

HIFIS 4.0

Homeless Individuals & Families Information System

The Acknowledgement Of Land

Welcome to HIFIS!



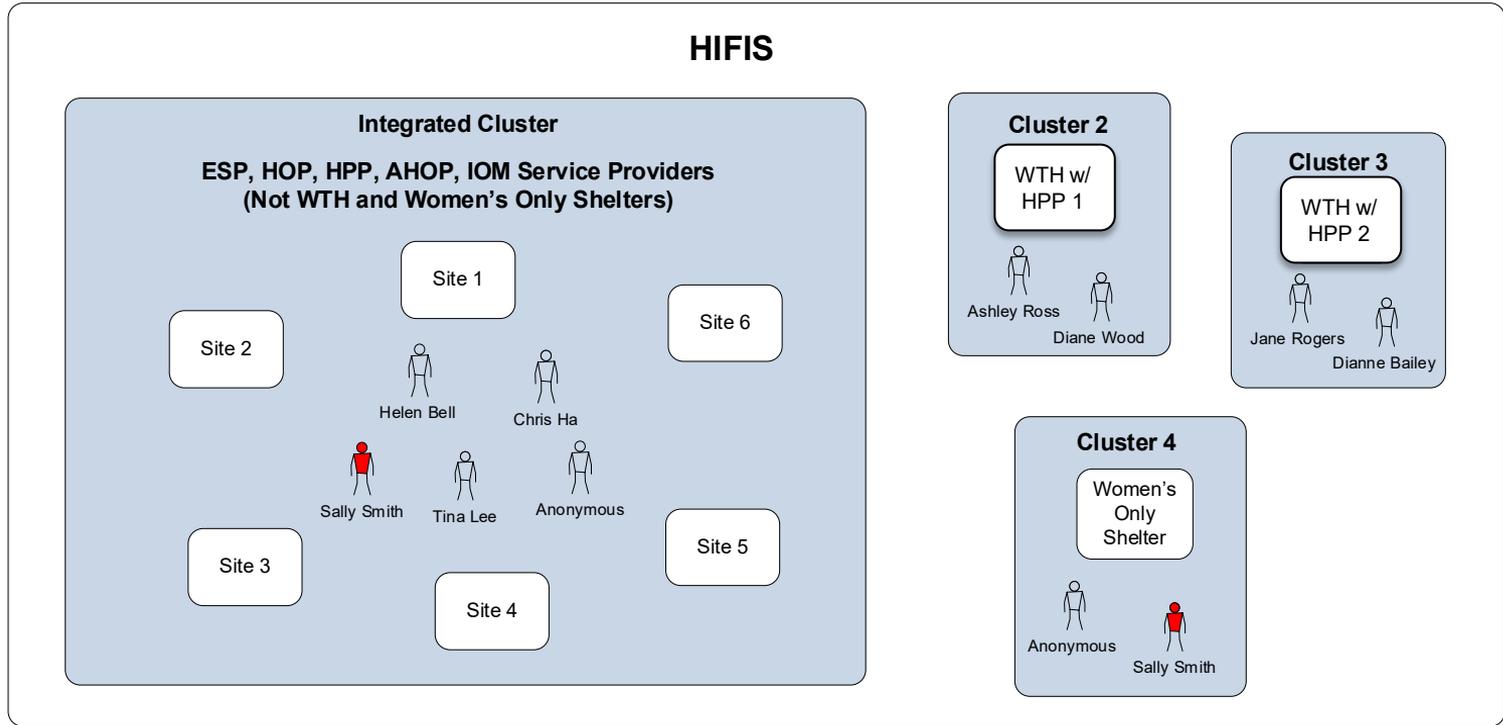
Today's Agenda

- HIFIS Key Concepts
- Procedures
- Need to Know
- Privacy
- User Support and Administration
- Next Steps
- Evaluation and Feedback

