



# HIFIS Training

Homeless Individuals and Families Information System 4.0



# What is HIFIS 4?

- Homeless Individuals and Families Information System (HIFIS) 4.0
- A comprehensive **data collection** and **case management** system
- Purposes:
  - to better understand homelessness throughout Simcoe County
  - to facilitate service providers working collaboratively to address homelessness
  - to track performance in preventing and reducing homelessness
- Designed to support **coordinated access** by allowing multiple service providers to access **real-time data** and refer clients to the right service at the right time
- Accessed from web-enabled devices, such as laptops, smartphones and tablets



# What can HIFIS do?

- Shows you **who is homeless in real-time**, everyday.
- Tracks a persons **changes in housing status** over time – from homeless to housed, or vice-versa.
  - This includes experiences of **unsheltered** or **hidden** homelessness.
- Captures experiences of homelessness **beyond shelter intake**.
  - Outreach, Case Management, Housing Placements.
- The ability to generate service provider reports
  - Bed Nights Monthly, Service Provider Summary

# HIFIS Updates

- **31** Service Providers launched in HIFIS
- **200+** Activate Users access HIFIS since July 9, 2019
- **4000+** Services requests for HIFIS Support Desk since April 5, 2019
- **12,000+** Clients recorded in HIFIS



# HIFIS Support

- **Level 1** – SuperUsers in Service Providers
- **Level 2** – County of Simcoe HIFIS Team (Help Desk and IT)
  - Available between **8:30 a.m. to 4:30 p.m.** from **Monday to Friday**
- **Level 3** – National HIFIS Team (ESDC)



# Access HIFIS - New Users

1

- **Complete the HIFIS Access and User Agreement (mandatory)**
  - All new users are required to complete the [HIFIS User Agreement](#) prior to access HIFIS

2

- **Receive HIFIS username and log-in information from [HIFIS@simcoe.ca](mailto:HIFIS@simcoe.ca)**

3

- **Set up password**
  - You will receive a second email from [no-reply@simcoe.ca](mailto:no-reply@simcoe.ca). This email will contain a hyperlink that will allow you to set your HIFIS password.

4

- **Log into HIFIS with Security Token via text message**
  - A six-digit value will be sent to the cell phone (via text-message) once you have completed entering your username and password on the login screen



# Access HIFIS with Text Message


1

•Open a browser and navigate to <https://HIFIS.simcoe.ca> log-in screen

2

•Enter your **Username** and **Password**

3

•Select the **Service Provider** from the drop-down list.   
•If nothing appears in the Service Provider drop-down list, click the **Refresh** button

!

•Once you have successfully entered your HIFIS **username** and **password**, a one-time verification code will be sent to your mobile device via text messaging

4

•Enter the verification code you received via text into the **Security Token** field

5

•Click **Log In** button



# Safeguards

## Password

- Minimum length of **12 characters** and include 1 special character.
- Password will expire in **60 days**.
- If a user attempts to log in unsuccessfully **5 times**, their account will be locked. Please contact [HIFIS@simcoe.ca](mailto:HIFIS@simcoe.ca) to unlock account.

## Inactive User Account

- Deactivate user account if no log-in activity over **90 days**.
- The **SuperUsers** informed to HIFIS team that user leaves the organization





# HIFIS Related Documents - Common Consent Form

- Mandatory Form
  - Written (preferred) and verbal consent
- Upload the signed Common Consent Form into HIFIS
- Consent Types
  - Explicit Consent
  - Inherited Consent



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



## Simcoe County Homeless Services and Support System Common Consent Form Homeless Individuals and Families Information System (HIFIS)

### What is the "Simcoe County Homeless Individuals and Families Information System - "the system"?"

It is an electronic database where a group of agencies can share your personal information to work together to help you find and/or maintain a place to live. Non-identifying information may be shared with the municipal, provincial and federal governments to better plan programs working to end homelessness.

### Who will use your information?

The types of Community Service Providers who will have access to your information include:

Street Outreach	Housing Resource Centre	Transitional Housing
Emergency Shelter	Housing First Program	Housing Support Service
Income Support	Rapid Re-Housing Program	Coordinated Access System

### What if you change your mind about your personal information being shared?

- You can remove your consent to have your personal information contained in the electronic database at any time by speaking to staff at the County of Simcoe or one of the Community Service Providers.
- If you remove your consent, Community Service Providers will enter no additional information and staff will still work with you to help you find housing outside of the system.

### There are times where your personal information may be shared without your consent. These are when:

- A person has experienced or may be at-risk of abuse or harm;
- A person is a direct threat to themselves or another person;
- A court order requires information to be shared.

