



# HIFIS Outreach Training

July 13, 2022



# HIFIS Support Centre

- HIFIS Help Desk
  - [HIFIS@Simcoe.ca](mailto:HIFIS@Simcoe.ca)
- HIFIS Support Centre Webpage
  - [www.simcoe.ca/HIFIS](http://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 and bullet points. Below that is a "HIFIS Forms" section with a list of links to various forms, and a "User Support Materials" section with a list of links to manuals and guides. The page also includes a "Useful Videos" section at the bottom.

# Introduction

- We will review HIFIS tasks that may be completed by Outreach.
  - Users should have:
    - an active HIFIS account
    - HIFIS knowledge/training







# Consent

- A completed and uploaded Common Consent Form is required in HIFIS.
- You must check that there is active consent on a client's account and that the Common Consent Form has been uploaded.

# Consent

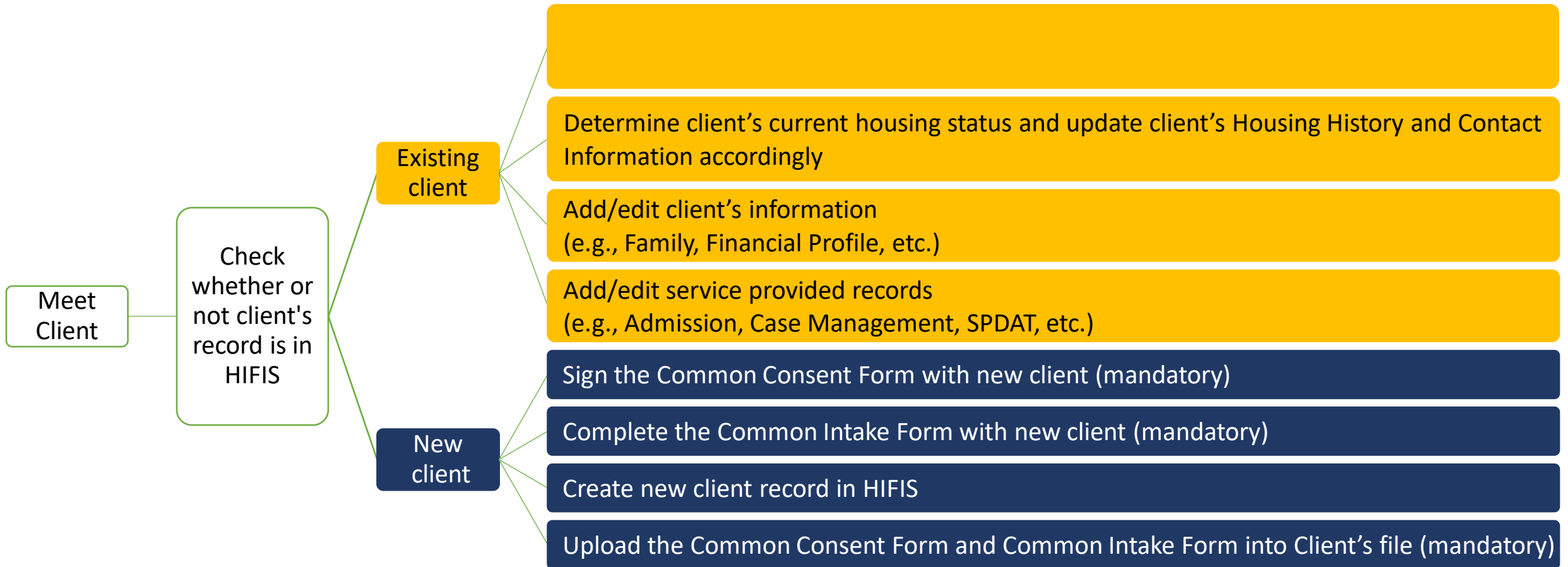
- The consent status on the left-hand client profile will display active when there is an active consent record, but this does not guarantee the documents have been uploaded.
- The document must be attached to the active 'Explicit' consent record, and should not be uploaded in the 'Documents' section.

Consent Status	Active
Client State	Active
Housing Status	Chronically Homeless

The Busby Centre - Barrie	2020-01-10 --	Explicit	<a href="#">consent.pdf</a>	 
The Busby Centre - Barrie	2020-01-10 --	Coordinated Access	None	 




# Process Overview



# Housing History and Admissions

- The Housing History and Admissions sections of HIFIS are both a critical component to HPP and Coordinated Access.
- This information is used to determine the client's Housing Status.
- The Housing History should be included for a minimum of the last 12 months and should be updated with each interaction if there are changes. It should also be updated when prompted.

