HIFIS 4.0

Homeless **I**ndividuals & **F**amilies **I**nformation **S**ystem

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Welcome to HIFIS!

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Today's Agenda

- HIFIS Key Concepts
- Procedures
- Need to Know
- Working With Data Converted from HSS

- Privacy
- User Support and Administration
- Next Steps
- Evaluation and Feedback

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Now Let's Dive In…

(Theory)

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HIFIS Key Concepts

- Data Sharing

- Clusters

- Consent

- Attestations

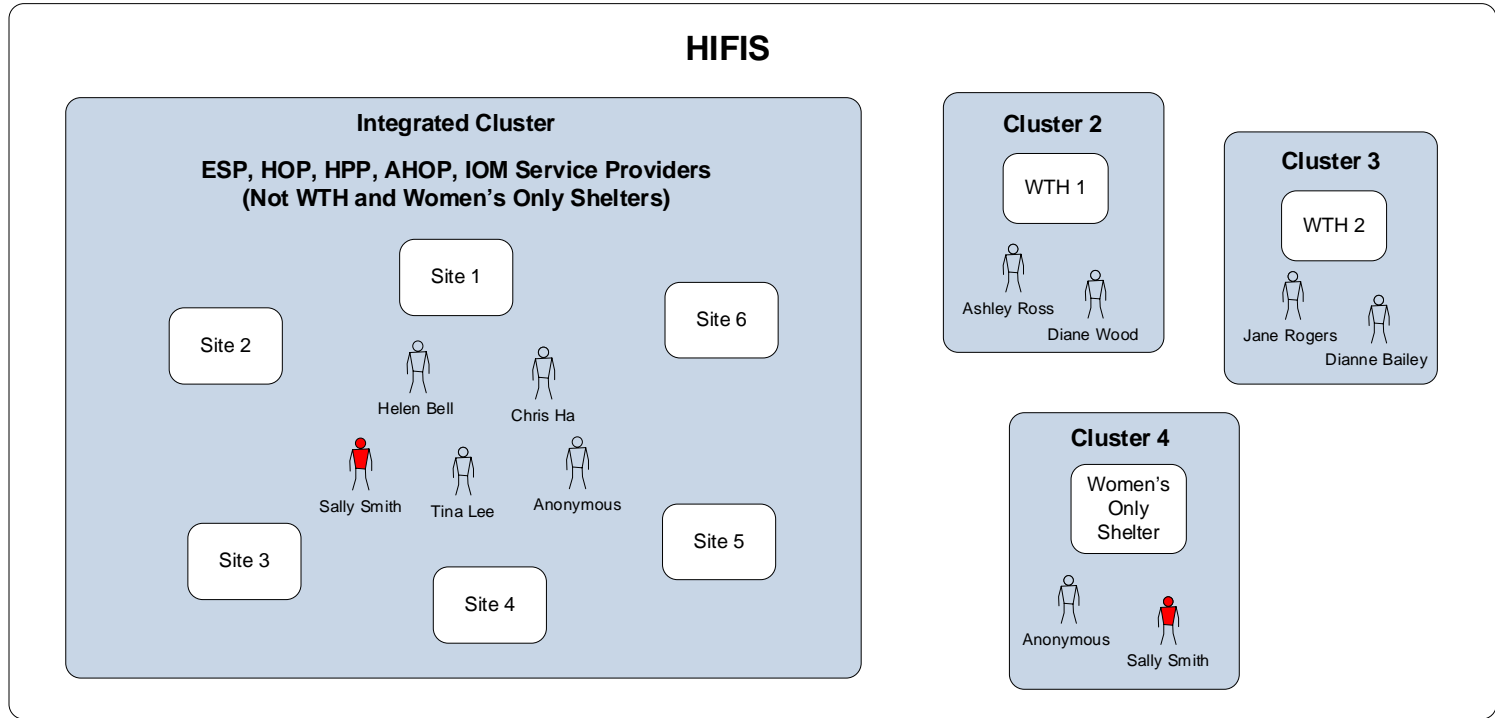- Timeliness of Data Entry

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Client Data Sharing

Client Information ▾		Client Management ▾	
Aboriginal Status		Admissions	
Consent		Appointments	●
Documents	●	Calls and Visits Log	●
Education	●	Case Management	●
Family		Chores	●
Financial Profile		Conflicts	●
Health Information	●	Goods and Services	●
Housing History	●	Group Activities	
Identification	●	Housing Loss Prevention	
Various Factors		Housing Placements	●
Vehicles	●	Incidents	●
Veteran		Medication Dispensing	
Client Details		Programs	

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Clusters

HIFIS

Integrated Cluster

ESP, HOP, HPP, AHOP, IOM Service Providers
(Not WTH and Women's Only Shelters)

Site 1

Site 2

Site 6

Helen Bell

Chris Ha

Sally Smith

Tina Lee

Anonymous

Site 3

Site 5

Site 4

Cluster 2

WTH 1

Ashley Ross

Diane Wood

Cluster 3

WTH 2

Jane Rogers

Dianne Bailey

Cluster 4

Women's Only Shelter

Anonymous

Sally Smith

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Client Consent Types

1. Explicit
2. Declined - Anonymous
3. Inherited

Attestations

Attestation

Jackie Smith

Gender	Female
Date of Birth	1980-11-27 **(37)**
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.

