



Homeless Individuals and Families Information System (HIFIS) 4.0

Frequently Asked Questions (FAQs)

April 2018
Version 1.0

1. Do we need both parents' consent to create a client record for a child?

No, you don't need both parents' consent.

2. Should Contributing Factors be self-reported or can we enter what we think they are?

Contributing factors should be self-reported by the client.

3. If a contributing factor is no longer applicable, should I end date it or ask my Site Administrator to delete it?

Yes, please put an end date.

4. Am I required to record VATs in HIFIS?

Yes, if a VAT was performed, then the scores and narratives should be entered into HIFIS.

5. Can clients decline follow-ups on housing placements?

Yes, they can, unless they receive rent supplements. We hope that providers will explain why the follow ups are important to understanding program wide effectiveness.

6. When adding a new housing unit, how do I know the Status (condition) of the housing unit?

When a provider places a client into a housing unit, the provider must ensure that this is appropriate housing for this client. This includes, the housing unit provides a reasonable standard of accommodation for the client, and that the immediate living environment, given available resources, provides satisfactory shelter, consistent with the goals of the Program to maintain stability of tenancy. Housing is defined as accommodation allowing for tenancy of more than thirty (30) days, under conditions in which the individual/family has adequate personal space. This range includes supported, transitional housing to independent social or private market housing. This definition does not include emergency shelters or transition houses.

7. I work at a Women's Transition House. Do I have to record a client's Housing History?

The purpose of understanding and recording the client's housing history is to support positive housing outcomes. As a Women's Transition House provider with HPP funding, please explain this purpose to your clients. If a client decides not to share, after understanding the purpose, they have the right to decline.

8. Is it ok to add a contact to a client without them requesting it?

No, the client should always consent to who is on their contact list.

9. Can the "supplemental" for housing be uploaded to HIFIS?

Providers should only upload documents to HIFIS that help clients navigate the system of supports. This information must be uploaded to modules in the Client Management area of the application (with the exception of consent forms, which can be uploaded on the Client Vitals screen). Please see BC Housing HIFIS 4.0 User Manual for more details.

10. Are you sure identification can be uploaded?

Yes, however providers should only upload documents to HIFIS that help clients navigate the system of supports. This information must be uploaded to modules in the Client Management area of the application (with the exception of consent forms, which can be uploaded on the Client Vitals screen). Please see BC Housing HIFIS 4.0 User Manual for more details.

11. Is the information in HIFIS subject to Freedom of Information (FOI) rules?

Yes, it is.

12. I'm an outreach worker. Do I create client records for a client's children?

If the client is a dependent and consent was provided on their behalf by their guardian, then yes, they should be created as the guardian's family member. Please see BC Housing HIFIS 4.0 User Manual for more details.