



Coordinated Access in HIFIS

July 26, 2023



By-Name List & Coordinated Access

- The By-Name List (BNL) moved into HIFIS as of April 1, 2023
- Prioritization for Coordinated Access (CA) resources will be run from a customized report that was developed to match the established community priorities.
- The report was updated to a more streamlined version in July 2023, which comes with some changes.



Consent

- The consent status on the left-hand client profile will display active when there is an active consent record, but this does not guarantee the documents have been uploaded.

Consent Status	Active
Client State	Active
Housing Status	Chronically Homeless

- The document must be attached to the active 'Explicit' consent record, and should not be uploaded in the 'Documents' section.
- There **must** be both, Explicit and Coordinated Access Consent on the account.

The Busby Centre - Barrie	2020-01-10 --	Explicit	consent.pdf	 
The Busby Centre - Barrie	2020-01-10 --	Coordinated Access	None	 

By-Name List Active Status

- This is a list from the HIFIS 4.59 Manual of activities that will keep a client active in HIFIS and on the BNL.
- If a client is not active in HIFIS, they cannot be prioritized for CA resources.

Table 1: Service Table – Transactions Making Clients to Be or Remain Active

Module	Transaction
Admissions	Client is booked into a shelter
Assessment	Assessment is conducted (SPDAT, VI-SPDAT, VAT)
Calls and Visits Log	New record (Add Log) in Call and Visit Log is created
Case Management	New record (Add Case) in Client - Case Management List is created
Case Management	New record (Add Session) under the Sessions tab in Display Case Management is created;
Case Management	New record (Add Comment) under the Case Comments tab in Display Case Management is created
Food Banks	New record (Add Food Bank Transaction) in Client – Food Banks is created
Goods and Services	New record (Add Goods and Services Transaction) in Client – Goods and Services is created
Group Activities	Client is identified as an Attendee in a Group Activity
Housing Placements	New record (Add Housing Placement) in Housing Placement List is created
Housing Placement	New record (Add Follow-up or Add Housing Placement Attempt) in Housing Placement Details is created
Housing Loss Prevention	New record Housing Loss Prevention interaction is created
Medication Dispensing	Client is provided medication through Medication Dispensing in Front Desk – Medication Dispensing
Service Restrictions	New record (Add Service Restriction) in Client – Service Restrictions is created
Storage	New record (Add Storage Item) in Client – Storage is created
Survey	Client takes a survey in Client Management-Survey



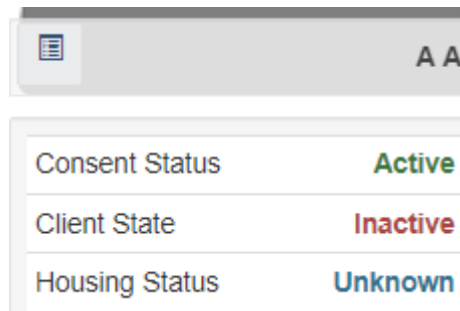
Client Information - Housing History

- Housing History should be collected for the past 12 months when a client is new to HIFIS or has not engaged with the system recently.
- Housing history should be verified and updated in HIFIS with each interaction.
 - “I noticed you weren’t in shelter last night, where did you stay?” or “We haven’t seen you for a while, where were you staying?”
 - These questions also help us to understand migration patterns both within Simcoe County and those coming/returning to Simcoe County from another location.



Client Information - Housing History

- This information is significant as the system does not know what to do with missing data and will not be used in calculating the length of homelessness.
- When discharging a client, you should enter a Housing History entry if you know where they are going, or when they have been **housed**.



	AA
Consent Status	Active
Client State	Inactive
Housing Status	Unknown



Client Information - Housing History






Below you can see we have both an open Housing History record an Admission into shelter, which causes conflict. Even if the client is in shelter the system may identify them as another status., meaning they will not appear on the BNL.

Client - Housing History

Housing History

Hide Stays

Showing 1 to 6 of 6 entries | Show 10 entries

Housing Type	Address	Start Date	End Date	Action
Rooming House	123 Bayfield st Barrie Ontario Canada	2022-05-31	--	  
Shelter	The Busby Centre - Barrie	2022-04-14	--	 

C A

Consent Status	Active
Client State	Active
Housing Status	Housed




Please ensure you are closing any open Housing History entry when adding another or if it is no longer valid.

Client Information – Housing History




- When an address has not been updated or verified in the last 30 days, you will receive a text box indicating it needs to be updated.
- You can either update the changes or verify the address is still accurate.

▲ The Housing History is out of date. Please update the client's [housing history](#).

Close

Housing Type	Address	Start Date	End Date	Action
Room in a House	Barrie Ontario Canada	2021-06-14	- -	  

Email Address

 Edit  Cancel  Verified

Housing History – Institutional Entries

- It is essential that all institutional stays are captured in HIFIS, as both the HPP and Reaching Home reporting require this information.
- The institution information, including the name to determine if it is a Provincial or Federal Institution for reporting.
- Clients in institutional settings have a transitional status in HIFIS.

