

# HIFIS 4.0

Homeless Individuals & Families Information System

# Welcome to HIFIS!



# 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

**Now Let's Dive In...**



**(Theory)**

# HIFIS Key Concepts

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

# Client Data Sharing

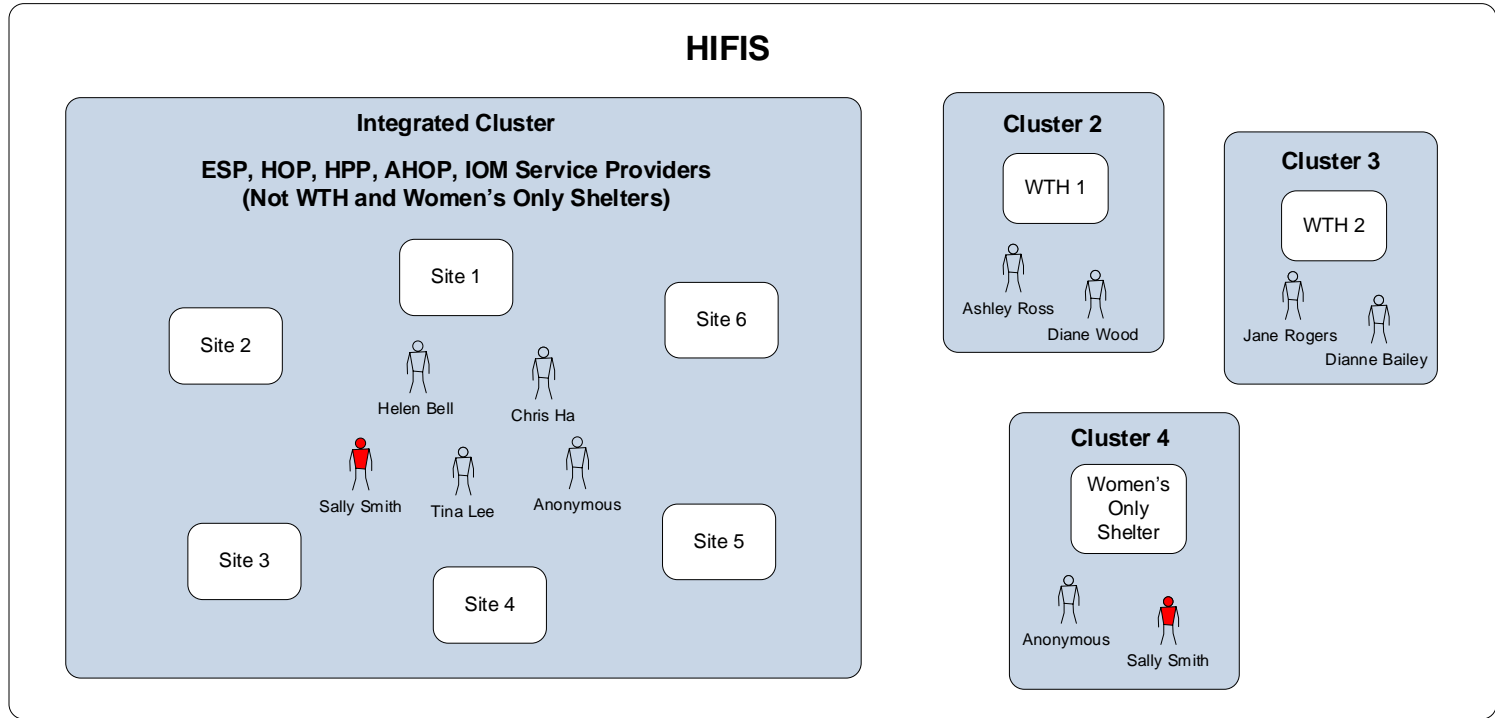
Client Information ▾

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

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](#)

# Clusters



# 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.

# 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	

# Let's Get Started...



**HIFIS / SISA**

Homeless Individuals and Families Information System / Système d'information sur les personnes et les familles sans abri

## Log In / Connexion

User Name / Nom d'utilisateur

Password / Mot de passe

Service Provider / Fournisseur de services

Select an option ▼

Log In / Connexion

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

# 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

[Front Desk](#) [Communications](#) [Reports](#) [Help](#) [My Account](#)

## Client List

[All](#) [Active](#) [Inactive](#) [Deceased](#)

Showing 0 to 0 of 0 entries | [Show](#)  [entries](#)

ID	Full Name	Gender	Alias	Date of Birth
No data is available in the table				

[+ Add Client](#)

# 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

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*

# 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

Housing History

Show  entries Filter items

Housing Type	Address	Start Date	End Date	Action
Secondary Suite	<a href="#">Canada</a>	2017-09-01	- -	 
Makeshift / Street	<a href="#">Vancouver British Columbia</a> <a href="#">Canada</a>	2016-03-16	2017-03-10	 
Supported / Supportive Housing	<a href="#">143 Smith St. Vancouver British Columbia</a> <a href="#">Canada</a>	2017-03-11	2017-08-30	 

