



HIFIS Outreach Training

May 9, 2023



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 and bullet points. 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.

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 |   |



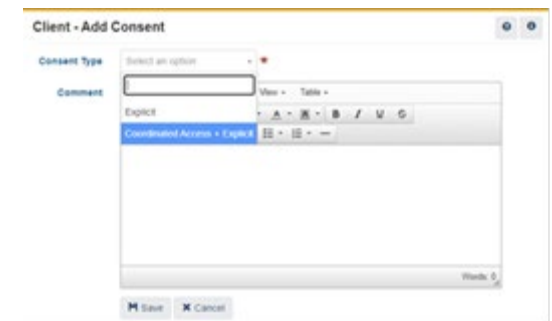
Consent

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



The screenshot shows the 'Add Client' form. The 'Consent Type' dropdown menu is open, displaying the following options: 'Explicit', 'Declined - Anonymous', 'Inherited', and 'Coordinated Access + Explicit'. The 'Coordinated Access + Explicit' option is currently selected and highlighted in blue.

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



The screenshot shows the 'Client - Add Consent' form. The 'Consent Type' dropdown menu is open, displaying the following options: 'Explicit', 'Coordinated Access + Explicit', and 'Inherited'. The 'Coordinated Access + Explicit' option is currently selected and highlighted in blue.



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.
- 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 |



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 has not been 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.

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 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

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 | Collingwood Ontario Canada | 2021-03-03 | -- |    |
| Shelter | Community Connection / 211 | 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 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 x v *

Start Date 2021-06-01 [calendar] *

End Date 2021-07-01 [calendar]

Place Name CNCC

Address Line 1 [text box]

Address Line 2 [text box]

Unit/Apartment Number [text box]

Country Canada x v *

Province/Territory Ontario x v *

City Penetanguishene x v

Postal Code [text box]

Geographic Region x Penetanguishene + -

Rent \$ [text box]



HIFIS – Family

- It is important to 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

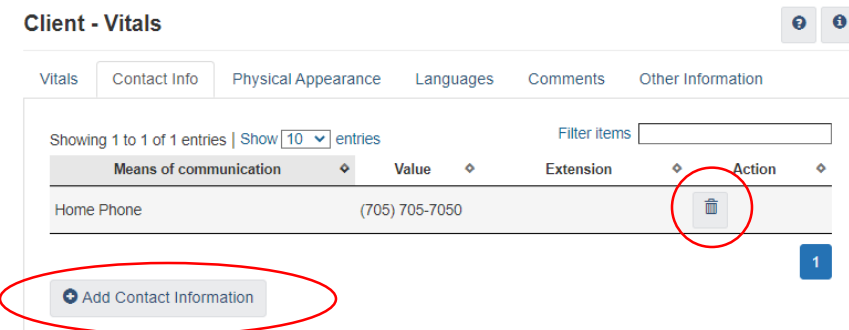
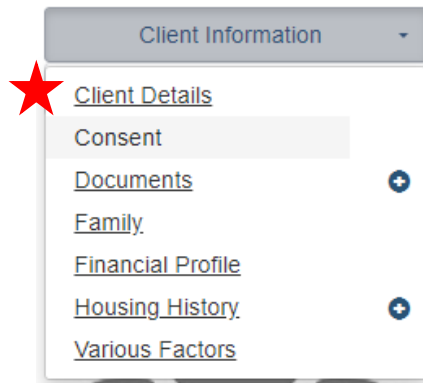
| Status | Full Name | Date of Birth | Role | Relationship | Action |
|----------------------|-----------------------------|---------------|-------------------|--------------|--------|
| 2022-05-12 - Present | K_G | 1985-02-02 | Family Head | n/a | |
| 2022-05-12 - Present | Drums_Drake | 2021-01-01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

Add Member Create and Add Member 1



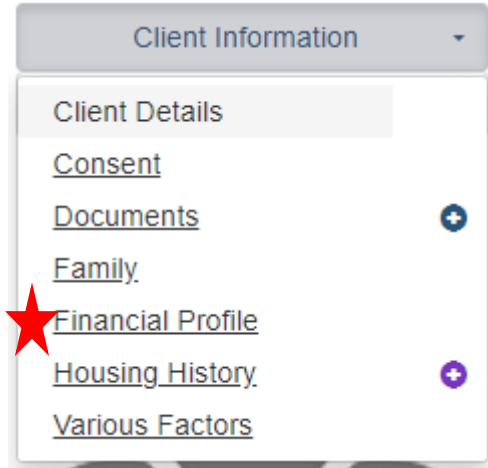
Contact Information

- 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.

Client - Financial Profile

Incomes Expenses Assets Debts

Showing 1 to 3 of 3 entries | Show 10 entries | Filter items

| Income | Monthly Primary Income Amount | Start Date | End Date | Primary | Action |
|---------------------------------------|-------------------------------|------------|------------|---------|--------|
| OW - Provincial Social Assistance | 722.00 | 2023-03-01 | | Yes | |
| ODSP - Provincial Disability Benefits | 1200.00 | 2022-12-01 | 2023-03-01 | Yes | |
| Child Tax Benefits / Credits | 533.00 | 2022-12-01 | | | |

Total Income: \$1,255.00

[Add Income](#)

* - 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.

