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.

- 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.

Consent Status		Active
Client State		Active
Housing Status		Chronically Homeless

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

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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

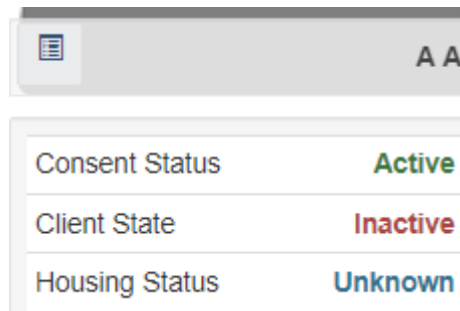| Module	Transaction
Admissions	Client is booked into a shelter
Assessment	Assessment is conducted (SPDAT, VI-SPDAT, VAT)
Calls and Visits Log	New record (Add Log) in **Call and Visit Log** is created
Case Management	New record (Add Case) in **Client - Case Management List** is created
Case Management	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**

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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.

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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**.

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.

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 Information – Family

- It is important 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

Showing 1 to 2 of 2 entries | Show 10 v 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

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 bellow 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 Information - Various Factors

- We will us 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 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 id there is an error.

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
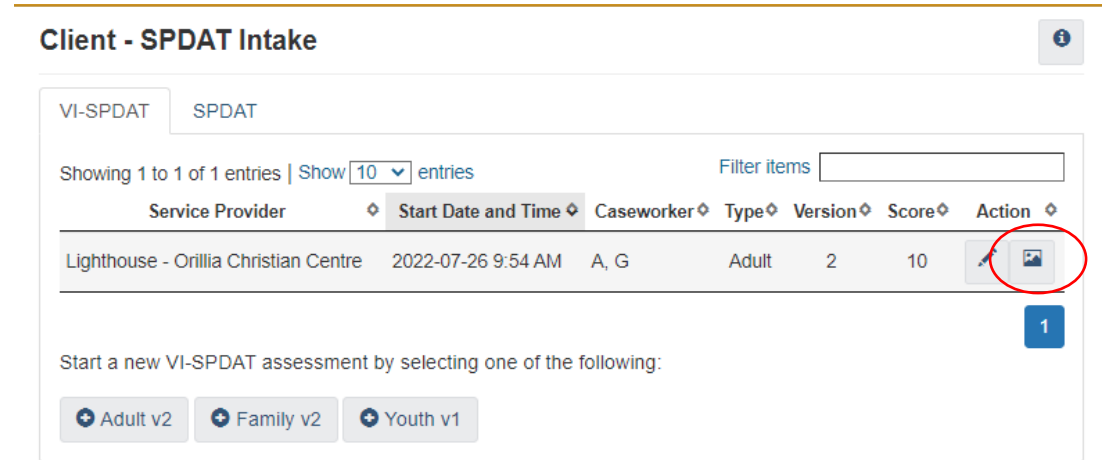
Score Card

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

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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.

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.

HIFIS Support Centre

- HIFIS Help Desk
  - HIFIS@Simcoe.ca

- HIFIS Support Centre Webpage
  - www.simcoe.ca/HIFIS