HIFIS Outreach Training

May 9, 2023

HIFIS Support Centre

- HIFIS Help Desk
  - HIFIS@Simcoe.ca

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

Introduction

- Outreach is an important part of our system. Outreach connects with clients who may otherwise not connect with resources.

- We will review HIFIS tasks that may be completed by Outreach.

- Outreach should document each interaction with a client in HIFIS.
  - This is often done through a Goods and Service entry, Case Management, and in some circumstances a Group Activity.

Consent

- A completed and uploaded Common Consent Form is required in HIFIS for all clients who share information (whether ALL service providers or 1 Service provider)

- There is a Consent Quick Guide found on the HIFIS Support Centre to assist with consent questions

- An Anonymous client with details must be tracked on an external spreadsheet to avoid duplication.
  - If you do not have their actual name or a name they provide, you can use other identifying information to remember the client for next time.

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

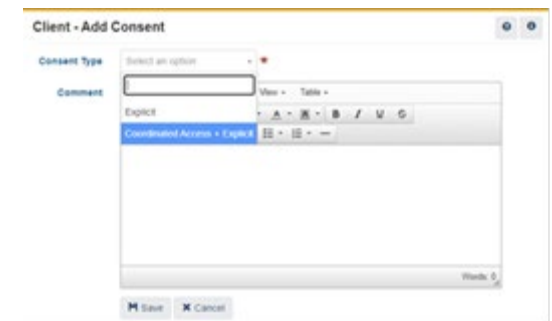|					
The Busby Centre - Barrie	2020-01-10 - -	Explicit	consent.pdf		
The Busby Centre - Barrie	2020-01-10 - -	Coordinated Access	None		

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Consent

- Declined-Anonymous Consent can be added when the account is created and the consent type can be changed later.

- You cannot change to Declined-Anonymous consent once Explicit, Coordinated Access + Explicit, or Inherited consent have been selected.

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.

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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.

- A client must have these entries on their account to remain active.

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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HIFIS Status

G K

Consent Status	Active
Client State	Inactive
Housing Status	Unknown

G K

Consent Status	Active
Client State	Inactive
Housing Status	Chronically Homeless

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

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.

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 has not been entered in last 90 days.

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

Housing History

- The Housing History and Admissions sections of HIFIS are both critical components 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** with any changes or to fill in the gaps.

Housing History

- When this message is received, you can click the blue Housing History link or go to Housing History in the Client Information section of HIFIS.

⚠ The Housing History is out of date. Please update the client's housing history.

Close

Housing History

- Once in Housing History you select the Display window, scroll to the bottom and select Verified.

Showing 1 to 2 of 2 entries | Show 10 entries

Housing Type	Address	Start Date	End Date	Action
Rental at Market Price	Ontario Canada	2021-06-25	- -	

Email Address

Edit ✖ Cancel ✔ Verified

Housing History

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

HIFIS – Institutional Entries

- It is important we are entering Housing History information, including if a client becomes incarcerated, goes into hospital (overnight or longer), or enters another program (such as detox).

Client - Edit Housing History

Details | Follow-ups | Subsidies

Housing Type	Correctional Facility - Institution
Start Date	2021-06-01
End Date	2021-07-01
Place Name	CNCC
Address Line 1	
Address Line 2	
Unit/Apartment Number	
Country	Canada
Province/Territory	Ontario
City	Penetanguishene
Postal Code	
Geographic Region	×Penetanguishene
Rent	$

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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	K, G	1985-02-02	Family Head	n/a	✏️
2022-05-12 - Present	Drums, Drake	2021-01-01	Dependant - Child	Son	✏️ 🗑️

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➕ Add Member   ➕ Create and Add Member

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Contact Information

- You should verify and update a clients contact information at each interaction and no longer than every 30 days.

- On the Contact Info tab select Add Contact Information or delete an entry that is no longer valid by using the trashcan.
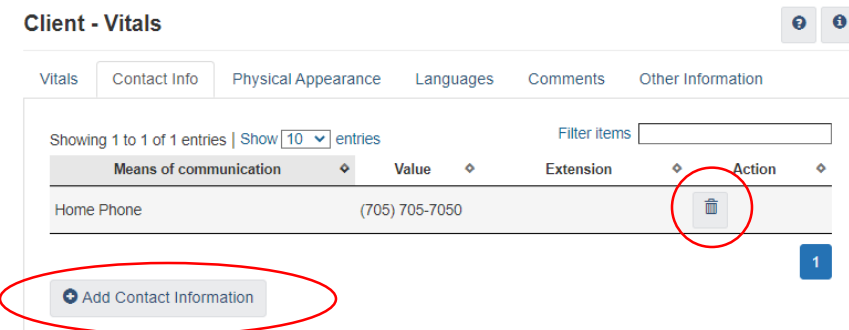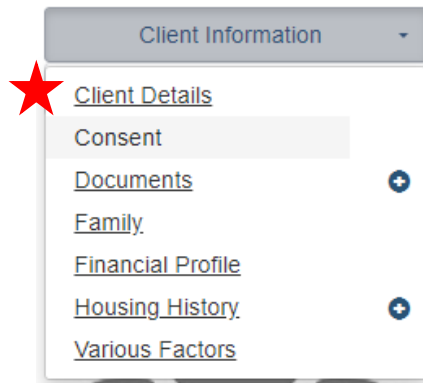
Financial Profile