### Participant Signature

First and Last Name - Signature:	Date Signed (yyyy/mm/dd)
First and Last Name – Print:	Date of Birth (yyyy/mm/dd)

### Notice of Collection, Use and Disclosure:

Your information is collected and input into the Simcoe County Homeless Individuals and Families Information System (HIFIS) under the legal authority of the Department of Employment and Social Development Act. Simcoe County Community Service Providers will use your information to assist you in finding housing. If you have questions regarding this program please contact the HIFIS Program Supervisor, Children and Community Services, County of Simcoe, 1110 Hwy 26, Midhurst Ontario L9X 1N6 at (705)722-3132 x1460.

Last revised April 26, 2019



# HIFIS Related Documents

## - Common Intake Form

- Mandatory Form
- Intake form used by all service providers at intake that use HIFIS
  - Agencies may continue to use other forms to gather additional information
  - Questions followed by a red or “HIFIS” tag are mandatory questions in HIFIS
- Upload the completed Common Intake Form into HIFIS

### Homeless Services and Supports System Common Intake Form for Simcoe County

TO BE COMPLETED AFTER DIVERSION SERVICE PROVIDED; WITH THOSE WHO COULD NOT BE SUCCESSFULLY DIVERTED. PRIOR TO MEETING PARTICIPANT CHECK IF S/HE IS IN HIFIS (HAS PROVIDED CONSENT) & HAS A COMPLETED COMMON INTAKE FORM IN HIFIS:

1. PRINT OR PULL UP THEIR COMMON INTAKE FORM ON YOUR DEVICE.
2. DO NOT COMPLETE AN ENTIRE NEW COMMON INTAKE FORM, JUST...
3. COMPLETE QUESTIONS 1 – 5
4. VERIFY AND PROVIDE ANY UPDATES TO QUESTIONS 17,18, 20, 21 & 24-33

**Please Note:** Questions in this form that are also in HIFIS are labelled: “(HIFIS)”.

1. Date of Intake YYYY/DD/MM

2. Agency Enter agency name here.

3. Completed by Enter worker/outreach worker name here.

4. What brings you in today? (Modify as appropriate if outside) Enter reason here.

5. Were you referred here/to me by another organization?  Yes  No  
If Yes, which organization? Enter organization name

#### About You

6. What name do you go by? (HIFIS) Enter preferred name here

7. What is the First Name on your identification?(HIFIS) Enter first name here

8. What is the Last Name on your identification?(HIFIS) Enter last name here

9. (If participant not in HIFIS) Have you signed a consent form that allows different service providers to share information to help solve your housing issue?  Yes  No

10. What language do you prefer to use with service providers? (HIFIS)  English  French  
 Other Specify  
 Need Interpreter

11. Age (HIFIS) Date of Birth YYYY/DD/MM  
Approximate Age Enter age here.

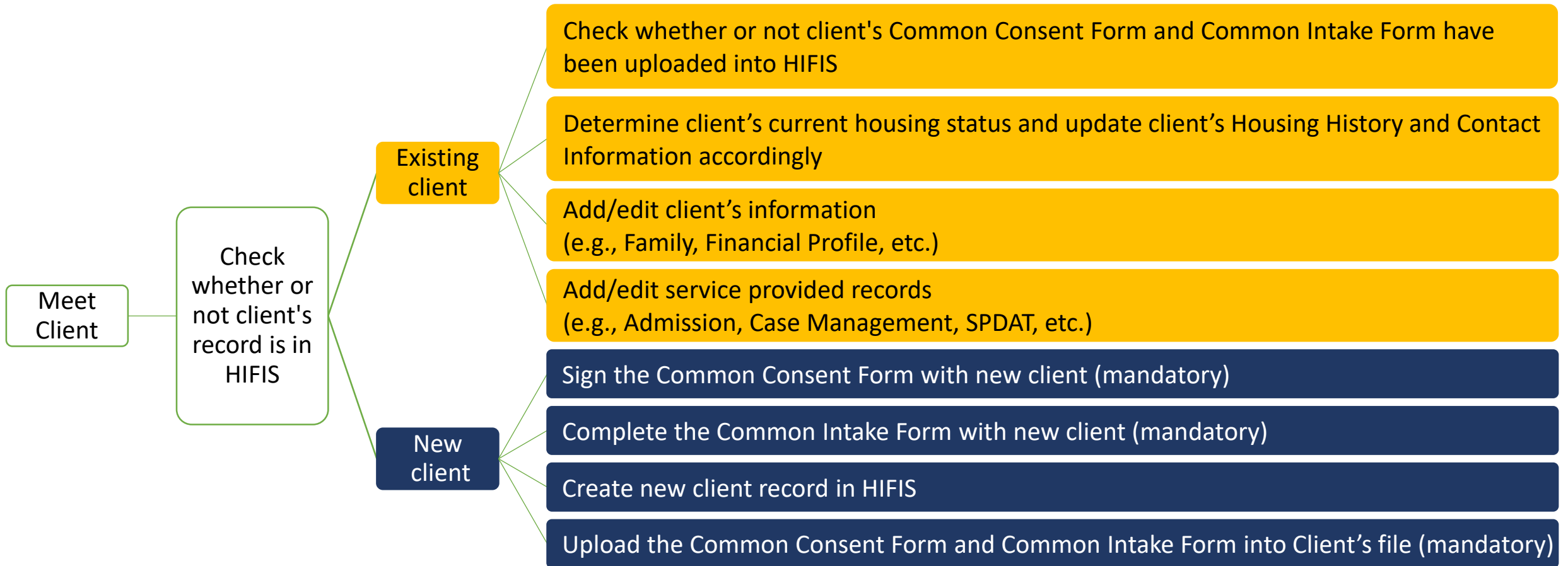
12. What is your gender identity? (HIFIS) Please specify here  
 Prefer not to say