HIFIS Key Concepts

- Clusters
- Data Sharing
- Consent
- Attestations
- Timeliness of Data Entry

Clusters



Client Data Sharing

Client Information	Client Management
<u>Indigenous Status</u>	<u>Admissions</u>
<u>Consent</u>	<u>Appointments</u> +
<u>Documents</u> +	<u>Calls and Visits Log</u> +
<u>Education</u> +	<u>Case Management</u> +
<u>Family</u>	<u>Chores</u> +
<u>Financial Profile</u> *	<u>Conflicts</u> +
<u>Health Information</u> *	<u>Goods and Services</u> +
<u>Housing History</u> +	<u>Group Activities</u>
<u>Identification</u> +	<u>Housing Loss Prevention</u>
<u>Various Factors</u>	<u>Housing Placements</u> +
<u>Vehicles</u> +	<u>Incidents</u> +
<u>Veteran</u>	<u>Medication Dispensing</u>
<u>Client Details</u>	<u>Programs</u>

Client Consent Types

1. Explicit
2. Declined - Anonymous
3. Inherited
4. Coordinated Access +
Explicit – **DO NOT USE**



Attestations

! Attestation



John Smith

Gender	Male
Date of Birth	1982-11-15 (36)
Family	Yes
Alias 1	
Alias 2	

I understand that I am not permitted to access information about this client for personal purposes.

I declare that I am accessing the information to perform my job duties, such as providing services to this client.

Timeliness of Data Entry

WHAT	WHEN (Shelter)	WHEN (Outreach)
Create a client record	Nightly – to assign a client to a bed	<u>Daily</u> or within 7 days
Supplemental information	<u>Daily</u> or within 5 days	

Timeliness of Data Entry

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Let's Get Started...



Log In / Connexion

User Name / Nom d'utilisateur

Password / Mot de passe



Log In / Connexion ↗

[Forgot Password? / Mot de passe oublié?](#)

Log In - Primary Service Provider (Site)

If you will have access to multiple “Service Providers” (HIFIS sites), then you or your HIFIS Site Administrator would have chosen a Primary Service Provider as your default log in HIFIS site.

After you log in, you can change from one site to another.

If you would like to change the Primary Service Provider, then please email HIFISupport@bchousing.org.

Log In - Primary Service Provider (Site)

Français **Training Site 3** siteadmintest

Client Search 



Log In / Connexion

User Name /
Nom d'utilisateur 

Password /
Mot de passe

Service Provider /
Fournisseur de
services

 Log In / Connexion

End User License Agreement

The End User License Agreement appears the first time you log into HIFIS.

Click the green Accept button at the bottom to use HIFIS.



END-USER LICENCE AGREEMENT (EULA) for Homeless Individuals and Families Information System "HIFIS" software

IMPORTANT – READ CAREFULLY: By clicking "I Accept" and by installing, copying, accessing or otherwise using the "Homeless Individuals and Families Information System" software technology version 4, or any subsequent version, (the "HIFIS SOFTWARE"), you agree to be bound by the terms of this End-User Licence Agreement ("EULA"). If you do not agree to these terms, do not install, copy, access, or otherwise use the HIFIS SOFTWARE.

- 1. AGREEMENT:** This EULA is a legal agreement between the End-User, ("You") and the Minister of Employment and Social Development Canada, representing Her Majesty the Queen in Right of Canada ("ESDC") who owns all right, title and interest in the HIFIS SOFTWARE and related Documentation and all of the files and intellectual property associated with it.

