



Homeless Individuals and Families Information System (HIFIS) 4.0

New User Accounts for HIFIS

August 2023
Version 6.0

1 Introduction

The Homeless Individuals and Families Information System (HIFIS) 4.0 is a web-based, electronic client management information system providing a standardized assessment of client needs, individualized service plans and service records.

For a new user (staff) at an organization to receive HIFIS access:

- Contact HIFIS Training at hifistraining@bchousing.org for the next training opportunity.
- Complete and email the following forms to HIFIS Training:
 - [HIFIS User Information Form](#) - provides user details which will be required to create a HIFIS user account.
 - [HIFIS Confidentiality and User Agreement](#) - outlines the user's responsibilities with regards to the use of the system and protecting confidential client information.
- User completes the applicable training session.

Once users have received training and the above forms have been received, BC Housing's HIFIS Support will set up the user's account and email log-in information to them.

Further details about each form is included in the sections below.

2 HIFIS User Information Form

The [HIFIS User Information Form](#) contains information required to set up a user account in HIFIS.

Please complete the form after reviewing the notes below:

- "Society Name" – (in row 1) enter your organization's name.
- "Has this user accessed HIFIS 4.0 before?" – enter 'yes' or 'no'. If the user previously had a HIFIS 4.0 account with your organization or another, or currently has access through another organization in BC, please enter 'yes'.
- "HIFIS Site Name 1" – enter the HIFIS site name for which access is being requested. If the user is receiving access to more than one site, then this will be their default site on logging in (Primary Service Provider).
- "HIFIS Site Name 2", "HIFIS Site Name 3" – If your organization has multiple HIFIS sites then be sure to enter the other sites the user should have access to. If there are more than three (3) sites, please include the additional names in the 'HIFIS Site Name 3' cell.
- "First Name" – enter the user's first name as you would like it to appear in HIFIS.

- “Last Name” – enter the user’s surname as it should appear in HIFIS and please be case specific when completing.
- “Gender” – this is a mandatory field when creating a user account. The current options in the application are: Female, Male, Non-binary, Other, Transgender – Female, Transgender – Male, Transgender, Two-spirit.
- “Position” – the user’s job title within your organization.
- “Role” – choose from one of the five options listed below.
- “Email address” –provide the user’s work email address. We will not use personal email addresses (e.g. gmail, hotmail, etc.), unless your organization does not have a domain. Users from the same organization may not share an email address, so each person must have a unique work email. If new staff do not yet have a work email account you may enter their personal email address, to allow for correspondence, but a work email **MUST** be activated before the user’s HIFIS account can be activated.
- “Preferred Training Date” – enter the date of the training session you desire for the user to attend. A confirmation email will be sent from HIFIS Training.

Role Descriptions:

Role	Description
Shelter Worker without Case Planning Responsibilities	Shelter workers who book clients in and out at a shelter.
Shelter Worker with Case Planning Responsibilities	Shelter workers who, in addition to booking clients in and out, have further responsibilities such as case planning, entering VAT assessments, and finding housing for clients.
Outreach Worker	Outreach workers who create and maintain client records, perform case planning, VAT assessments, administer BC Housing rent supplements, and/or find housing for clients.
Shelter & Outreach	Users who perform ‘Outreach Worker’ role described above <u>and</u> book clients in and out of a shelter (ONLY USED in HIFIS sites which combine both shelter and outreach in the same login)
Staff	Staff who records Nightly Occupancy for EWR (Extreme Weather Response) or CES (Capacity Expansion Shelter)

3 HIFIS Confidentiality and User Agreement

The [*HIFIS Confidentiality and User Agreement*](#) outlines the user’s responsibilities with regards to the use of the system and protecting confidential client information.

The form must be signed by the both the user and their supervisor.

4 HIFIS Organization Privacy and Security Standards

Organizations should be aware they play a role in protecting the privacy of client information entered in to HIFIS. Before signing the [*HIFIS Confidentiality and User Agreement*](#) managers/supervisors should be aware of BC Housing's expectations outlined below.

Organizations agree to:

1. Ensure that any employee provided with access to HIFIS complies with the [*HIFIS Confidentiality and User Agreement*](#).
2. Ensure clients' personal information in HIFIS is viewed by employees on a need to know basis only.
3. Notify BC Housing once an employee no longer needs access to HIFIS.
4. Immediately cease electronic access to HIFIS and notify BC Housing if there is a reason to believe the computer and/or the organizations network has been compromised (security threat, virus, privacy breach).
5. Maintain reasonable computer security measures including system and software security updates and antivirus protection.

Security guidance is available to organizations from BC Housing upon request.