[+ Add Housing](#)

# 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

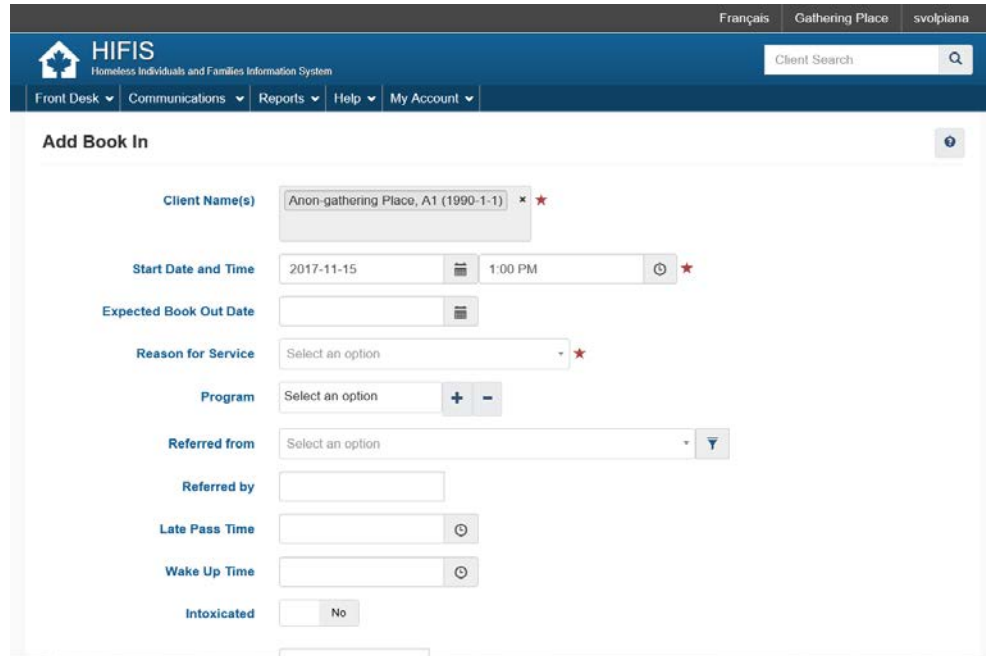
Showing 0 to 0 of 0 entries

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 'Add Book In' form in the HIFIS system. The header includes the HIFIS logo and name, along with navigation links for Front Desk, Communications, Reports, Help, and My Account. A search bar is also present. The form fields are as follows:

- Client Name(s):** A text input field containing 'Anon-gathering Place, A1 (1990-1-1)' with a red star icon.
- Start Date and Time:** A date and time picker showing '2017-11-15' and '1:00 PM' with a red star icon.
- Expected Book Out Date:** A date picker field.
- Reason for Service:** A dropdown menu with 'Select an option' and a red star icon.
- Program:** A dropdown menu with 'Select an option' and '+' and '-' buttons.
- Referred from:** A dropdown menu with 'Select an option' and a dropdown arrow.
- Referred by:** A text input field.
- Late Pass Time:** A time picker field.
- Wake Up Time:** A time picker field.
- Intoxicated:** A checkbox with the label 'No'.

# Bed Availability Screen

**HIFIS**  
Homeless Individuals and Families Information System

Client Search

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

## Admissions ?

Booked In Reservations **Bed Availability**

Vancouver Coastal Region ▾

Showing 1 to 10 of 23 entries | Show  entries [Filter items](#)

Service Provider	Occupancy Rate	Available Beds	Beds	Reservations	Action
Aboriginal Shelter / 240 Northern	0%	100	100	0	
Belkin House	88%	9	77	0	
Belkin House - Community Court	45%	6	11	0	
Catholic Charities Men's Hostel	100%	0	102	0	

# Enter a VAT Assessment

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



# 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*



# 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  
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 (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



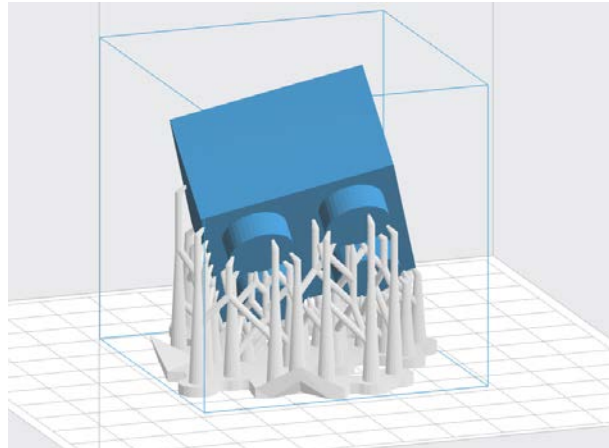
# Enter Specific Supports to Maintain Existing Housing

