HIFIS HOW TO: FINDING AND SECURING HOUSING IN AN OUTBREAK

Continuing the work of finding and securing housing for people experiencing homelessness remains critical during the COVID-19 outbreak. A home to self-isolate in is the best option to keep people safe and healthy, especially in a health crisis. Also, documenting progress with a housing plan in HIFIS is an important way to maintain service continuity in the event that workers become ill or need time off to care for their families.

In addition to housing-focused efforts, HIFIS allows you to track goods and services that support healthy practices during a housing search such as providing personal protective equipment (PPE) to clients and workers if they must meet in-person or recording temperatures before a viewing.

This *HIFIS How To* resource outlines how HIFIS can support the housing process during an outbreak. It is meant to be a companion document to the Canadian Alliance to End Homelessness (CAEH) one-pager called "Finding and Securing Housing in a Pandemic", which includes additional information and guidance.

1. Housing Placement Attempts
2. Sessions in Case Management
3. Goods and Services
4. Useful Information
5. HIFIS Support and Staying Connected

1.   HOUSING PLACEMENT ATTEMPTS

Use the Housing Placement Attempts function to track viewings that happened either in-person, over the phone or virtually. In the comments box, do not forget to include what adjustments were made to the process to support physical distancing or who was on site if an in-person viewing was required. For example, maybe information about vacancies were sent out by email instead of reviewing them in-person or viewings were done without a landlord present.

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RECORD HOUSING PLACEMENT ATTEMPTS

1. From **the Front Desk** menu, click **[Housing]**, then **[Housing Placements]**
2. In the **Housing Placement List** page, locate the Housing Placement record where a housing attempt was made and click **[Manage]**
3. From the **Housing Placement Details** page, select the **[Attempts]** tab and click **[Add Housing Placement Attempt]**
4. Enter details on the **Add Housing Placement Attempt** page (fields with * are mandatory)
5. Click **[Save]**

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For support with HIFIS, contact Client Support Centre by email at **support@HIFIS.ca** or by phone at **1-866-324-2375.**

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For more information, consult page 57 of the HIFIS User Guide or contact the HIFIS Client Support Centre.

2. SESSIONS IN CASE MANAGEMENT

The Session function within the Case Management module can help track progress with housing search activities like preparing rental applications, securing proof of identification or applying for COVID-related financial benefits. This allows you to keep track of activities that help clients to reach their housing search goals. Keeping information up-to-date helps to maintain service continuity in the event that a clients' regular worker is off sick and a new worker needs to support next steps in a housing plan.

> **ADD SESSION DETAILS TO A CASE MANAGEMENT RECORD**
> 1. From the **Front Desk** menu, select **[Case Management]**
> 2. From the **Case Management List** page, locate the record to which you want to add session details and click **[Edit]**
> 3. Select the **Sessions** tab, then click **[Add Session]**
> 4. On the **Add Case Session** page, enter details (fields marked * are mandatory)
> 5. Click **[Save]**
>
> For more information, consult page 45 of the HIFIS User Guide or contact the HIFIS Client Support Centre.

3. GOODS AND SERVICES

The Goods and Services function helps to track goods provided (such as masks and gloves given before a housing viewing) or to track services (such as when temperatures were taken).

> **ADD A GOODS AND SERVICES TRANSACTION**
> 1. From the **Front Desk** menu, select **[Goods and Services]**
> 2. Click **[Add Goods and Services Transaction]**
> 3. From the **Add Goods and Services Transaction** page, enter details (fields with * are mandatory)
> 4. Click **[Save]**
>
> For more information, consult page 49 of the HIFIS User Guide or contact the HIFIS Client Support Centre.

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4. USEFUL INFORMATION

- This document is part of a COVID-19 series of "HIFIS How To" resources. Other resources in this series include:
  - Coordinated Access in an Outbreak:
    i. Access Point and Messaging;
    ii. Triage and Assessment; and
    iii. Prioritization
  - Preventing Eviction in an Outbreak
  - Home Visits in an Outbreak
  - Promoting Healthy Practices in an Outbreak
  - Tracking Health Issues in an Outbreak
  - Managing Admissions and Transactions in an Outbreak

- The existing Reaching Home directives have been updated to provide guidance to funding recipients regarding the eligibility and use of Reaching Home funds, highlighting where adjustments have been made to existing program parameters, as well as to illustrate how existing eligible activities can be employed to reduce and mitigate the impacts of COVID-19.

- Visit the Canadian Network for the Health and Housing of People Experiencing Homelessness, the Canadian Alliance to End Homelessness or the Homelessness Learning Hub websites for resources on how the homeless sector can respond to a COVID-19 outbreak.

- Visit the Public Health Agency of Canada's website for guidance for providers of services for people experiencing homelessness (in the context of COVID-19).

5. HIFIS SUPPORT AND STAYING CONNECTED

- Have feedback or a "HIFIS How To" tip to share with your peers? Contact the HIFIS Client Support Centre by **email** at support@HIFIS.ca or **phone** at 1-866-324-2375.

- For questions about HIFIS, refer to the HIFIS Toolkit or contact the HIFIS Client Support Centre by **email** at support@HIFIS.ca or **phone** at 1-866-324-2375.

- To receive the HIFIS Newsletter send a request to sign up by email at info@HIFIS.ca.

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