



## HIFIS HOW TO: PREVENTING EVICTION IN AN OUTBREAK

Preventing eviction is critical during an outbreak as it allows people to safely self-isolate. By tracking the right information, communities can increase housing retention, enhance intervention efficiency, and improve processes. HIFIS offers three specific modules to assist communities with tracking information to support their preventing eviction strategies.

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 “Preventing Eviction”, which includes additional information and guidance.

1. [Tracking Appointments with Landlords](#)
2. [Tracking Eviction Prevention Activities](#)
3. [Financial Assistance Follow-up](#)
4. [Useful Information](#)
5. [HIFIS Support and Staying Connected](#)

### 1. TRACK APPOINTMENTS WITH LANDLORDS

Use the Appointments module under the Client Management module to schedule and track appointments with a landlord to discuss rent deferral or other arrangements.

#### **HOW TO ADD AN APPOINTMENT TO A CLIENT FILE**

1. In the **[Front Desk]** menu, select **[Clients]** or search for the client in the **Client Search** bar
2. Select the client by clicking on the name in the **Client List** page
3. Select the **[Client Management]** menu and click on **[Appointments]**
4. Select **[Add Appointment]**
5. Enter the details on the appointment (fields with \* are mandatory)
6. Click **[Save]**

For more information, see page 42 of the [HIFIS User Guide](#) or contact the [HIFIS Client Support Centre](#).

### 2. TRACK EVICTION PREVENTION ACTIVITIES

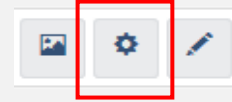
Use the Housing Loss Prevention module to track eviction prevention activities. Types of follow-up can include meetings with clients to discuss status of rent deferrals and other arrangements specific to payment of rent or problem solving.

#### **RECORD A HOUSING LOSS PREVENTION FOLLOW-UP**

1. In **[Front Desk]** menu, click on **[Housing]**, then select **[Housing Loss Prevention]**



2. On the **Housing Loss Prevention List** page, locate the Housing Loss Prevention record on which you want to follow-up and click **[Manage]**.



*Tip: If you need to create a new Housing Loss Prevention record, select **[Add Housing Loss Prevention]** under **[Housing History]** in the **[Client Information]** tab.*

3. From the **Housing Loss Prevention Details** page, click the **[Add Follow-up]**
4. In the new **Follow-ups**, enter the details (fields with \* are mandatory)
5. Click **[Save]**

For more information, see page 54 of the [HIFIS User Guide](#) or contact the [HIFIS Client Support Centre](#).

### 3. TRACK FINANCIAL ASSISTANCE PROVIDED TO CLIENTS

Tracking financial assistance in HIFIS will show you how clients have been supported through the COVID-19 outbreak. This includes rent or utility arrears, grants, or other assistance. This can be done in a client's Financial Profile.

#### **RECORD FINANCIAL TRANSACTIONS**

##### **Using the Financial Profile module to track rent or utility arrears**

1. On the **Client - Vitals** page, click the **[Client Information]** menu and select **[Financial Profile]**
2. On the **Client – Financial Profile**, click on **[Debts]** to add any arrears
3. Click on **[Add Debt]**
4. From the **Add Debt** page, enter the details (fields with \* are mandatory)
5. Click **[Save]**

##### **Using the Financial Profile module to track grants or other assistance**

1. Click on **[Incomes]** to add assistance or grant
2. Click on **[Add Income]**
3. From the **Add Income** page, enter the details (fields with \* are mandatory)
4. Click **[Save]**

For more information, see page 24 of the [HIFIS User Guide](#) or contact the [HIFIS Client Support Centre](#).



#### 4. USEFUL INFORMATION

- This document is part of a COVID-19 series of HIFIS How To resources. Other resources in this series include:
  - [Managing Admissions and Transactions in an Outbreak](#)
  - [Finding and Securing Housing in an Outbreak](#)
  - [Home Visits in an Outbreak](#)
  - [Promoting Healthy Practices in an Outbreak](#)
  - [Tracking Health Issues in an Outbreak](#)
- To support a timely and an effective community response to the COVID-19 outbreak, flexibilities were introduced under Reaching Home program. They can be reviewed in the [updated Directives](#).
- Visit the [Canadian Network for the Health and Housing of People Experiencing Homelessness, the CAEH](#) 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:** [support@HIFIS.ca](mailto:support@HIFIS.ca) or **phone:** 1-866-324-2375.
- For questions about HIFIS, refer to the [HIFIS Toolkit](#) or contact the HIFIS Client Support Centre by **email:** [support@HIFIS.ca](mailto:support@HIFIS.ca) or **phone:** 1-866-324-2375.
- To receive the **HIFIS Newsletter** send a request to sign up by **email:** [info@HIFIS.ca](mailto:info@HIFIS.ca).