- You should add or update income information in the Financial Profile module of HIFIS.
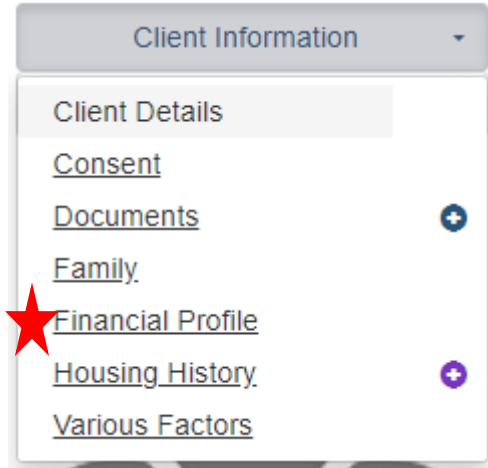
- You can edit, add, or delete information.

Group Activities

- Group Activities are an event (usually recurring on the same day and time each time) that multiple clients attend.

- Outreach itself is not a Group Activity.
  - Some examples include:
    - Support Groups (Alcoholics or Narcotics Anonymous)
    - Life Skills Class
    - Group Housing Search
    - Parenting Group
    - Cultural Circle

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	

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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.

Group Activities - Manage

- You will be taken into the 'Manage Group Activity' Screen once the activity has been created or you can access an exiting 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.

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.

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.

Group Activities - Replicate

- On the 'Replicate' tab, you select the date you would like to replicate and the options, such are '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.

Goods and Services & Case Management

- What is the difference between a Goods and Service entry and a Case Management entry in HIFIS?

  - Goods and Services are a 'Good' provided to the client or1 time 'Service' support (unsure or no plan to meet with the client to work towards Goals in the future).

  - Case Management is support you provide a client to reach a goal. There will be sessions added to the goal each time you work with the client toward it. You may have multiple Case Management Goals open at one time, and do not need to work on them simultaneously.

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.'

HIFIS – Goods and Services

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

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

HIFIS – Goods and Services

- Additional 'Good'

- Additional 'Service'

Goods and Services

- The great thing about Goods and services is that there are some existing reports available in HIFIS for providers.

Case Management

- Case Management is used when we anticipate working with a client on a Goal more than once.

- You do not have to work on a single goal at one time.

- You may move between goals at different stages working with the client.

Case Management

- On the HIFIS Support Centre, there is a Case Management and Goals resource to assist you in the selection of you Case Management Goals.

How-To Guides

- How To Access HIFIS with Text Messaging
- How To Recovery or Unlock HIFIS Account
- How To Run A Report
- How To Book In Families
- How To Add a Document about a Client
- How To Remove a Family Member from Family
- HIFIS Job Aid - MVP (for front-line staff)
- Case Management Goals and Sessions Job Aid New! (Updated December 2022)

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Social and Community Services
1110 Highway 26,
Midhurst, Ontario L9X 1N6

Main Line (705) 722-3132
Beeton Area (905) 729-4514
Fax (705) 722-4720
simcoe.ca

SOCIAL AND
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Case Management Goals and Sessions List

Below you will find a table that includes the 'Case Management Goals'' and the available 'Sessions for each. This list assists HIFIS users to decide which 'Goal' or 'Goals' to select when working with a client, as the 'Sessions' are not visible until the 'Goal' has been created. A client may have multiple "Goals' open at the same time, working toward them. Close 'Case Management Goals' when complete or no longer being actively worked toward.

Lookup Name	Case Goal
Adoption / Foster Assistance	Child Welfare
Child Access Services	Child Welfare
Family Reunification Support	Child Welfare
Parent Support	Child Welfare
Parenting Skills Training	Child Welfare
Reporting to Authorities	Child Welfare
Anger Management Services	Conflict Resolution
Mediation Services	Conflict Resolution
Police Intervention	Conflict Resolution
Violence / Anger De-Escalation	Conflict Resolution
Addiction Services	Crisis Intervention
Critical Incident Debriefing	Crisis Intervention
Domestic Violence Intervention	Crisis Intervention
Emergency Medical Services	Crisis Intervention
Emergency Placement	Crisis Intervention
Mental Health Services	Crisis Intervention
Physical / Sexual Abuse Intervention	Crisis Intervention
Police Intervention	Crisis Intervention
Rape Care	Crisis Intervention
Suicide Intervention	Crisis Intervention
Violence / Anger De-Escalation	Crisis Intervention

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HIFIS – Case Management

Please choose only 1 program - Outreach

Case Management

- You can also select the See All Session Details related to that particular goal.

