section	Record Dates	Record Creators
Housing History (before John stayed in David Busby, i.e., makeshift/street)	2021-Jan-01 to 2021-Jan-31	Staff who served with John Smith
Admissions (John stayed in David Busby)	2021-Feb-01 to 2021-Feb-28	David Busby shelter staff

Scenario 2 – Admission and Discharge + Housing History

Policy

- If a client has left the shelter, the **staff** update the client's next place of stay in the **Housing History** section.

Example

- In February, Jack Johnson stayed with the Guesthouse Shelter. In March, Jack left the shelter and went back to the street.

Procedures

1. Go to the **Admissions** section.
    a. The Guesthouse shelter staff book out Jack from their shelter program.
2. Go to the **Housing History** section.
    a. Verify Jack's Housing History is up-to-date.
    b. If Jack has an <u>active</u> housing record, input an End Date (shelter Book-in Date) to close the previous record.
    c. Create a new housing record.
    d. Enter the new housing **Start Date** same as the shelter Book-out Date
    e. Select the 'Makeshift/Street' (or applicable entry) as **Housing Type**

3. Below are the records created for Jack Johnson in HIFIS.

HIFIS Section	Record Dates	Record Creators
Housing History (before Jack stayed in Guesthouse, i.e., makeshift/street)	2021-Jan-01 to 2021-Jan-31	Staff who served with Jack Johnson
Admissions (John stayed in Guesthouse)	2021-Feb-01 to 2021-Feb-28	Guesthouse shelter staff
Housing History (After Jack left Guesthouse, i.e., makeshift/street)	2021-March-01 to now	Guesthouse shelter staff

Scenario 3 – Housing History

Policy
- If a client is **unhoused/homeless** and is staying with a non-county-funded shelter (No HIFIS access): The **staff member serving the client** (HIFIS Access) inputs the stay record into the **Housing History** section and selects '*Emergency Shelter (Non-HIFIS Admission)*' as the **Housing Type**.
- The End Date of Housing History should <u>never</u> be in the future. This field is only completed if the client is no longer at the location.

Example
- Roberta Johnson experienced homelessness in January and stayed at Green Haven (a non-county-funded shelter). At the same time, Roberta also took the VI-SPDAT Assessment with the Lighthouse.

Procedures
1. Go to the **Housing History** section.
   a. Verify Housing History is up-to-date.
   b. If Roberta has an incomplete Housing History, input a housing record(s) with her previous housing information, including both a move-in (Start Date) and move-out date (End Date) best estimate.
   c. Create a record and selects '*Emergency Shelter (Non-HIFIS Admission)*' as **Housing Type**.

2. Below are the records created for Roberta Johnson in HIFIS.

HIFIS Section	Record Dates	Record Creators
Housing History (with '*Emergency Shelter (Non-HIFIS Admission)*' as Housing Type)	2020-Jan-01 to 2021-Jan-31 (end date should only be entered if no longer in the non-county-funded shelter)	Staff member (HIFIS Access) who served Roberta
Goods and Services > Express Service	2021-Jan-15	Staff member (HIFIS Access) who served Roberta

Scenario 4 – Admission + Housing Placement

Policy
- If a client is **unhoused/homeless** (may or may not be staying in a shelter) and housing support staff are helping to find or secure housing:
  The **housing support staff** will input a case record in the **Housing Placement** section in HIFIS.
- Clients can only have one active Housing Placement at a time. A service provider who is aware of a client being placed by another service provider should not create a Housing Placement record. Ensure the client does not have an active Housing Placement or you will receive an error message (at a later point).
- If the client already has housing, then rent supplements for the payment of rent should be entered in a **Housing Loss Prevention** record (Scenario 6).

Example
- Michael Williams stayed with Coomunity Connection/211 in February. During Michael's stay at the shelter, an Empower Simcoe (Collingwood) Caseworker helped Michael to find and secure appropriate housing. In March, Michael moved into his new place.