I Accept

I Do Not Accept

HIFIS Support

UAT Site - Do not enter real data

- [Email Us](#)
- 1-833-454-5435 or 604-454-5435
- [HIFIS 4.0 Support Centre](#)



Home Page

Franglais Training Site 3 siteadmintest

HIFIS HOMELESS INDIVIDUALS AND FAMILIES INFORMATION SYSTEM

Client Search

Front Desk Communications Reports Administration Help My Account

Welcome to HIFIS

Your Bulletins

Showing 0 to 0 of 0 entries | Show entries

Filter items

Subject	Client Name(s)	Priority	Start Date	End Date	Action
No data is available in the table					

HIFIS Support

UAT Site - Do not enter real data

- [Email Us](#)
- 1-833-454-5435 or 604-454-5435
- [HIFIS 4.0 Support Centre](#)

Enter Client Information

- PR5 - Enter a New Client Record
- PR6 - Enter Contributing Factors
- PR7 - Enter Housing History

Enter a New Client Record

HIFIS  **HOMELESS INDIVIDUALS AND FAMILIES INFORMATION SYSTEM**



Client Search 

Front Desk ▾ Communications ▾ Reports ▾ Administration ▾ Help ▾ My Account ▾

Client List

All Active Inactive Deceased Archived

Showing 0 to 0 of 0 entries | Show entries

ID	Full Name	Gender	Alias	Date of Birth	Age	File Number	Housing Status	Action
No data is available in the table								

 Add Client

Enter a New Client Record

File Number	<input type="text"/>
Country of Birth	<input type="text" value="Select an option"/>
Add Housing History	<input type="checkbox"/> No

Please do not use, and leave it as "No"

Enter Contributing Factors

Contributing Factors are life changing events that have, in some way, played a role in leading the client to require assistance from the provider:

- Loss of Housing
- Financial Crisis

Contributing Factors & HPP/CHB-HPP

If you are a service provider delivering the Homeless Prevention Program (HPP) or Canada Housing Benefit (CHB), you must enter the HPP/CHB client group they are in as a Contributing Factor:

- People of Indigenous status = already recorded in Client Vitals
- Leaving the corrections system = *Discharge from Correctional/Jail*
- Leaving the hospital system = *Discharge from Treatment – Medical (or Psychiatric)*
- Women who have experienced violence or are at risk of violence = *Personal Safety or Sexual Abuse or Partner Abuse or Parental Abuse*
- Youth, including those recently left the foster care system = *Discharge from Foster Care* (Youth = already recorded in Client Vitals)

Add a Contributing Factor

Client - Various Factors



Contributing Factors

Behavioural Risk Factors

Watch Concerns

Life Events

Showing 0 to 0 of 0 entries | Show entries

Filter items

Contributing Factor	Start Date	End Date	Action
No data is available in the table			

 Add Contributing Factor

Enter *Housing History*

- Record Client homelessness patterns
- Informs Client options
- Informs policy development
- Assists with prioritization of programs/services
- Crucial to have one full year

Enter Housing History

Client - Housing History



Housing History

Hide Stays

Showing 1 to 4 of 4 entries | Show entries

Housing Type	Address	Start Date	End Date	Action
Rental at Market Price with Rent Subsidy	Abbotsford British Columbia Canada	2019-12-08	- -	
Transitional Housing	Surrey British Columbia Canada	2017-06-16	2019-12-08	
Shelter	Training Site 3	2016-06-09	2017-06-16	
Makeshift / Street	Vancouver British Columbia Canada	2016-01-08	2016-06-09	

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Client Information Overview

Client - Vitals

Vitals | Contact Info | Physical Appearance

Consent Type Expl
Full Name Smit
Gender Male

Client - Various Factors

Contributing Factors | Behavioural Risk Factors

Showing 0 to 0 of 0 entries | Show 10 entries

Contributing Factor
No data is available

+ Add Contributing Factor

Client - Housing History

Housing History

Showing 0 to 0 of 0 entries | Show 10 entries

Housing Type	Address
No data is available	

+ Add Housing

Book a Client In/Out of a Shelter

- PR17 – Book Client In to Shelter
- PR18 – Book Client Out of Shelter

The screenshot shows the HIFIS (Homeless Individuals and Families Information System) interface. The top navigation bar includes 'Français', 'Training Site 3', and 'siteadmin'. The main header features the HIFIS logo and a 'Client Search' input field. Below the header is a menu with options: 'Front Desk', 'Communications', 'Reports', 'Administration', 'Help', and 'My Account'. The main content area is titled 'Add Book In' and contains the following form fields:

- Client Name(s):** A text input field containing 'Sarju, Test2 (1986-1-2)'. It has a close button (x) and a red star icon.
- Start Date and Time:** A date and time input field showing '2021-06-05' and '9:42 AM'. It includes a calendar icon, a clock icon, and a red star icon.
- Expected Book Out Date:** An empty date input field with a calendar icon.
- Reason for Service:** A dropdown menu with the text 'Select an option' and a red star icon.
- Program:** A dropdown menu with the text 'Select an option', plus and minus buttons, and a red star icon.
- Evacuation Assistance Required:** A radio button group with 'No' selected.

Manage Rooms and Beds

Front Desk ▾ Communications ▾ Reports ▾ Administration ▾ Help ▾ My Account ▾

Admissions

Booked In Reservations Bed Availability

Showing 0 to 0 of 0 entries | Show 10 entries

Filter items

Full Name

Date

Reason for Service

Room : Bed

Action

No data is available in the table

➔ Add Book In

⚙ Manage Rooms and Beds

Bed Availability Screen

Admissions



Booked In

Reservations

Bed Availability

Vancouver Coastal R... ▾

Showing 1 to 10 of 38 entries | Show entries

Filter items

Service Provider



Occupancy Rate



Available Beds



Beds



Reservations



Action



Enter a Service Restriction

Client Information ▾
Client Management ▾

- Admissions
- Appointments +
- Calls and Visits Log +
- Case Management +
- Chores +
- Conflicts +
- Goods and Services +
- Group Activities
- Housing Loss Prevention
- Housing Placements +
- Incidents +
- Medication Dispensing
- Programs
- Service Restrictions +

Client - Service Restrictions ?

All Current

Show 10 entries Filter items

Service Providers	Modules	Start Date and Time	End Date and Time	Reason for Restriction	Action
Testing Site	Admissions	2021-06-05 9:57 AM	2021-06-06 9:57 AM	Safety / Security Risk	  

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+ Add Service Restriction

Provide Goods and Services to a Client

- PR21 – Enter a Good Provided to a Client
- PR22 – Enter a Service Performed for a Client
- For CHB-HPP questions, please email CHB-HPP@bchousing.org

*Goods and
Services*

Enter a VAT Assessment

- VAT scores and narratives to be recorded in HIFIS
- PR19 – Enter a VAT Assessment



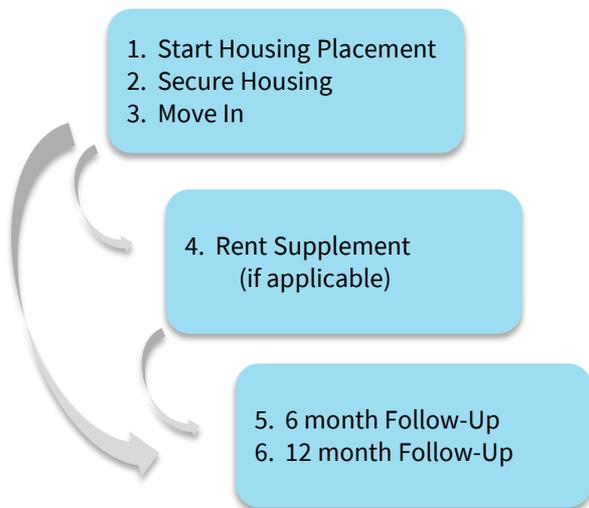
Case Management

- PR20 – Enter a Case Plan and Record Related Activities



Housing Placement vs. Housing Loss Prevention

Housing Placement (client doesn't have secure housing)