Case Management

- There are reports available for Case Management in HIFIS for service providers

Case Management - Clients

Detailed list of all the Case Management Sessions and Activities for selected client.

Client: Bear, Yogi

Goal	General - Housing Plan	Case Worker	Forward, Shannon	Date Opened	2023/05/04
Service Provider	The Busby Centre - Barrie	Case Status	Open	Target Date	
Contributing Factor(s)		Program(s)	Emergency Shelter	Date Closed	

Sessions

Activity (Description)	Date and Time (Duration)	Case Worker	Referral	Responsibility	Present: Client? Family?
Developing Individualized Service Plan	2023/05/04 1:15:00PM (0m)	Forward, Shannon			
Completing Honest Monthly Budget	2023/05/04 1:18:00PM (0m)	Forward, Shannon			

Case Management Goals & Activities - Summ

List of the Case Management sessions in progress or completed during the reporting period.

Dates: 2023/05/01 - 2023/05/04

The Busby Centre - Barrie
Grouped by Goal

Goal: General - Housing Plan

Activity	Total	With Client Present	With Family Present	Time Spent (HH:MM)
Completing Honest Monthly Budget	1	0	0	0:00
Developing Individualized Service Plan	1	0	0	0:00
Total for Goal	2	0	0	0:00

All Goals

Activity	Total	With Client Present	With Family Present	Time Spent (HH:MM)
Completing Honest Monthly Budget	1	0	0	0:00
Developing Individualized Service Plan	1	0	0	0:00
Total for Service Provider	2	0	0	0:00

Grouped by Activity

| Goal	Total	With Client Present	With Family Present	Time Spent (HH:MM)
General - Housing Plan	1	0	0	0:00
Total for Activity	1	0	0	0:00
Goal	Total	With Client Present	With Family Present	Time Spent (HH:MM)
General - Housing Plan	1	0	0	0:00
Total for Activity	1	0	0	0:00

All Activities

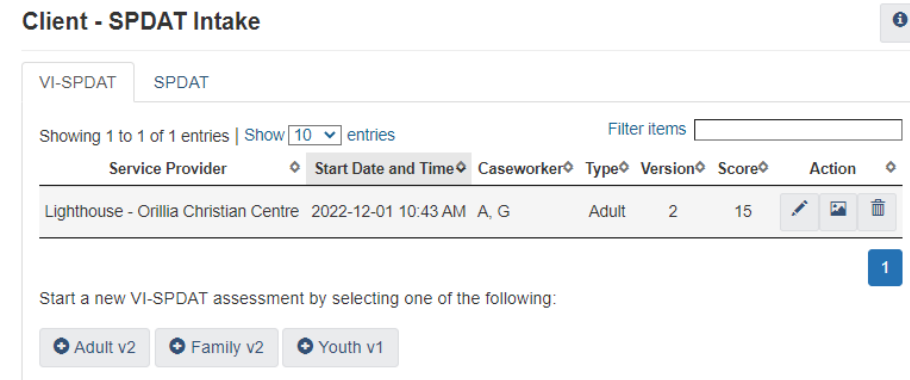| Goal	Total	With Client Present	With Family Present	Time Spent (HH:MM)
General - Housing Plan	2	0	0	0:00

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VI-SPDAT

- Found in the Client Management section of HIFIS.
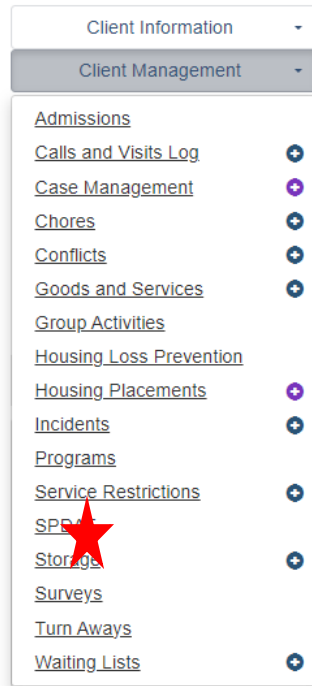
- You can view previous VI-SPDAT versions and scores.

VI-SPDAT

- You can complete a new VI-SPDAT if one does not exist or needs to be updated.

Prevention & Diversion

- Prevention and Diversion is part of the critical work of the outreach team.

- This should also be documented in HIFIS as a service.

Need Assistance?

1. Visit the HIFIS Support Centre at www.Simcoe.ca/hifis and review the available resources.

2. Connect with a SuperUser from the service provider you work with.

3. Email the HIFIS Support Desk at hifis@Simcoe.ca.

Questions?

Connecting Community with HIFIS: Every Other Thursday from 2pm to 4pm.

The schedule is available on the HIFIS Support Centre.

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