
HIFIS Policies and Procedures

- Monthly Motel Voucher Billing

1. Policies

Service Providers

- The service provider must ensure the data entered into HIFIS are accurate and up-to-date.
- The service provider should approve the Monthly Motel Voucher Billing Report by the 5th workday of every month.
- The service provider should not edit the content of their Monthly Motel Voucher Billing Reports without the relevant ABC Team motel voucher caseworker(s) knowledge and approval (MVProgram@simcoe.ca). If the service provider modifies the MVP stay or other Report data in HIFIS after the 5th workday of the month. The service provider supervisor must contact ABC Team motel voucher caseworkers (MVProgram@simcoe.ca) to notify them of the changes **immediately**.
- The service provider must secure any paper or other hard copy documents containing personal information that are either generated by or for HIFIS to meet HIFIS privacy and confidentiality requirements.
- If the service provider or staff become aware of a privacy breach the service provider supervisor/manager must **immediately** report the breach to the HIFIS Team (HIFIS@simcoe.ca).
- If the service provider does not access MVP during the reporting period, the service provider supervisor should inform the ABC Team motel voucher caseworkers (MVProgram@simcoe.ca) by the 25th workday of the previous month.
- All Motel Voucher Program clients must complete the HIFIS Consent Form to participate and share their personal information with service providers in HIFIS (except those who are referred to motels directly by the OPP).

County of Simcoe HIFIS Team

- The HIFIS Team supports the ABC Team motel voucher caseworkers as required.

County of Simcoe ABC Team (Additional Benefits Caseworkers)

- The ABC Team motel voucher caseworkers should password protect each Monthly Motel Voucher Billing Report.
- The ABC Team motel voucher caseworkers should renew the passwords every 12 months.
- The ABC Team motel voucher caseworkers must inform the service providers of any password changes.

2. Procedures

2.1. **On the 25th day** of the previous month or, if the 25th day falls on a weekend or holiday, the following scheduled workday:

2.1.1. Ontario Works ABC Team motel voucher caseworkers review the data in HIFIS at the County of Simcoe BI Portal.

2.1.2. ABC Team motel voucher caseworkers send out the reminder email to the Motel Voucher Program service providers' primary contacts to validate the data in HIFIS via mvprogram@simcoe.ca.

2.2. **1st workday** of the month

2.2.1. ABC Team motel voucher caseworkers review the Monthly Motel Voucher Billing Report at the County of Simcoe BI Portal and HIFIS to assess the quality of the data

2.2.1.1. ABC Team motel voucher caseworkers follow up with service providers primary contacts to ensure their data is prepared in HIFIS

2.2.2. ABC Team motel voucher caseworkers send out the *password-protected* Monthly Motel Voucher Billing Report to service providers for approval

2.2.3. Service providers review the Monthly Motel Voucher Billing Report

2.2.3.1. IF service provider **approves** the Monthly Motel Voucher Billing Report

- The service provider supervisor signs the report and approval date

2.2.3.2. IF service provider does **NOT approve** the Monthly Motel Voucher Billing Report

- The service provider supervisor contacts ABC Team motel voucher caseworkers (MVProgram@simcoe.ca) **immediately to advise the relevant caseworker of any inaccuracies/required changes to the Report.**
- The service provider (HIFIS users) make any corrections to the data in HIFIS ASAP and advises the relevant caseworker the Report is ready for their review.
- ABC Team motel voucher caseworkers review the revised data generate the revised Monthly Motel Voucher Billing Report and send it to the service provider supervisor ASAP.
- ABC Team motel voucher caseworkers email the revised report to service providers (primary contact and supervisor) for final review by the **4th day of the month or, if this is a holiday or weekend** the next business day).

2.3. **5th day** of the month

2.3.1. All the service providers must send the signed Monthly Motel Voucher Billing Report to ABC Team motel voucher caseworkers at MVProgram@simcoe.ca by the 5th day of the month (or next business day as required).

2.3.2. ABC Team forwards the completed Monthly Motel Voucher Billing Reports to the Community Services Department for review & approval.

25 th day of the previous month	•Motel voucher caseworkers sends the reminder email to the MVP service providers to validate the data in HIFIS
1 st workday of the month	•Motel voucher caseworkers verify the quality of the data with service providers
3 rd workday of the month	• External - Service providers approve the monthly MVP billing reports
5 th workday of the month	• Internal - Approval process with CCS, Finance departments

3. 2.3.3. Community Services Staff advises Finance Department that Billing Reports are ready for payment. **MVP Clients referred from the OPP without signed the HIFIS Consent Form (Anonymous MVP Clients)**

- 3.1. Service providers (HIFIS users) search whether or not the MVP client’s file is existing in HIFIS
- 3.2. If the client **exists** in HIFIS. Service providers (HIFIS users) add a stay record and select Referred from “OPP”
- 3.3. If the client **does not exist** in HIFIS. Service providers (HIFIS users) create an Anonymous file for the MVP client.
 - 3.3.1. Create the client’s file in HIFIS with select “Declined-Anonymous” as consent type and enter the client as a code rather than personally identifiable information.
 - 3.3.2. The client record must be created in HIFIS with a code (“SP-Anon#”) in place of a name and without identifying attributes. The number included in the code must align with the file number associated with the client’s paper file. This allows caseworkers to keep track of which paper files and which HIFIS files go together. *Please do not enter any personal identifying data into the system unless a person is willing to share specific data.*
 - 3.3.3. The HIFIS mandatory fields would be populated as follows:
 - Last Name – enter service provider initials (i.e., RW for Rosewood)
 - First Name – enter ‘Anon #’ (i.e., Anon123)
 - Approximate Age - enter ‘123’
 - Gender – select ‘unknown’
 - Veteran Status - select ‘unknown’
 - Citizenship/Immigration Status - select ‘unknown’
 - Indigenous Status - select ‘unknown’

The service provider must alert the ABC Team motel voucher caseworkers (MVProgram@simcoe.ca) of any anonymous MVP clients they enter into HIFIS.