No   Yes

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Timeliness of Data Entry

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

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Let's Get Started…

(Practical)

Enter Client Information

- PR5 - Enter a New Client Record

- PR6 - Enter Contributing Factors

- PR7 - Enter Housing History

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Enter a New Client Record

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

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Contributing Factors & HPP

If you are a service provider delivering the Homelessness Prevention Program (HPP), you must enter the HPP client group they are in as a Contributing Factor:

- 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*
- Recently left the foster care system = *Discharge from Foster Care*

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Add a Contributing Factor

Client - Various Factors

Contributing Factors	Behavioural Risk Factors	Watch Concerns	Life Events

Showing 0 to 0 of 0 entries | Show 10 entries   Filter items [_____]

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

⊕ Add Contributing Factor

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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

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Enter Housing History

Housing History

Show [10 v] entries   Filter items [_____]

Housing Type	Address	Start Date	End Date	Action
Secondary Suite	Canada	2017-09-01	- -	🖼 ✏
Makeshift / Street	Vancouver British Columbia Canada	2016-03-16	2017-03-10	🖼 ✏
Supported / Supportive Housing	143 Smith St. Vancouver British Columbia Canada	2017-03-11	2017-08-30	🖼 ✏

➕ Add Housing

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Client Information Overview

Client - Vitals

Vitals	Contact Info	Physical Appear...

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 a

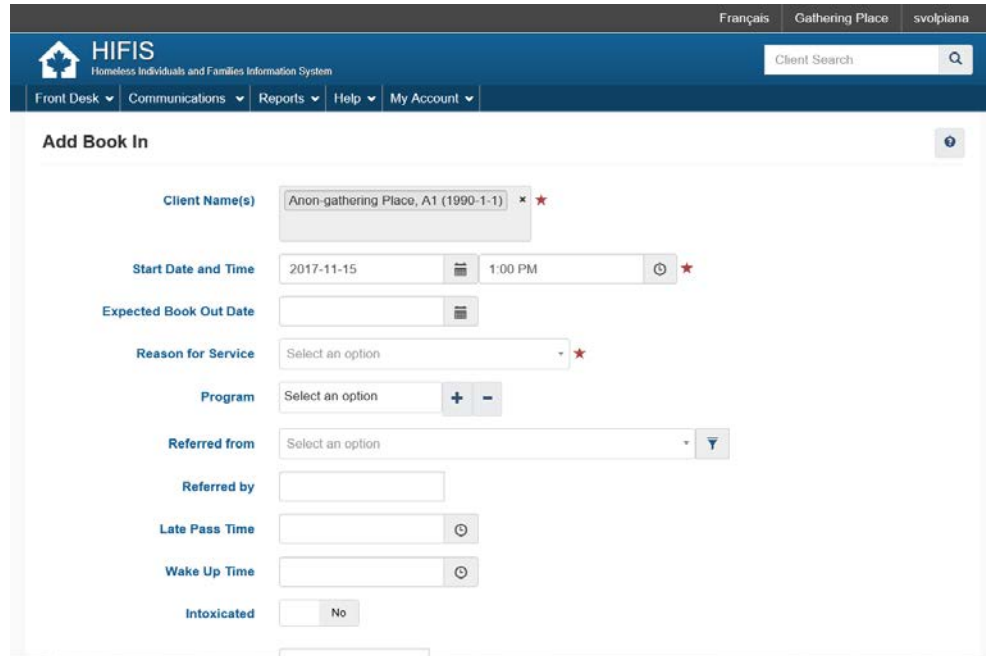⊕ Add Contributing Factor

Client - Housing History

Housing History

Show [10 ▾] entries

Housing Type	⌃⌄	Address

⊕ Add Housing

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Book a Client In/Out of a Shelter

- PR17 – Book Client In to Shelter

- PR18 – Book Client Out of Shelter

Bed Availability Screen

Enter a VAT Assessment

- VAT scores and narratives to be recorded in HIFIS

- PR19 – Enter a VAT Assessment

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Case Planning

- PR20 – Enter a Case Plan and Record Related Activities

Provide Goods and Services to a Client

- PR21 – Enter a Good Provided to a Client

- PR22 – Enter a Service Performed for a Client

Goods and Services

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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