 The Housing History is out of date.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

Close



# Housing History

## Client - Housing History

Housing History

Showing 1 to 2 of 2 entries | Show 10 entries

Hide Stays




Housing Type	Address	Start Date	End Date	Action
Makeshift / Street	<a href="#">Collingwood Ontario Canada</a>	2021-03-01	--	  
Shelter	<a href="#">Community Connection / 211</a>	2021-03-01	2021-03-03	 

+ Add Housing + Add Housing Loss Prevention Export To Excel

## Client - Admission List

Booked In Reservations

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

Service Provider	In : Out	Reason for Service	Room : Bed	Action
David Busby Street Centre	2022-03-24 --	Financial - Crisis	ES Barrie Hotel Room : ES - Hotel Bed 45	  

- Book Out + Create Historical Stay

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



# HIFIS – Institutional Entries

- It is essential moving forward that all institutional stays are captured in HIFIS, as both the HPP and Reaching Home reporting require that information.
- The institution information, including the name, must be included in the Housing History entry, so that we can determine if it is a Provincial or Federal Institution for reporting.

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 \$

# Group Activities

- Group Activities a client has participated in can be seen from their HIFIS account, but cannot be added until they have an entry.

**Group Activity List**

30Days 90Days 180Days **All**

Show 10 entries Filter items

Service Provider	Activity Name	Location	Date	Time	Attendees	Action
No data is available in the table						

**Group Activity List**

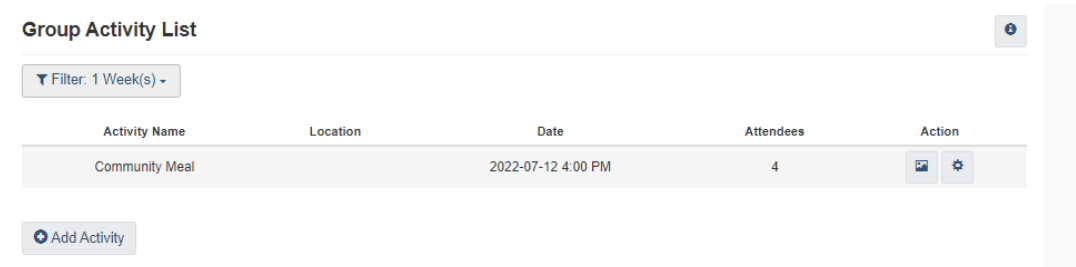
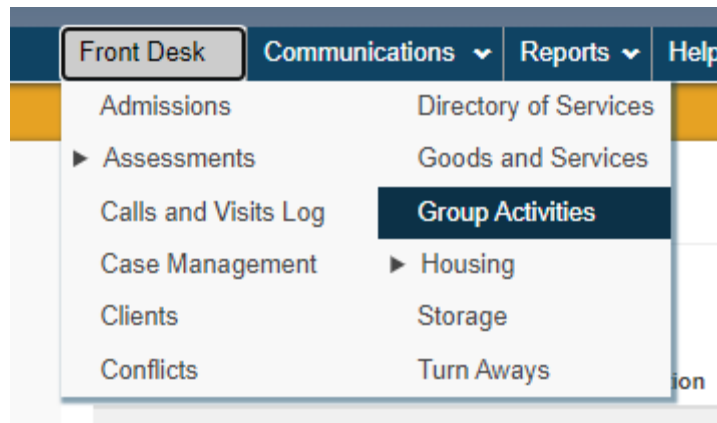
30Days 90Days 180Days **All**

Show 10 entries Filter items

Service Provider	Activity Name	Location	Date	Time	Attendees	Action
Lighthouse - Orillia Christian Centre	Community Meal		2022-07-12	4:00 PM	4	

# Group Activities

- From the 'Front Desk' drop-down menu in HIFIS you would select 'Group Activities'.
- From Here you will see the Group Activities for your service provider and the option to 'Add and Activity'.



# Group Activities – New Activity

- To add a new activity, click on the ‘Add Activity’ button.
- You will be taken to a screen to add the activity type.

**Add Group Activity**

Group Activity: Life Skills (cooking, cleaning, shopping) x ★

Program: Outreach + - ★

Location: Select an option

Start Date and Time: 2022-07-13 9:20 AM ⌚ ★

Expended Hours: 0

Expended Minutes: 0

Description:


Reason for Service: Housing - Lack of x ★

Referred from: Select an option

Referred to: Select an option



# Group Activities - Manage

- You will be taken into the 'Manage Group Activity' Screen once the activity has been created or you can access an existing activity by selecting the gear icon  from the Group Activities main page.
- This page allows you to add attendees, replicate a recurring activity, view related comments, and review demographics.