Housing Loss Prevention (client has secure housing)



Find Housing for a Client

- PR9 – Enter the Tenancy of a Client Placed into Housing



Steps for PR9 - Entering the Tenancy of Client Placed into Housing

Start Housing Placement Record



Record when housing is found



Record when Client moves in

Housing Placement Details - Housing Not Secured

Family Members [Dixon, Sylvia](#) Search Started
Housing Type(s) Sought [View All](#) Target Date
Caseworker [Volpiana, Stephanie](#) Service Provider
Program WRS Anchor

Housing Placement Details - Housing Secured

Family Members [Dixon, Sylvia](#) Search Started
Housing Type(s) Sought [View All](#) Target Date
Caseworker [Volpiana, Stephanie](#) Service Provider
Program WRS Anchor

Housing Secured Date 02/02/2018 Secured Date
Housing Type Single Room Occupancy Date Moved In
Rent Unknown Address
Status Fair Landlord

Housing Placement Details - Moved Into Housing

Family Members [Dixon, Sylvia](#) Search Started
Housing Type(s) Sought [View All](#) Next Scheduled
Caseworker [Volpiana, Stephanie](#) Service Provider
Program

Enter a Rent Supplement - Outreach Only (for a client you found housing for)

- PR40 – Enter a Rent Supplement



Find Housing for a Client: Follow-Ups

- PR10 – Enter a 6 Month Housing Placement Follow-Up
- PR11 – Enter a 12 Month Housing Placement Follow-Up



Support Client to Maintain Existing Housing

- PR12 – Enter a Housing Loss Prevention Record



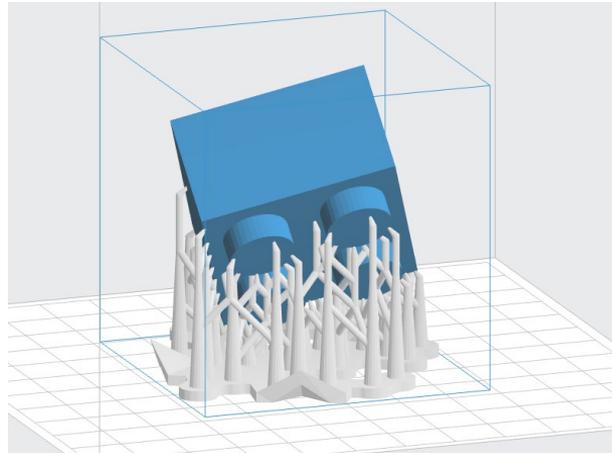
Enter Specific Supports to Maintain Existing Housing

- Rent Supplements
- Other Supplements
- Services



Support Client to Maintain Existing Housing

- PR15 - Enter Specific Supports Provided to Keep Client's Housing



Support Client to Maintain Existing Housing

- PR13 – Enter a 6 Month Housing Loss Prevention Follow-Up
- PR14 – Enter a 12 Month Housing Loss Prevention Follow-Up



Housing Placement vs. Housing Loss Prevention

Housing Placement (client doesn't have secure housing)