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

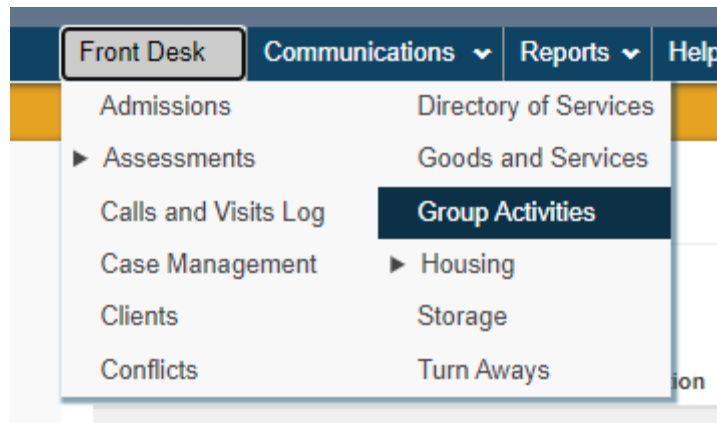
30Days 90Days 180Days All

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 | |



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 Activity List

Filter: 1 Week(s) -

| Activity Name | Location | Date | Attendees | Action |
|----------------|----------|--------------------|-----------|---|
| Community Meal | | 2022-07-12 4:00 PM | 4 |   |

[Add 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

Save Cancel



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



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 or 1 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.'

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 \$

Goods and Services

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

Goods and Services - Site 

List of all goods and services provided to clients during the reporting period.

Dates: 2023/05/01 - 2023/05/04
Service Provider(s): The Busby Centre - Barrie

Bear, Yogi

| Goods and Services | 05/03/2023 - 05/03/2023 | Unit Cost | Unit Price | Ext. Cost | Ext. Price |
|--------------------|-------------------------|-----------|------------|-----------|------------|
| Item | Quantity | | | | |
| Blankets | 1 | | | | |
| Total | 1 | | | | |

| Goods and Services | 05/04/2023 - 05/04/2023 | Unit Cost | Unit Price | Ext. Cost | Ext. Price |
|--------------------|-------------------------|-----------|------------|-----------|------------|
| Item | Quantity | | | | |
| Clothing | | | | | |
| Total | | | | | |

| Item | Unit Cost | Unit Price | From | To | Expended Time (HH:MM) |
|---------------------------------------|-----------|------------|-----------------------|-----------------------|-----------------------|
| Assistance with Benefits Applications | | | 2023-05-04 12:09:50PM | 2023-05-04 12:09:50PM | |
| Advocacy | | | 2023-05-04 12:30:00PM | | 0:00 |
| Total | | | | | 0:00 |

[Report Summary](#)
 Number of Records: 2
 Number of Type of Assistance: 1
 Number of Clients: 1
 END OF REPORT

Goods Summary Report

Date Range: 2023/05/01 to 2023/05/04
Service Provider(s): The Busby Centre - Barrie

| Goods Provided | Total | | | |
|----------------|----------------|-------------------------|-------------|------------|
| | Unique Clients | Total Goods Distributed | Total Price | Total Cost |
| Blankets | 1 | 1 | | |
| Total | 1 | 1 | | |

| Reason for Service | Total | |
|--------------------|----------------|--------------------|
| | Unique Clients | Total Transactions |
| Housing - Lack of | 1 | 1 |
| Total | 1 | 1 |

| Number of Goods Provided per Transaction | Total | |
|--|----------------|--------------------|
| | Unique Clients | Total Transactions |
| 1 | 1 | 1 |
| Total | 1 | 1 |











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 your 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)



County of Simcoe
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



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 |



HIFIS – Case Management

Client - Add Case Management

Caseworker A, S x v ★

Goal General - Housing Plan x v ★

Status Open x v ★

Start Date 2022-05-18 [calendar] 9:39 AM [clock] ★

Target Date [calendar]

Program x Ongoing Counselling & Casework + - ★

Contributing Factors x Housing - Lack of + -

Please choose only 1 program - Outreach

Client - Edit Case Management

Programs ★ [help] [info]

Details Sessions Documents Case Comments

Show 10 entries Filter items [input]

| Activity | Date | Caseworker | Action |
|-----------------------------------|------|------------|--------|
| No data is available in the table | | | |

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 x ★

Description [input]
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 [input] [clock] ★

Expend Time

Expend Hours 0



Case Management





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

Client - Edit Case Management

Programs

Details Sessions Documents Case Comments

Show 10 entries Filter items

| Activity | Date | Caseworker | Action |
|--|--------------------|------------------|---|
| Completing Honest Monthly Budget | 2023-05-04 1:18 PM | Forward, Shannon |   |
| Developing Individualized Service Plan | 2023-05-04 1:15 PM | Forward, Shannon |   |