## Manage Group Activity

Group Activity Life Skills (cooking, cleaning, shopping) Expended Hours 0  
Owner Lighthouse - Orillia Christian Centre Expended Minutes 0  
Service Provider Lighthouse - Orillia Christian Centre Description  
Program Outreach Reason for Service Housing - Lack of  
Location Referred from  
Start Date and Time 2022-07-13 9:20 AM Referred to

[Edit](#) [Cancel](#)

Attendees Organizers Demographics Comments Replicate

Client Name(s)  Anonymous Attendees

Showing 0 to 0 of 0 entries | Show  entries

Full Name	Gender	Date of Birth	Age	Attended	Remove
No data is available in the table					

[Mark all as attended](#) [Mark all as unattended](#)

# Group Activities

- To add an attendee, you can search their name or HIFIS number in the box and once they are selected select the plus sign.
- You may receive the 'Attestation' or 'Consent' screen if you have never accessed the client's account before or they require consent uploaded into HIFIS.

**Attestation**

Gender: Male  
Date of Birth: 1941-12-15 (80)  
Family: No  
Alias 1:  
Alias 2:

I attest that I am authorized to and am working with this household and will adhere to Simcoe County privacy, confidentiality and ethical requirements.

No Yes

**Consent (L K)**

This client does not have an active consent. In order to modify or retrieve information, a new consent must be added.

Consent Type: Select an option ★  
Start Date: 2022-07-13 ★

Cancel Save



# Group Activities

- You can also enter 'Anonymous Attendees' when you do not know who the clients and they are unwilling to go in HIFIS.
- Once your list is complete, you can mark those who attended.

Attendees Organizers Demographics Comments Replicate

Client Name(s)  Anonymous Attendees 0

Showing 0 to 0 of 0 entries | Show 10 entries

Attendees Organizers Demographics Comments Replicate

Client Name(s)  Anonymous Attendees 0

Showing 1 to 4 of 4 entries | Show 10 entries Filter items

Full Name	Gender	Date of Birth	Age	Attended	Remove
N.J	Male	1988-12-27	33	No	
M.J	Male	1981-07-04	41	Yes	
K.L	Male	1941-12-15	80	No	
C.M	Male	2010-05-17	12	Yes	

Mark all as attended Mark all as unattended

# Group Activities - Replicate

- On the 'Replicate' tab, you select the date you would like to replicate and the options, such as 'Keep Attendees.'
- Once replicated, you will see the activity in the list on the 'Group Activities' main page and you can manage it from there.









Attendees Organizers Demographics Comments **Replicate**

Keep Attendees  Yes  No  
Keep Organizers  No  
Keep Programs  No

July 2022

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Clear  
Replicate

Activity Name	Location	Date	Attendees	Action
Life Skills (cooking, cleaning, shopping)		2022-07-13 9:20 AM	4	 
Life Skills (cooking, cleaning, shopping)		2022-07-13 9:20 AM	0	 
Life Skills (cooking, cleaning, shopping)		2022-07-13 9:20 AM	4	 
Community Meal		2022-07-12 4:00 PM	4	 

 Add Activity





# HIFIS Active Status

- To keep a client active in HIFIS, not only do we need to keep their information up-to-date, but we need to ensure we are documenting our interactions with clients. Failure to do so, may have clients becoming inactive in HIFIS.
- Documentation of these activities is also required for Ministry reporting, as many modules in HIFIS will be utilized for both HPP and CA.



# 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.
- Remember being booked in is not enough to keep a client active. Booking a client in will activate client.

**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 <b>Call and Visit Log</b> is created
Case Management	New record (Add Case) in <b>Client - Case Management List</b> is created
Case Management	New record (Add Session) under the <b>Sessions</b> tab in <b>Display Case Management</b> is created;
Case Management	New record (Add Comment) under the <b>Case Comments</b> tab in <b>Display Case Management</b> is created
Food Banks	New record (Add Food Bank Transaction) in <b>Client – Food Banks</b> is created
Goods and Services	New record (Add Goods and Services Transaction) in <b>Client – Goods and Services</b> is created
Group Activities	Client is identified as an Attendee in a Group Activity
Housing Placements	New record (Add Housing Placement) in <b>Housing Placement List</b> is created
Housing Placement	New record (Add Follow-up or Add Housing Placement Attempt) in <b>Housing Placement Details</b> is created
Housing Loss Prevention	New record Housing Loss Prevention interaction is created
Medication Dispensing	Client is provided medication through Medication Dispensing in <b>Front Desk – Medication Dispensing</b>
Service Restrictions	New record (Add Service Restriction) in <b>Client – Service Restrictions</b> is created
Storage	New record (Add Storage Item) in <b>Client – Storage</b> is created
Survey	Client takes a survey in <b>Client Management-Survey</b>

# HIFIS Client Updates

- Entering data and updating HIFIS are components of both HPP and Coordinated Access.
- The Ministry has set out the minimum standards for updating as "**each month, at a minimum** for all people experiencing homelessness."
- A client booked into a shelter is not considered an update. The client's address, contact information, family status, and asking yourself and the client if there have been any significant changes that require an update.