13. Do you identify as being part of the LGBTQ community? (HIFIS)  Yes  No  Prefer not to say  
If yes, I identify as Please specify here.  
 Yes  No

14. Do you identify as being part of an Indigenous community? (HIFIS) If Yes,  Status  Non-Status  
 First Nation-On Reserve  First Nation-Off Reserve  
 Inuit  Metis  
 Unknown  Prefer not to say



# Process Overview



# Basic Required Modules in HIFIS

- Client Vital
- Current **Housing History**
- Current **Family Status**
- Upload Documents
  - Common **Consent Form**
  - Common **Intake Form**



# Documents in HIFIS

- Users should only upload documents to HIFIS which help clients navigate the system of services and supports
- Don't upload the following documents:
  - Health records
  - Social Insurance Number Card
  - Driver's License
  - Ontario Photo Card
- Only upload documents to Documents modules in "Client Information"
  - Confidential Toggle

Confidential  No



# Simcoe County 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)



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## Children and Community Services

Simcoe County > HIFIS

### DEPARTMENTS

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- Children and Community Services
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- Corporate Communications
- Customer Service
- Economic Development
- Emergency Management
- Finance
- Forestry
- Human Resources
- Information Technology
- Library Co-operative
- Long Term Care and Seniors Services
- Municipal By Law
- Museum
- Ontario Works
- Paramedic Services
- Planning
- Procurement Fleet and Property
- Social and Community Services
- Social Housing
- Solid Waste Management
- Tourism Simcoe County
- Transit
- Transportation and Engineering
- Warden and CND

## HIFIS Support Centre

[HIFIS Login](#) | [Contact Us](#)

### HIFIS Consent Procedure:

1. Check whether or not client's record in HIFIS (check the full name and birthdate/age).
2. Check whether or not client's Common Consent Form has been uploaded into HIFIS => Client => Client Information => Documents.
3. **If there IS a signed Common Consent Form uploaded**, continue to serve the client and enter their information in HIFIS.
4. **If there IS NOT a signed Common Consent Form uploaded** and the client's record is in HIFIS:
  - Do not disclose to the client that their information is in HIFIS.
  - No clients should be entered in HIFIS who have not signed the Common Consent form.
  - Request the client's consent to participate in HIFIS.
  - If the client agrees to provide the Common Consent Form.
    - Upload the signed Consent Form into HIFIS => Client => Client Information => Consent.
    - Please **DO NOT** enter 'End Date'.
  - If the client does NOT agree to sign the Common Consent Form, continue to provide services that you record outside of HIFIS AND continue to assertively encourage and promote the client's participation in HIFIS over time.

### HIFIS Forms

- [HIFIS Access and User Agreement eForm](#)
  - Note: All new users are required to complete the HIFIS Access and User Agreement prior to access HIFIS.
- [HIFIS User Two Factor Authentication \(2FA\) eForm](#)
- [Common Consent Form \(revised April 26, 2019\)](#)
- [Common Intake Form \(revised June 12, 2019\)](#)
- [HIFIS Issue Report eForm](#)
- [HIFIS Service Request eForm - New!](#)

### User Support Materials

- HIFIS Policy and Procedure (2019) - Coming soon!
- [HIFIS Training \(May 2019\)](#)
- [HIFIS Access Permission by User Type - New!](#)
- Mini Manuals
  - [Mini Manual - Coordinated Intake Worker](#)
  - [Mini Manual - Outreach Worker](#)
  - [Mini Manual - Housing Support Worker](#)
- How To Guides
  - [How To Access HIFIS with Text Messaging](#)
  - [How To Convert Data from Common Intake Form to HIFIS](#)
  - [How To Recovery or Unlock HIFIS Account - New!](#)
  - How To Add a New Client - Coming soon!
  - How To Edit a Client - Coming soon!
  - How To Start a Family and Add a Client to Family - Coming soon!
  - How To Remove a Family Member from Family - Coming soon!

### Useful Videos

Thank You!  
Questions?

Contact Information: [HIFIS@Simcoe.ca](mailto:HIFIS@Simcoe.ca)