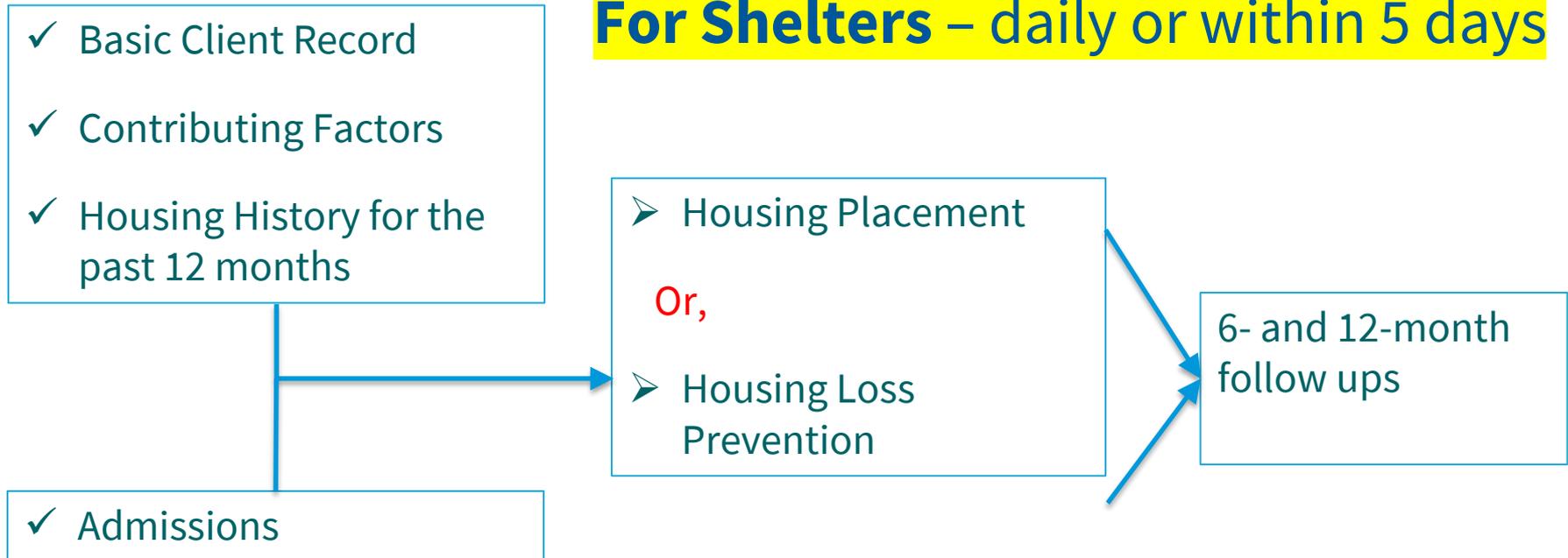


Housing Loss Prevention (client has secure housing)



Summary: What Needs To Be Entered and When

For Shelters – daily or within 5 days



Summary: What Needs To Be Entered and When

For Outreach – daily or within 7 days

- ✓ Basic Client Record
- ✓ Contributing Factors
- ✓ Housing History for the past 12 months

- ✓ Express Goods (if one-time Rent Supplement provided)
- ✓ Express Service

➤ Housing Placement (Rent Supplement)

Or,

➤ Housing Loss Prevention (Rent Supplement)

6- and 12-month follow ups

Need to Know

- Shareable Toggle
- Alerts
- Anonymous Clients
- Summary Information Screens
- Entering a Program
- Families
- Uploading Documents
- Client Contact Info vs Client Contacts
- HIFIS Reports



Need to Know - Shareable Toggle

Detailed information that will **not** be shared:

- Health Issue
- Medication
- Financial Profile

Shareable

 No

Need to Know - Alerts



The screenshot shows a user interface for a client profile. On the left, there are two dropdown menus: 'Client Information' and 'Client Management'. Below them is a profile card for 'John Smith' with a placeholder image. At the bottom of the profile card, the 'Client Alerts' section is highlighted with a red box. It contains three icons: an information icon (i), a warning icon (triangle with exclamation mark), and an eye icon.

Client - Vitals

Vitals	Contact Info	Physical Appearance	Languages	C
Consent Type		Explicit		
Full Name		John Smith		
Gender		Male		
Alias				
File Number		0000000104		
Date of Birth		1982-11-15		
Date of Birth Known		Yes		
Approximate Age		36		
Information Verified		Yes		

Need to Know – Anonymous Clients

Field	Enter:
Consent Type	Declined – Anonymous
Last Name	ANON followed by the site name (e.g., ANON Fraser Shelter)
First Name	Anything, as long as it hasn't been used before at the site and isn't the client's real name (e.g., Joe; Jennifer; A1; 123)

Need to Know – Front Desk Summary Information Screens

Item	Description
Case Management List	Shows a list of all case plans created at the site for a given period of time.
Housing Placement List	Shows a list of all housing placements created at the site for a given period of time.
Goods and Services List	Shows a list of all goods and services transactions entered at the site for a given period of time.
Admissions	Show a list of all clients booked into the shelter.