Procedures
1. Go to the **Housing History** section.
   a. Verify Michael's Housing History is up-to-date.
   b. If Michael has an incomplete Housing History, input a housing record(s) with his previous housing information, including both a move-in and move-out date (best estimate).
   c. Ensure Michael does not have an active housing record attached to his profile.
   d. If Michael has an active Housing History record, input an End Date (move-out date) to close the record.
2. Go to the **Housing Placement** section.
   a. Create a record and select **Program** such as 'Housing First.'
3. Under the **Housing Placement** section, update the progress throughout the re-housing process.
   a. Searching for housing (Housing Not Secured) – add **Housing Placement Attempt** record.
   b. Securing housing (Housing Secured) – add **Housing Unit** record.
   c. Setting-up new housing (Moved Into Housing) – add **Move-In** record.
   d. Initial housing stabilization – add **Follow-up** record.
4. Once Michael moves in and the Move-In record is added, the system will automatically create a new housing record under the **Housing History** section.
   a. If the incorrect Move-In Date was saved, Edit the Start Date if the Housing History record is created.

5. To add a **Follow-up** record with the Housing Placement service.
   a. Go to **Housing Placement**.
   b. Click **Manage.**
   c. Select **Add Follow-up.**
6. To add a **subsidy** record with the Housing Placement service.
   a. Go to the **Housing Placement** section.
   b. Click **Manage.**
   c. Select the **Subsidies** tab on the **Housing Placement Details – Moved Into Housing** screen.
   d. Click **New Subsidy**
   e. Select the **Program** funding the subsidy.
   f. If you enter a Rent Supplement record for a date range (e.g., January 1 – December 31), you should not enter a new Rent Supplement record each month unless an additional subsidy for rent is provided in a given month.
   g. Be sure to enter the monthly supplement amount you will provide to the client, not the amount you will provide for the whole period for which they will be receiving the supplement.
7. To close a **Housing Placement** record.

a. Go to the **Housing Placement** section.
b. Click **Manage.**
c. Select 'Final Follow-up' to close the record.
d. If there is an <u>active</u> subsidy, end it (enter End Date) before entering the final Follow-up in the placement.

8. Below are the records created for Michael Williams in HIFIS.

HIFIS Section	Record Dates	Record Creators
Housing History (before Michael stayed in Coomunity Connection/211, i.e., makeshift/street)	2021-Jan-01 to 2021-Jan-31	Coomunity Connection/211 shelter staff
Admission (Michael stayed in Coomunity Connection/211)	2021-Feb-01 to 2021-Feb-28	Coomunity Connection/211 shelter staff
Housing Placement (with 'Housing First' as Program)	2021-Feb-08 to 2021-Apr-01	Empower Simcoe Caseworker
Housing Placement > **Housing Placement Attempt**	2021-Feb-15	Empower Simcoe Caseworker
Housing Placement > **Add and secure a housing unit**	2021-Feb-22	Empower Simcoe Caseworker
Housing Placement > **Move-In**	2021-Mar-01	*Empower Simcoe Caseworker*
Housing History	2021-Mar-01 to now	*Once the client moves into a new place, the system will automatically create a new housing record under the Housing History section.* The new Housing History Start Date will be the same as the Move-in date
Housing Placement > **Follow-up**	2021-Apr-01	Empower Simcoe Caseworker

Scenario 5 – Housing Placement

Policy

- If a client sets up a new place by the housing support program and is receiving rent supplements from the service providers:
  The **housing support staff** inputs the case record under the **Housing Placement** section in HIFIS.
- If the client already has housing, then rent supplements for the payment of rent should be entered in a **Housing Loss Prevention** record (Scenario 6).
- Clients can only have <u>one active</u> Housing Placement at a time. A service provider who is aware of a client being placed by another service provider should <u>not</u> create a Housing Placement record. Ensure the client does <u>not</u> have an <u>active</u> Housing Placement or you will receive an error message (at a later point).