# HIFIS Status

G K	
Consent Status	Active
Client State	Inactive
Housing Status	Unknown

There is no open Housing History or Admission record for this client in HIFIS to indicate if client is Housed or Homeless and no activity from list in 90 days.

G K	
Consent Status	Active
Client State	Inactive
Housing Status	Chronically Homeless

The client currently has an open Housing History or Admissions record to indicate homeless in HIFIS but is inactive because an event from the previous list not entered in last 90 days.

Drake Drums	
Consent Status	Active
Client State	Active
Housing Status	Unknown
File Number	0000028260
Current Stay	Not Booked In
Gender	Male
Date of Birth	2021-01-01 (1)
Family	Yes

Client has no active Housing History or Admission record, but someone has entered information to update.



# HIFIS – Goods and Services

- **Goods and Services**

- From here you can add a 'Good' or a 'Service.'

- The initial add screen for adding a 'Good' or a 'Service.'

## Client - Goods and Services

30Days 90Days 180Days All

Show 10 entries Filter items

Service Provider	Date	Details	Action
No data is available in the table			



[+ Express Good](#) [+ Express Service](#)

## Add Express Goods Transaction

Good: Food

Program: \*Outreach (CHPI)

Unit Of Measure: Box

Unit Price: \$

Reason for Service: Financial - Crisis

Comments:

Save Cancel

## Add Express Services Transaction

Service: Select an option

Program: Select an option

Reason for Service: Select an option

Expended Hours:

Expended Minutes:

Referred to: Select an option

Comments:

Save Cancel



# HIFIS – Goods and Services

- You can see the record from the main screen once added.

## Client - Goods and Services

30Days 90Days 180Days All

Show 10 entries Filter items

Service Provider	Date	Details	Action
David Busby Street Centre	2022-05-12 - 2022-05-12	Food	

Express Good Express Service

- You can add to the same record from the session or day.

### Goods and Services

Service Provider David Busby Street Centre Start Date and Time 2022-05-12 11:31 AM

Program Outreach (CHPI) End Date and Time 2022-05-12 11:31 AM

Reason for Service Financial - Crisis Referred by

Case Management Activity N/A Referred from

Number of Individuals Referred to

Comments

Goods Services

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

Good	Quantity	Unit Cost	Unit Price	Unit Of Measure	Action
Food	1			Box	

Add Good

Back to Goods and Services List Edit Goods and Services Details

# HIFIS – Goods and Services

- Additional ‘Good’

### Add Good

**Good**  ★

**Unit Of Measure**  ★

**Quantity**

**Unit Cost** \$

**Unit Price** \$

- Additional ‘Service’

### Add Service

**Service**  ★

**Start Date and Time**   ★

**End Date and Time**

**Expended Hours**

**Expended Minutes**

**Service Cost** \$

**Service Price** \$



# HIFIS – Case Management

## Client - Add Case Management

**Caseworker** A, S ✕ ★  
**Goal** General - Housing Plan ✕ ★  
**Status** Open ✕ ★  
**Start Date** 2022-05-18 📅 9:39 AM 🕒 ★  
**Target Date** 📅  
**Program** ✕Ongoing Counselling & Casework + - ★  
**Contributing Factors** ✕Housing - Lack of + -  
💾 Save ✕ Cancel

## Client - Edit Case Management

📄 Programs ★ 🔍 📄 📄  
 Details Sessions Documents Case Comments  
 Show 10 entries Filter items   

Activity	Date	Caseworker	Action
No data is available in the table			

➕ Add Session 📄 View All Session Details  
 Created by: TestUser, Shelter Worker Updated by: TestUser, Shelter Worker  
 Date Created: 2022-05-18 Date Updated: 2022-05-18

## Client - Add Case Session

**Goal** General - Housing Plan  
**Activity** Select an option ★  
**Description**   
 Assessing Quality of Life (through survey)  
 Completing Honest Monthly Budget  
 Developing Individualized Service Plan  
 Developing Strengths-Based Housing Plan  
 Identifying Housing Assets and Challenges  
**Date and Time**  🕒 ★  
 Securing and Completing Documents to be Housing Ready  
**Expend Time**  
**Expend Hours** 0





# HIFIS – Family

- It is important verify and update the family module of HIFIS. This information determines a **household** for HPP reporting and is used in prioritization in the CA System to determine relevant resources.

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	<a href="#">K_G</a>	1985-02-02	Family Head	n/a	
2022-05-12 - Present	<a href="#">Drums_Drake</a>	2021-01-01	Dependant - Child	Son	 

Add Member Create and Add Member 1



# Questions?

HIFIS Happy Hours: Every Other Thursday from 2pm to 4pm.

The schedule is available on the HIFIS Support Centre.

Once the HIFIS Happy Hour planned training is complete I stay online to answer any questions, so feel free to drop-in.