Need to Know – Client Management Summary Information Screens

Item	Description
Client Activity Log	Shows all activities performed on the client's record.
View All Case Session Details	Shows all case session details for a client's case plan.

Viewing Summary Information Screens

The summary screens have filters to find and sort data.

- All or Active/Current
- Filter by days, weeks, months, or years
- Filter by item
- Filter by option
- Custom Filters

Filter Examples

Filters are available according to the type of information listed

Client - Goods and Services

30Days 90Days 180Days **All**

Show 10 entries Filter items

Housing Placement List

 Past Target Date (2)  Past Expected Move In Date (29)  Past Due / Upcoming Follow-ups (139)

 Filter Options

Showing 1 to 10 of 383 entries | Show 10 entries

Need to Know - Entering a Program

- Every transaction must have a Program entered (the program funding it)
- More than one program may be available for selection, however, select only one.

Add Express Goods Transaction

Good	<input type="text" value="Select an option"/>	★
Program	<input type="text" value="Select an option"/> + -	★
Unit Of Measure	<input type="text" value="Select an option"/>	★
Unit Price	<input type="text"/>	
Reason for Service	<input type="text" value="Select an option"/>	★
Comments	<input type="text"/>	

Need to Know - Families in HIFIS

Family records can be created in HIFIS by linking individual client records.



Client Information

- [Aboriginal Status](#)
- [Consent](#)
- [Documents](#) +
- [Education](#) +
- Family**
- [Financial Profile](#)
- [Health Information](#) +
- [Housing History](#) +
- [Identification](#) +
- [Various Factors](#)
- [Vehicles](#) +
- [Veteran](#)
- [Client Details](#)

Client - Family

Showing 1 to 1 of 1 entries | Show entries

Status	Full Name
05/01/2018 - Present	Dixon, Sylvia

+ Add Member

+ Create and Add Member

Need to Know - Documents in HIFIS

- Service Providers should **only** upload documents to HIFIS which help clients to navigate the system of supports.
- Health records should **never** be uploaded.
- Only upload documents to modules in the Client Management menu (exception: consent forms).



Need to Know - Client Contact Info/Client Contacts

The **Client Vitals** screen has two tabs related to contact information:

- **Contact Info** – this is for the client’s contact information
- **Client Contacts** – this is for contact information for people associated with the client

Need to Know - HIFIS Reports

Examples of reports include:

- Shelter Stays
- Housing Placements
- Housing Loss Prevention
- Rent Supplements
- Audit



Report Manager



Privacy - Confidentiality

- Written and oral
- Share information only when permitted by law
- Share minimally and purposefully



Privacy - Safeguards

- Passwords
- Your Computer
- Emails



Privacy - Access

- What access is ok?
- What access is not ok?
- Monitoring Access



Privacy Breaches

- Examples
- Notification



Privacy – Confidentiality and User Agreement

- Measures to protect information
- Privacy breaches
- Initiates access to HIFIS



User Support and Administration

- General support
 - HIFIS Support Desk
 - ✓ HIFIS Support: 1-833-454-5435
 - ✓ HIFIS Email: HIFISsupport@bchousing.org
 - Support Materials - www.hifisbc.ca
- Site Administrator
- How to retrieve/reset password



Next Steps

- To gain access to HIFIS
 - ✓ Complete training
 - ✓ Submit signed Confidentiality and User Agreement
 - Receive emails with username and password information



Questions?



Thank you!