Example

- Bob Thomas was couch surfing, and the Empower Simcoe staff helped Bob to find and secure housing. In March, Bob moved into the new place. Empower Simcoe continues to provide supports to Bob, who is at risk of housing loss, with retaining the new place.

Procedures

[Service being provided: Empower Simcoe Caseworker is supporting Bob to secure housing]

1. Go to the **Housing History** section.
   a. Verify Bob's Housing History is up-to-date.
   b. If Bob has an incomplete Housing History, input a housing record(s) with his previous housing information, including both a move-in and move-out date (best estimate).
   c. Ensure Bob does <u>not</u> have an <u>active</u> housing record attached to his profile.
   d. If Bob has an <u>active</u> Housing History record, input an End Date (move-out date) to close the record.
   e. 'Couch Surfing' as **Housing Type** with his previous housing.
2. Go to the **Housing Placement** section.
   a. Create a record and select the **Program** such as 'Housing First.'
3. Under the **Housing Placement** section, update the progress throughout the re-housing process
   a. Searching for housing (Housing Not Secured) – add a **Housing Placement Attempt** record.
   b. Securing housing (Housing Secured) – add a **Housing Unit** record.
   c. Setting-up new housing (Moved Into Housing) – add a **Move-In** record.
   d. Initial housing stabilization – add a **Follow-up** record.
4. Once the Move-In record is added, the system will automatically create a new housing record in the **Housing History** section.
   a. If the incorrect Move-In Date was saved, Edit the Start Date if the Housing History record is created.

5. To add a **Follow-up** record with the Housing Placement service.
   a. Go to **Housing Placement**.
   b. Click **Manage.**
   c. Select **Add Follow-up.**
6. To add a **subsidy** record with the Housing Placement service.
   a. Go to the **Housing Placement** section.
   b. Click **Manage.**
   c. Select the **Subsidies** tab on the **Housing Placement Details – Moved Into Housing** screen.
   d. Click **New Subsidy**
   e. Select the **Program** funding the subsidy.
   f. If you enter a Rent Supplement record for a date range (e.g., January 1 – December 31), you should <u>not</u> enter a new Rent Supplement record each month unless an additional subsidy for rent is provided in a given month.

g. Be sure to enter the <u>monthly supplement amount</u> you will provide to the client, <u>not</u> the amount you will provide for the whole period for which they will be receiving the supplement.

7. To close a **Housing Placement** record.
    a. Go to the **Housing Placement** section.
    b. Click **Manage.**
    c. Select 'Final Follow-up' to close the record.
    d. If there is an <u>active</u> subsidy, end it (enter End Date) before entering the final Follow-up in the placement.

8. Below are the records created for Bob Thomas in HIFIS.

HIFIS Section	Record Dates	Record Creators
Housing History (with 'couch surfing' as Housing Type)	2021-Jan-01 to 2021-Jan-31	Empower Simcoe Caseworker
Housing Placement (with 'Housing First' as Program)	2021-Jan-04 to 2021-Feb-01	Empower Simcoe Caseworker
Housing Placement > **Housing Placement Attempt**	2021-Jan-11	Empower Simcoe Caseworker
Housing Placement > **Add and secure a housing unit**	2021-Jan-18	Empower Simcoe Caseworker
Housing Placement > **Move-In**	2021-Jan-25	*Empower Simcoe Caseworker*
Housing History	2021-Jan-25 to now	*Once the Move-In record is added, the system will automatically create a new housing record in the Housing History section with the same as the Move-in date*
Housing Placement > **Follow-up**	2021-Feb-22	Empower Simcoe Caseworker

