



Implementing the Homeless Individuals and Families Information System under Reaching Home

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Community Entity Forum

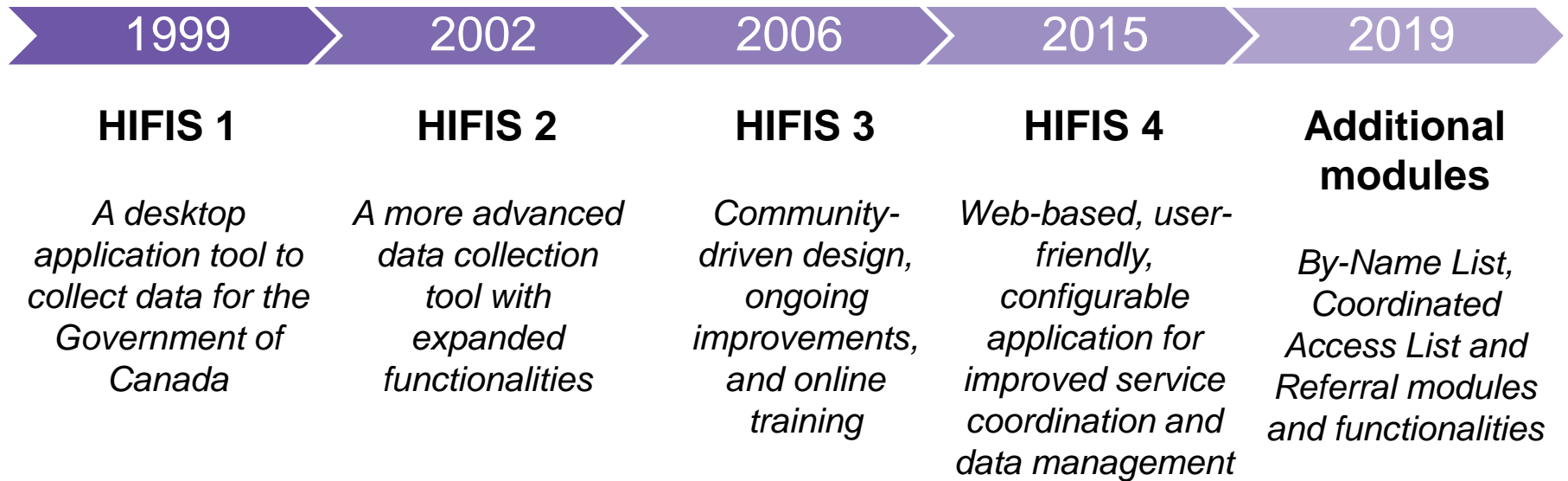
January 17, 2019

Purpose

- To communicate how HIFIS supports Reaching Home
- To share information on ESDC's enhanced HIFIS business model, new resources and tools
- To present the key steps for implementing HIFIS
- To indicate what can be expected in the coming year



HIFIS has evolved along community needs



HIFIS Enhancement Process

Maintenance update and bug fixes released on an ad hoc basis

Systematized process for changes and improvements



HIFIS is a key tool for Reaching Home...

HIFIS Key Features:

- Designed to support day-to-day **operational activities** of service providers
- **Collects real-time information** through various modules
- Captures data into **reports**, and speeds up the ability to make business decisions (this improves the reporting process and avoids the need to retrieve data manually)
- Works within a **web environment** that allow multiple service providers to collaborate through a community-wide system

HIFIS 4 MODULES

Admissions	Group Activities
Assessment	Housing
Block Operations	Incidents
Calls and Visits Log	Medication Dispensing
Case Management	People
Clients	Service Restrictions
Conflict	Storage
Directory of Services	Turn Aways
Food Banks	Waiting Lists
Goods and Services	Reports