- 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

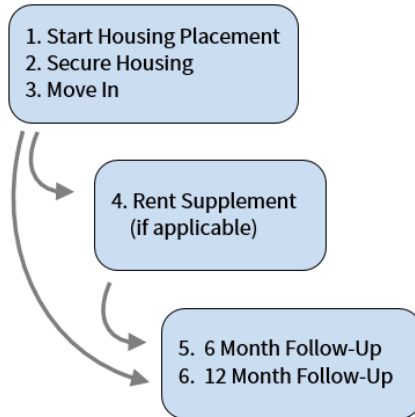




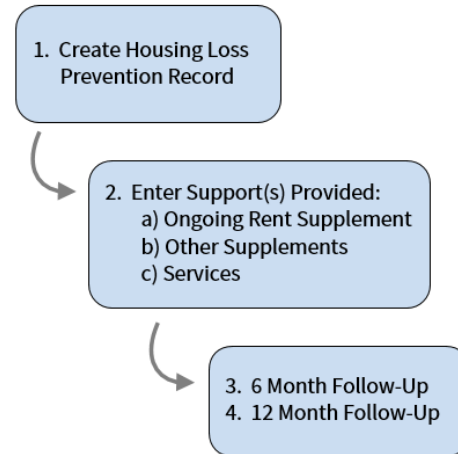
# Summary:

## Housing Placement vs. Housing Loss Prevention

**Housing Placement** (client doesn't have housing)



**Housing Loss Prevention** (client has housing)



# Enter a Service Restriction

Front Desk | Communications | Reports | Help | My Account

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**
- Storage
- Surveys
- VAT
- Waiting Lists

### 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
Gathering Place	2 - Modules ▾	2017/12/04 3:52 PM	2017/12/04 3:52 PM	Safety / Security Risk	<input type="button" value=""/> <input type="button" value=""/>

1

# 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



## 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

## Need to Know - Shareable Toggle

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

- Health Issue
- Medication
- Financial Profile

Shareable

 No

# Need to Know - Alerts

**HIFIS**  
Homeless Individuals and Families Information System

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

Client Information ▾  
Client Management ▾

**Client - Vitals**

Vitals | Contact Info | Physical Appearance | Languages | Con

**Chelsea Allen**

Client Alerts ⓘ

<b>Consent Type</b>	Explicit
<b>Full Name</b>	Chelsea Lee Allen
<b>Gender</b>	Female
<b>Alias</b>	
<b>File Number</b>	0000000282
<b>Date of Birth</b>	1966-02-18
<b>Date of Birth Known</b>	Yes
<b>Approximate Age</b>	52
<b>Information Verified</b>	Yes
<b>Country of Birth</b>	N/A

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



# Need to Know – Client Management Summary Information Screens

Item	Description
<b>Client Activity Log</b>	Shows all activities performed on the client's record.
<b>View All Case Session Details</b>	Shows all case session details for a client's case plan.
<b>Service Restriction List</b>	Shows a list of all service restrictions for a client for a given period of time.
<b>Conflict List</b>	Shows a list of all conflicts for a client for a given period of time.
<b>Incident List</b>	Show a list of all incidents for a client for a given period of time.

# 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 + -

# 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 10 entries

Status	Full Name
05/01/2018 - Present	<a href="#">Dixon, Sylvia</a>

[+ 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 - 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.



The screenshot shows the HIFIS (Homeless Individuals and Families Information System) interface. The top navigation bar includes 'Front Desk', 'Communications', 'Reports', 'Help', and 'My Account'. The 'Help' menu is open, showing options: 'Help Centre', 'Training Centre' (highlighted in yellow), 'Glossary', and 'Field Dictionary'. The main content area is titled 'Medication Dispensing' and contains several input fields and options: 'Dispensing Date' (with a dropdown showing '2017-'), 'Dispensed by' (with a dropdown), radio buttons for 'All', 'Morning', 'Noon', 'Evening', 'Bedtime', and 'PRN (as needed)', and radio buttons for 'By Client' and 'By Room'. At the bottom, there is a 'Search for a Client' text input field.

# 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

# 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

# Working with Data Converted from HSS

**HSS**



**HIFIS**

Shelter Stays



Admissions

Case Plans



Case Management

Case Histories



Case Management

Housing



Housing Placements



# 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



# 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](http://www.hifisbc.ca)
  - Site Administrator responsibilities
- How to retrieve/reset password

# Ongoing Support



For HIFIS Support, contact:

- HIFIS Support: 604-454-5435 or 1-866-465-6873 ext 5435
- HIFIS Email: [HIFISsupport@bchousing.org](mailto:HIFISsupport@bchousing.org)

Requests for training can be sent to:

[HIFISTraining@bchousing.org](mailto:HIFISTraining@bchousing.org)



## Next Steps

- Additional training opportunities
- Site Administrator training
- Go live



# Questions?



Thank you!