Scenario 6 – Housing Loss Prevention

Policy

- If a client already has **housing** and requires assistance from a service provider to <u>retain</u> their housing: The **housing support staff** inputs the case record under the **Housing Loss Prevention** section in HIFIS.
- To create a **Housing Loss Prevention** record, the client must have a **Housing History** record that does <u>not</u> have an End Date. This is where the client is currently living; the **Housing Loss Prevention** will be connected to that **Housing History** record.
    - If the Add Housing Loss Prevention button does <u>not</u> appear on the page, it means that either a current Housing History record does <u>not</u> exist for the client, or that a Housing Loss Prevention record has already been created for the current Housing History record.
- If the caseworker assisted the client to find housing, then rent supplements for the payment of rent should be entered in a **Housing Placement** record (Scenario 5).
- A Housing Loss Prevention record is to be created by the service provider who is assisting a client to <u>maintain existing housing</u>, whether stable accommodations or not. A service provider should never create a Housing Loss Prevention record if they assisted a client to find stable accommodations and created a Housing Placement record.
- <u>Only one</u> Housing Loss Prevention may be associated with a Housing History record, therefore once the final follow-up has been completed on a Housing Loss Prevention, another Housing Loss Prevention <u>cannot</u> be added, even if the client is still living at the address (Housing History record). If another Housing Loss Prevention is required, then another housing history record will need to be created for the same address.

Example

- Michelle Archer rents an apartment in Orillia. In January, Michelle lost her job and applied to Empower Simcoe (Orillia) for a rent supplement. In February, Empower Simcoe started to provide a monthly rent subsidy to Michelle. In April, Michelle finds a new job and no longer needs the rent supplement from Empower Simcoe.

Procedures

1. Go to the **Housing History** section.
    a. Verify Michelle's Housing History is up-to-date.
    b. Ensure Michelle has an <u>active</u> housing record attached to her profile.
    c. If Michelle has an incomplete Housing History, input a housing record(s) with her current housing information, including a move-in (best estimate).
    d. Select 'Rental at Market Price' as **Housing Type** under the Housing History record.
2. Go to the **Housing History** section.
    a. Create a **Housing Loss Prevention** record
    b. Select the **Program** such as 'Housing First'.

3. To add a **Follow-up** record with the Housing Loss Prevention service.
    a. Go to **Housing Placement**.
    b. Click **Manage.**
    c. Select **Add Follow-up.**
4. To add a **subsidy** record with the Housing Loss Prevention service.
    a. Go to the **Housing Loss Prevention** section.
    b. Click **Manage.**
    c. Select the **Subsidies** tab on the **Housing Loss Prevention Details** screen.
    d. Click **New Subsidy**.
    e. Select the **Program** funding the subsidy.
    f. If you enter a Rent Supplement record for a date range (e.g., January 1 – December 31), you should <u>not</u> enter a new Rent Supplement record each month unless an additional subsidy for rent is provided in a given month.

g. Be sure to enter the <u>monthly supplement amount</u> you will provide to the client, <u>not</u> the amount you will provide for the whole period for which they will be receiving the supplement.

5. To close a **Housing Loss Prevention** record.
   a. Go to the **Housing Loss Prevention** section.
   b. Click **Manage.**
   c. Select 'Final Follow-up' to close the record.
   d. If there is an <u>active</u> subsidy, end it (enter End Date) before entering the final Follow-up.

6. Below are the records created for Michelle Archer in HIFIS.

HIFIS Section	Record Dates	Record Creators
Housing History (with 'Rental at Market Price' as Housing Type)	2020-Jan-01 to 2021-Jan-31	Empower Simcoe Caseworker
Housing History (with 'Rental at Market Price with Rent Subsidy' as Housing Type)	2021-Feb-01 to 2021-Mar-31	Empower Simcoe Caseworker
Housing Loss Prevention (with 'Housing First' as Program)	2021-Jan-04 to 2021-Mar-31	Empower Simcoe Caseworker
Housing Loss Prevention > **Follow-up**	2021-Jan-25	Empower Simcoe Caseworker
Housing Loss Prevention > **Follow-up**	2021-Feb-22	Empower Simcoe Caseworker
Housing Loss Prevention > (Final) **Follow-up**	2021-Mar-31	Empower Simcoe Caseworker
Housing History (with 'Rental at Market Price' as Housing Type)	2021-April-01 to now	Empower Simcoe Caseworker

Scenario 7 – Unsuccessful Housing Placement

Policy

- If the client fails to find a new place and completely quits the Housing Placement support:
  The staff takef the final attempt and close the case record in HIFIS.