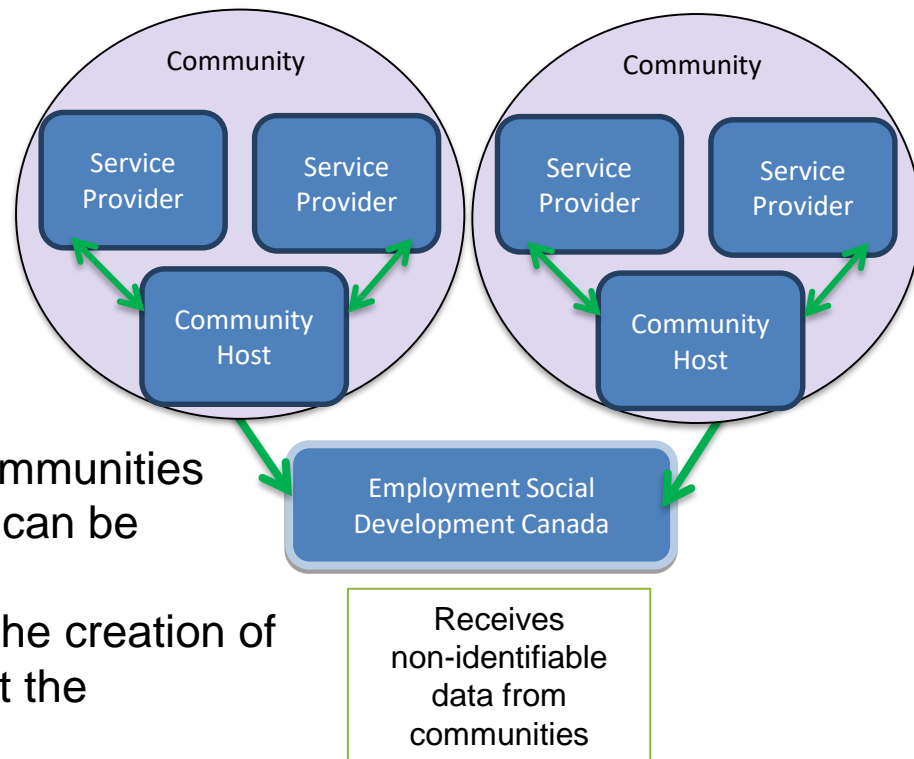
*Details on selected modules and key features are included in Annex A

Under Reaching Home, HIFIS will be mandatory for Designated Communities that are not already working with a comparable Homeless Management Information System. Community Entities are responsible for HIFIS implementation. However, there is no expectation to have it implemented on April 1, 2019.



...and its community-wide implementation will support Coordinated Access

- Data-sharing within a community allows service providers to:
 - work together to collect and compile information to support clients
 - become more informed about clients' needs
 - prioritize and refer clients to the right service at the right time
 - become better informed of homelessness trends
- Through agreements and user protocols, communities and service providers can decide what data can be shared, with whom and by whom
- Upcoming HIFIS functionalities will support the creation of by-name/priority lists; and enable referrals at the community level



Data sharing requires stringent **privacy and security protocols**, contingent upon written **client consent**. HIFIS offers several related features incl.: integrated legal consent; user customizable access rights; configurable privacy/ sharing settings for service providers.

A system will be as good as its governance, policies and procedures

The governance, policies and procedures will have direct implications on HIFIS's set-up, usage and overall business value.

Governance

- Comprised of members from across the community
- Defines a community-wide vision
- Decision making body that oversees implementation
- Develop business model (client intake, etc.)
- Roles and responsibilities (e.g., administrators, shelter manager and workers, etc.)

Policies & Procedures

- Security (e.g., breach)
- Privacy (e.g., consent forms)
- Data entry protocol
- Data life cycle (e.g., usage; sharing, storage, archive)
- Community help desk (e.g., super users)
- Training
- Documentation

System

- Secure server
- Configuration of the business model
- User rights and activity log
- Integrated dictionary
- Integrated help centre

Through consultations and engagement, we heard that adapted support is needed

- HIFIS is well-designed and user friendly.
- Service providers identified resources and support required for successful implementation, including:
 - Increased **communication** with community coordinators
 - Additional **financial resources** for community coordination;
 - Additional **support material** for HIFIS users;
 - **Assistance on technical aspects** of HIFIS implementation;
 - **Support community collaborations** and information sharing.

Continued engagement through the HIFIS Working Group and ad hoc meetings with communities and service providers



So ESDC is working on an enhanced HIFIS support model and tools...

The new business model focuses on better supporting communities:

- **Federal funding** to support the adoption of HIFIS
 - For a project manager, hardware/software infrastructure, and other implementation related activities
- **Ongoing support** available
 - Through the HIFIS Help Desk (phone or email)
- **Insight and direction** on continuous system improvements through the National HIFIS Working Group
 - Created in 2018, consisting of community representatives with expertise in implementing HIFIS or a Coordinated Access approach
- **Professional and systemized change process** based on prioritization
 - Change requests will be scheduled for periodic releases (Major; Maintenance; Emergency)



- Define the business case behind the proposed change
- Consults with ESDC stakeholders / HIFIS Working Group
- Decide whether to execute the change
- Develop requirements, build/test solution
- Implement widely

