



Homeless Individuals and Families Information System (HIFIS) 4.0

New User Setup for Existing HIFIS Sites

January 2019
Version 3.0

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 at a service provider to receive HIFIS access:

1. If the service provider wants BC Housing to provide training to the user:

- Contact the HIFIS Training at hifistraining@bchousing.org for the next training opportunity in your area.
- Complete and email the following forms to BC Housing at hifistraining@bchousing.org:
 - [HIFIS User Information Form](#) - provides basic user details such as name and role.
 - [HIFIS Confidentiality and User Agreement](#) - outlines the user's responsibilities with regards to the use of the system and protecting confidential client information.
- User attends training.

2. If the service provider wants to provide training to the user:

- Email hifistraining@bchousing.org to notify your intent to use this option. BC Housing will contact you with the next steps.

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

Further information 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:

- "Provider Name" - enter the organization name.

- “HIFIS Site Access 1”, “HIFIS Site Access 2”, “HIFIS Site Access 3” – Please enter at least one HIFIS site name for each staff. If you have multiple sites, such multiple shelters or shelter and outreach projects, then please enter any and all sites that each staff should have access to.
- “First and Last Names” – of your staff who needs HIFIS training.
- “Gender” – HIFIS requires the user gender field to be completed as part of creating a user account.
- “Position” – your staff’s position within your organization.
- “Role” – choose from one of the four options. Please see the role descriptions below.
- “Email address” – please provide the user’s email address. We require work email addresses and not personal email addresses (such as Gmail), unless your organization does not have a domain. We also require a unique email address for each user.
- “Work Location (city)” – the city in which your shelter or outreach project is located.

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 and VAT assessments, and find housing for clients.
HIFIS Site Administrator	Staff who can perform additional administrative functions (typically managers or supervisors).

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.

The service provider’s management team should review the [HIFIS Security and Privacy Policy and Procedures](#) at least once before signing any [HIFIS Confidentiality and User Agreement](#).