Client - Edit Housing History

Details Follow-ups Subsidies

Housing Type Correctional Facility - Institution x v ★

Start Date 2021-06-01 [calendar] ★

End Date 2021-07-01 [calendar]

Place Name CNCC

Address Line 1

Address Line 2

Unit/Apartment Number

Country Canada x v ★

Province/Territory Ontario x v ★

City Penetanguishene x v

Postal Code

Geographic Region x Penetanguishene + -

Rent \$

Client Information – Family

- It is important to verify and update the family module of HIFIS. This information determines the **size of a household** when prioritizing for relevant resources.
- It is important that the Family head provide consent for dependents and that all members that are to be housed together are listed in the ‘Family’ module of HIFIS.
- This information should be verified at minimum monthly and updated when there are any changes.

Client - Family Family History

Showing 1 to 2 of 2 entries | Show 10 entries Filter items

Status	Full Name	Date of Birth	Role	Relationship	Action
2022-05-12 - Present	K_G	1985-02-02	Family Head	n/a	
2022-05-12 - Present	Drums_Drake	2021-01-01	Dependant - Child	Son	

Add Member Create and Add Member 1



Client Information – Client Details

- The Coordinated Access Record is **not** required at this time. It has been disabled in HIFIS.

Client - Vitals

Vitals Contact Info Physical Appearance Languages Comments Other Information

Coordinated Access

No Records

No records currently exist for this custom table, use the button below to add new records.

[Add a Record for Coordinated Access](#)

Client Information – Contact Information

- Contact information is important and should be verified when interacting with a client.
- It is difficult when contact information is missing or has not been updated and a client has been prioritized for a CA resource.

Client - Vitals

Vitals **Contact Info** Physical Appearance Languages Comments Other Information

Showing 0 to 0 of 0 entries | Show 10 entries Filter items

Means of communication	Value	Extension	Action
No data is available in the table			

+ Add Contact Information

Add Contact

Means of communication *

Value *

Save Close

Client Information - Various Factors

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

Client - Add Contributing Factor

Contributing Factor Select an option *

Start Date

End Date

Comments

- Sexual Abuse
- Partner Abuse - Financial
- Documented Disability
- Undocumented Disability
- No Family Contacts
- Wheelchair/Assistive Device Accessible Unit Required

Save Cancel

- We will use Contributing Factors to indicate a client requires a **Wheelchair Accessible** unit.
- You would create a record by selecting the Wheelchair/Assistive Device Accessible Unit Required.



Client Information - Financial Profile

- A client's income is recorded in the 'Financial Profile' section of HIFIS.
- This is to demonstrate that they have income to pay for accommodations.
- All income sources should be recorded in this section.

Client - Financial Profile

Incomes | Expenses | Assets | Debts

Showing 1 to 1 of 1 entries | Show 10 entries | Filter items

Income	Monthly Primary	Income Amount	Start Date	End Date	Primary	Action
OW - Provincial Social Assistance		733.00	2022-07-01		Yes	 

* - Calculated from Daily or Hourly (Amount * Number of Days or Hours) see details for actual amount.
* - Calculated from Weekly (Amount * 52 / 12) see details for actual amount.
* - Calculated Bi-Weekly (Amount * 26 / 12) see details for actual amount.

Total Income: \$733.00

[Add Income](#)

Add Financial Income

Income Type: OW - Provincial Social Assistance *

Pay Frequency: Monthly *

Monthly Primary Income Amount: \$ 7.33 *

Start Date: 2022-07-01 *

End Date: *

Primary:

[Save](#) [Cancel](#)

Client Management - SPDAT

- The community is using the VI-SPDAT versions in HIFIS.
- Copies of the VI-SPDAT's are available on the HIFIS Support Centre.
- You must complete the VI-SPDAT in HIFIS, even if you did it on paper, so the system can pull the necessary information.

Client - SPDAT Intake

VI-SPDAT | SPDAT

Showing 0 to 0 of 0 entries | Show 10 entries | Filter items

Service Provider	Start Date and Time	Caseworker	Type	Version	Score	Action
No data is available in the table						

Start a new VI-SPDAT assessment by selecting one of the following:

+ Adult v2 | + Family v2 | + Youth v1

Client Management – VI-SPDAT

- You select the **appropriate version** for the client and complete it.
- Adult (Individual) v2
- Family v2
- Youth v1
- You can stop and restart a VI-SPDAT or make changes if there is an error.

New VI-SPDAT Version 2 Intake

Caseworker: A, G

Start Date and Time: 2022-07-26 9:54 AM

Pre-Screen Period: First

Consent: Yes

Program: Central Intake / Assessment

Description:
Edit Insert Format View Table
Font Sizes A A B I U
Words: 0

Client Management – VI-SPDAT

- Questions will have drop-down, numeric, or yes and no entry options.
- All questions must be answered, or the 'refused' option selected.
- The score will be calculated by the system.