Enter a Rent Supplement
(for a client you found housing for)

- PR40 – Enter a Rent Supplement

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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

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Support Client to Maintain Existing Housing

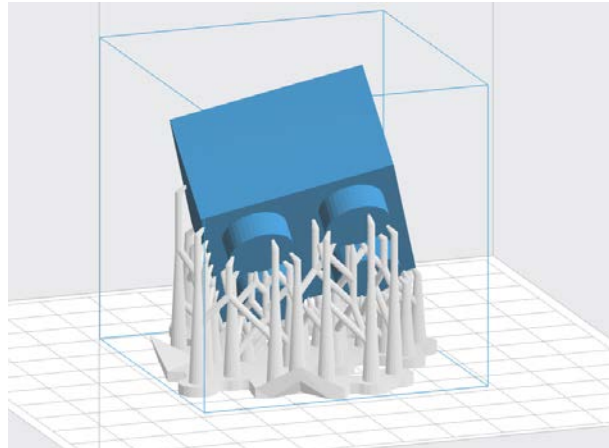- PR12 – Enter a Housing Loss Prevention Record

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Enter Specific Supports to Maintain Existing Housing

- Rent Supplements

- Other Supplements

- Services

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Support Client to Maintain Existing Housing

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

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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

Enter a Service Restriction

Need to Know

- Incidents and Critical Incidents
- Shareable Toggle
- Alerts
- Anonymous Clients
- Summary Information Screens
- Entering a Program
- Families
- Uploading Documents
- Medication Dispensing
- Referrals
- Client Contact Info vs Client Contacts

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Need to Know - Critical Incidents

Must record any critical incident involving a Client that threatens the continuous operation of services such as:

- Fire
- Flood
- Infectious disease outbreaks
- Serious injury or death
- Any event that garners media attention

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Need to Know - Shareable Toggle

Detailed information that will **<u>not</u>** be shared:
- Health Issue
- Medication
- Financial Profile

Shareable [No]

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Need to Know - Alerts

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)

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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.

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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.
Service Restriction List	Shows a list of all service restrictions for a client for a given period of time.
Conflict List	Shows a list of all conflicts for a client for a given period of time.
Incident List	Show a list of all incidents for a client for a given period of time.

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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.

HIFIS
Homeless Individuals and Families Information System

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

Add Book In

Client Name(s)	Levy, Joseph (1952-1-15) ✕ ★
Start Date and Time	2017-11-15 📅	1:14 PM 🕐 ★
Expected Book Out Date	📅
Reason for Service	Select an option ▾ ★
Program	Select an option ➕ ➖

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Need to Know - Families in HIFIS

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

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Need to Know - Documents in HIFIS

- Service Providers should **<u>only</u>** upload documents to HIFIS which help clients to navigate the system of supports.

- Health records should **<u>never</u>** be uploaded.

- Only upload documents to modules in the Client Management menu (exception: consent forms).

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Need to Know - Medication Dispensing

For sites that dispense medication, training on how to enter this information into HIFIS is available in the Medication Dispensing module in the Training Centre: Help > Training Centre > Beyond the Basics > Recording Incidents, Internal Communications and Medication > Medication Dispensing.

Need to Know - Referrals

- Referrals can be entered in various places, in the way that works best for you

Add Express Services Transaction

Client Name(s)	[ ] ★
Service	Referrals ✕ ▾ ★
Program	Select an option [+] [−] ★
Reason for Service	Select an option ▾ ★
Expended Minutes	[⬍]
Referred to	Select an option
Comments	[ ]

💾 Save ✖ Cancel

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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 if for contact information for people associated with the client

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Working with Data Converted from HSS

HSS	→	**HIFIS**
Shelter Stays	→	Admissions
Case Plans	→	Case Management
Case Histories	→	Case Management
Housing	→	Housing Placements

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Privacy - Confidentiality

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

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Privacy - Safeguards

- Passwords
- Your Computer
- Emails

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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

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HIFIS Reports

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

User Support and Administration

- General support
  - HIFIS Support Desk
  - Support Materials - www.hifisbc.ca
  - Site Administrator responsibilities
- How to retrieve/reset password

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Ongoing Support

For HIFIS Support, contact:
- HIFIS Support: 604-454-5435 or 1-866-465-6873 ext 5435
- HIFIS Email: HIFISsupport@bchousing.org

Requests for training can be sent to:
HIFISTraining@bchousing.org

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Next Steps

- Additional training opportunities
- Site Administrator training
- Go live

Questions?

Thank you!

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