[Add Session](#) [View All Session Details](#)

Sessions - Bear, Yogi

Goal: General - Housing Plan
Caseworker: Forward, Shannon
Service Provider: The Busby Centre - Barrie
Status: Open
Factor:
Family: N/A
Start Date and Time: 2023-05-04
Target Date: N/A
End Date and Time: N/A
Total Elapsed Time: 0: 0 Hrs
Total Expended Time: 0 Days

Sessions

| Activity | Description | Date | Expended Time | Service Provider | Caseworker | Responsibility | Agency Involved / Referral | Client Present | Family Present |
|--|--|------------|--------------------------------------|---------------------------|------------------|----------------|----------------------------|----------------|----------------|
| Completing Honest Monthly Budget | Worked on budget | 2023-05-04 | 0 Expended Hours, 0 Expended Minutes | The Busby Centre - Barrie | Forward, Shannon | | | No | No |
| Developing Individualized Service Plan | Short Point for note here Made plan for future sessions. | 2023-05-04 | 0 Expended Hours, 0 Expended Minutes | The Busby Centre - Barrie | Forward, Shannon | | | No | No |

[Cancel](#)



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 - Summary

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 | Total | With Client Present | With Family Present | Time Spent (HH:MM) |
|--|----------|---------------------|---------------------|--------------------|
| General - Housing Plan | | | | |
| Activity | | | | |
| 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 | Total | With Client Present | With Family Present | Time Spent (HH:MM) |
|--|----------|---------------------|---------------------|--------------------|
| Activity | | | | |
| 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 |

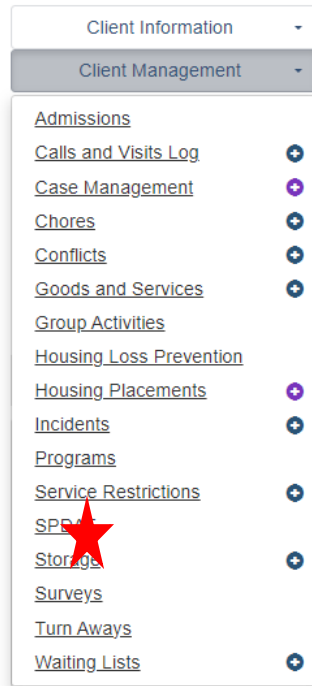
| Goal | Total | With Client Present | With Family Present | Time Spent (HH:MM) |
|---------------------------|----------|---------------------|---------------------|--------------------|
| General - Housing Plan | 1 | 0 | 0 | 0:00 |
| Total for Activity | 1 | 0 | 0 | 0:00 |

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

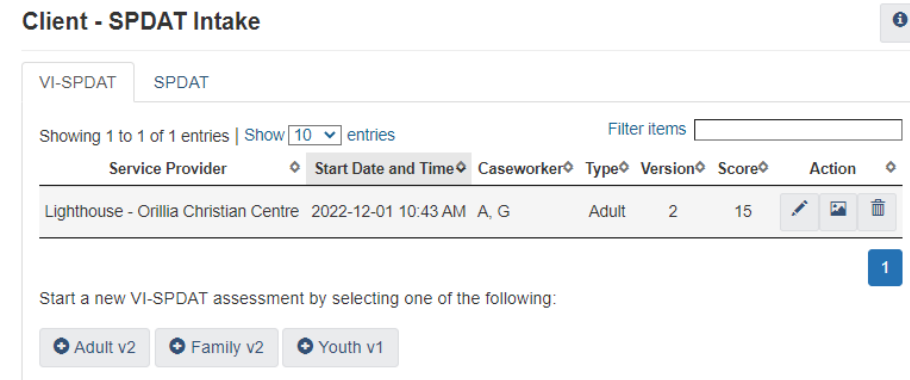


VI-SPDAT

- 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.

New VI-SPDAT Version 2 Intake

Caseworker

Select an option ★

Start Date and Time

2023-05-08 3:17 PM ★

Pre-Screen Period

Select an option ★

Consent

No

Program

Select an option

+ - ★

Description

Edit - Insert - Format - View - Table -

Font Sizes A A B I U

Words: 0

History of Housing and Homelessness

| # | Question | Answer | Refused |
|---|---|------------------|---------|
| 1 | Where do you sleep most frequently? | Select an option | No |
| 2 | How long has it been (in months) since you lived in permanent stable housing? | | No |



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.

Add Express Services Transaction

Service: Prevention x v ★

Program: Outreach (Reaching Home) + - ★

Reason for Service: Family / Relationship Breakdown x v ★

Expended Hours:

Expended Minutes:

Referred to: Select an option

Comments:

Add Express Services Transaction

Service: Diversion x v ★

Program: Outreach (Reaching Home) + - ★

Reason for Service: Family / Relationship Breakdown x v ★

Expended Hours:

Expended Minutes:

Referred to: Select an option

Comments:



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.