Example

- In February, an Empower Simcoe Caseworker helped Sarah Brown to find and secure appropriate housing. However, Sarah was unable to find an appropriate place in Simcoe. In March, Sarah moved to Toronto.

Procedures

1. Go to the **Housing History** section.
   a. Verify Sarah's Housing History is up-to-date.
2. Go to the **Housing Placement** section.
   a. Create a record and select the **Program** such as 'Housing First.'
3. Under the **Housing Placement** section, update the progress throughout the re-housing process.
   a. Select 'Final Attempt to end the housing placement unsuccessfully.
4. Go to the **Housing Placement** section.
   a. Create a new housing record with Sarah's new address.
   b. Select the **City** such as 'Toronto'
   c. Select the **Geographic Region** such as 'This Province/Territory'.

5. Below are the records created for Sarah Brown in HIFIS.

HIFIS Section	Record Dates	Record Creators
Housing History (with 'makeshift/street' as Housing Type)	2021-Feb-01 to 2021-Feb-28	Empower Simcoe Caseworker
Housing Placement (with 'Housing First' as Program)	2021-Feb-08 to 2021-Feb-28	Empower Simcoe Caseworker
Housing Placement > **Housing Placement Attempt**	2021-Feb-22	Empower Simcoe Caseworker
Housing Placement > (Final) **Housing Placement Attempt**	2021-Feb-28	Empower Simcoe Caseworker
Housing History (Sarah moved to Toronto)	2021-Mar-01 to now	Empower Simcoe Caseworker

Scenario 8 – Completed Housing Placement/Housing Loss Prevention

Policy

- If the client completed the Housing Placement or Housing Loss Prevention support:
  The staff take the final follow-up and close the case record in HIFIS.
- A final follow-up should be entered when the client is no longer living at the address associated with the follow-up. When a final follow-up is completed it will end the Housing Placement or Housing Loss Prevention for which it is completed, however, the client may still be living at the address.
  - If ongoing support (i.e., a rent supplement) is being provided to the client after required follow-ups have been completed, it is recommended <u>not</u> to set select 'Final Follow-up'.
- If there is an <u>active</u> subsidy, end it (enter End Date) before entering the final Follow-up in the placement.

Example

- The Empower Simcoe Caseworker helped Nicole Russell find a new place. In February, Nicole moved into the new place. In March, the Empower Simcoe Caseworker performed a final follow-up after she has moved in. Nicole is satisfied with her new place and no longer needs support.

Procedures

1. Go to the **Housing History** section.
   a. Verify Nicole's Housing History is up-to-date.
2. Go to the **Housing Placement** section.
   a. Select 'Final Follow-up' to close the **Housing Placement** record.

3. Below are the records created for Nicole Russell in HIFIS.

HIFIS Section	Record Dates	Record Creators
Housing History	2021-Jan-01 to 2021-Feb-01	Empower Simcoe Caseworker
Housing Placement (with 'Housing First' as Program)	2021-Jan-04 to 2021-Mar-01	Empower Simcoe Caseworker
Housing Placement > **Housing Placement Attempt**	2021-Jan-11	Empower Simcoe Caseworker
Housing Placement > **Add and secure a housing unit**	2021-Jan-18	Empower Simcoe Caseworker
Housing Placement > **Move-In**	2021-Feb-01	*Empower Simcoe Caseworker*
Housing History	2021-Feb-01 to now	*Once the Move-In record is added, the system will automatically create a new housing record in the Housing History section with the same as the Move-in date*
Housing Placement > (Final) **Follow-up**	2021-March-01	Empower Simcoe Caseworker