Service Provider Lighthouse - Orillia Christian Centre
Start Date and Time 2022-07-26 9:54 AM
Pre-Screen Period First
Consent Yes
Program Central Intake / Assessment

Description

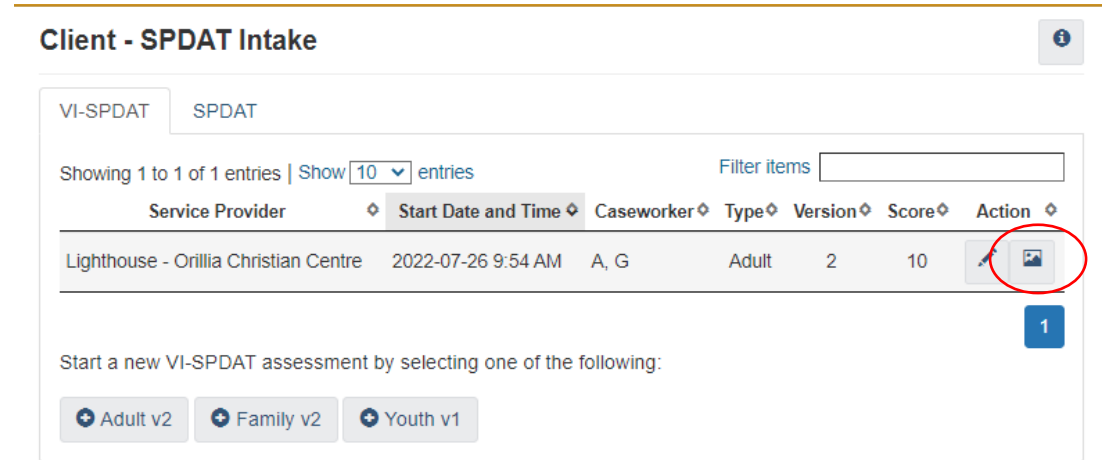


Score Card


Pre-Survey	0
History of Housing and Homelessness	1
Risk	4
Socialization and Daily Functions	3
Wellness	2
Total Score	10

Client Management – VI-SPDAT

- When you return to the VI-SPDAT page you will see the history of VI-SPDATs and can view answers if determining if a new VI-SPDAT should be completed.



The screenshot displays the 'Client - SPDAT Intake' interface. It features a table with one entry and a section for starting a new assessment. The table has columns for Service Provider, Start Date and Time, Caseworker, Type, Version, and Score. The entry shows 'Lighthouse - Orillia Christian Centre' with a score of 10. A red circle highlights the 'View' icon in the Action column. Below the table, there are buttons for 'Adult v2', 'Family v2', and 'Youth v1'.

Service Provider	Start Date and Time	Caseworker	Type	Version	Score	Action
Lighthouse - Orillia Christian Centre	2022-07-26 9:54 AM	A, G	Adult	2	10	

Start a new VI-SPDAT assessment by selecting one of the following:

-
-
-

Coordinated Access Module

- The Coordinated Access module of HIFIS will be available to **SuperUsers only**.
- It can be found in the 'Front Desk' drop-down in HIFIS.
- Individuals on this list must have both 'Explicit' and 'Coordinated Access' consent.



Coordinated Access Module

- This module takes time to load as it is a large list, so please be patient.
- This can help SuperUsers quickly determine clients who have not been updated, are missing the VI-SPDAT.
- The document can be exported with or without names but must be stored securely.

Coordinated Access - Unique Identifier List

Filter Options

Show 10 entries

Print

Client ID	Full Name	Age	Gender Identity	Days Since Last Activity	Last Known Housing Type	Recent Interaction Module	Recent Interaction Date	Days in Current Episode	Days in Lifetime	Family Status	Triage Score	Acuity - Full Assessment Score
		31	Female	69	Makeshift / Street	Case Management	2022-05-18 9:39:00 AM	117	2446	Single	9	

1 2 3 4 5 ... 48 Next →

Export To Excel - Suppress Names

Export To Excel



HIFIS Support Centre

- HIFIS Help Desk
 - HIFIS@Simcoe.ca
- HIFIS Support Centre Webpage
 - www.simcoe.ca/HIFIS



A screenshot of the HIFIS Support Centre webpage. The page has a blue header with navigation links: "County of Simcoe | Economic Development Office | Tourism Simcoe County | Simcoe County Museum | Immigration Simcoe". Below the header is a banner for "Children and Community Services" with a search bar. A left sidebar lists various departments, with "Children and Community Services" selected. The main content area is titled "HIFIS Support Centre" and includes a "HIFIS Login" button, a "Contact Us" button, and a "HIFIS Consent Procedure" section with a numbered list of steps. Below this are sections for "HIFIS Forms" and "User Support Materials", each with a list of links to various documents and guides. The page footer is a solid blue bar.