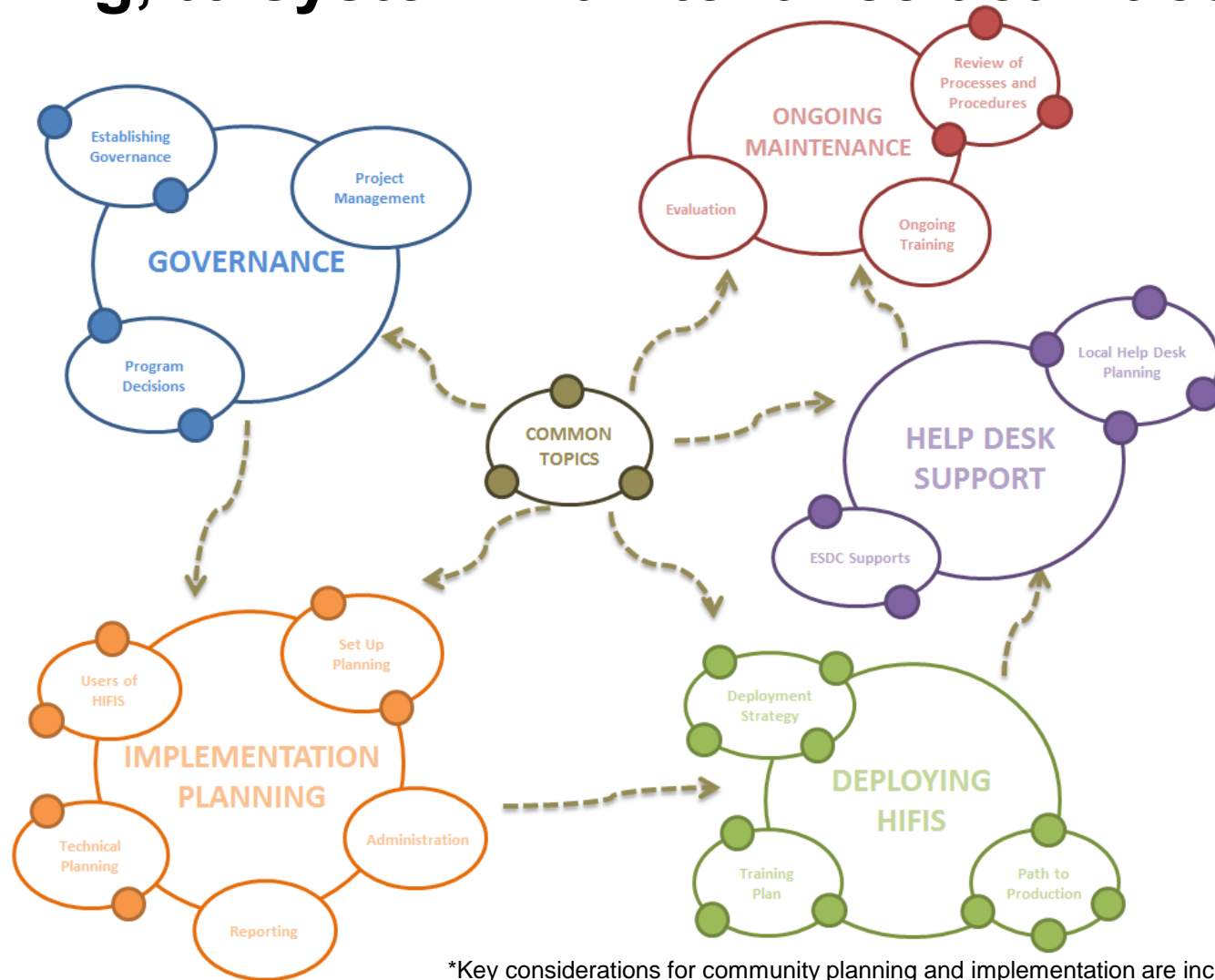


...as well as documentation and tools...

- **Suite of guides** supporting HIFIS implementation:
 1. Implementation guide
 2. Installation guide
 3. Configuration guide
 4. User guide
- **Tailored training** through:
 - Regional Workshops 2019-2022
 - Call Center
- **Online presence** via the [Workspace on Homelessness](#), to collaborate and share information with other practitioners and experts from across Canada
- **Regular communication** through:
 - Newsletters
 - Monthly HIFIS Webinars on functionalities
- [HIFIS 4 Demo](#) site, to get hands on experience and explore HIFIS capabilities



The Implementation guide will assist you from planning, to system maintenance activities...

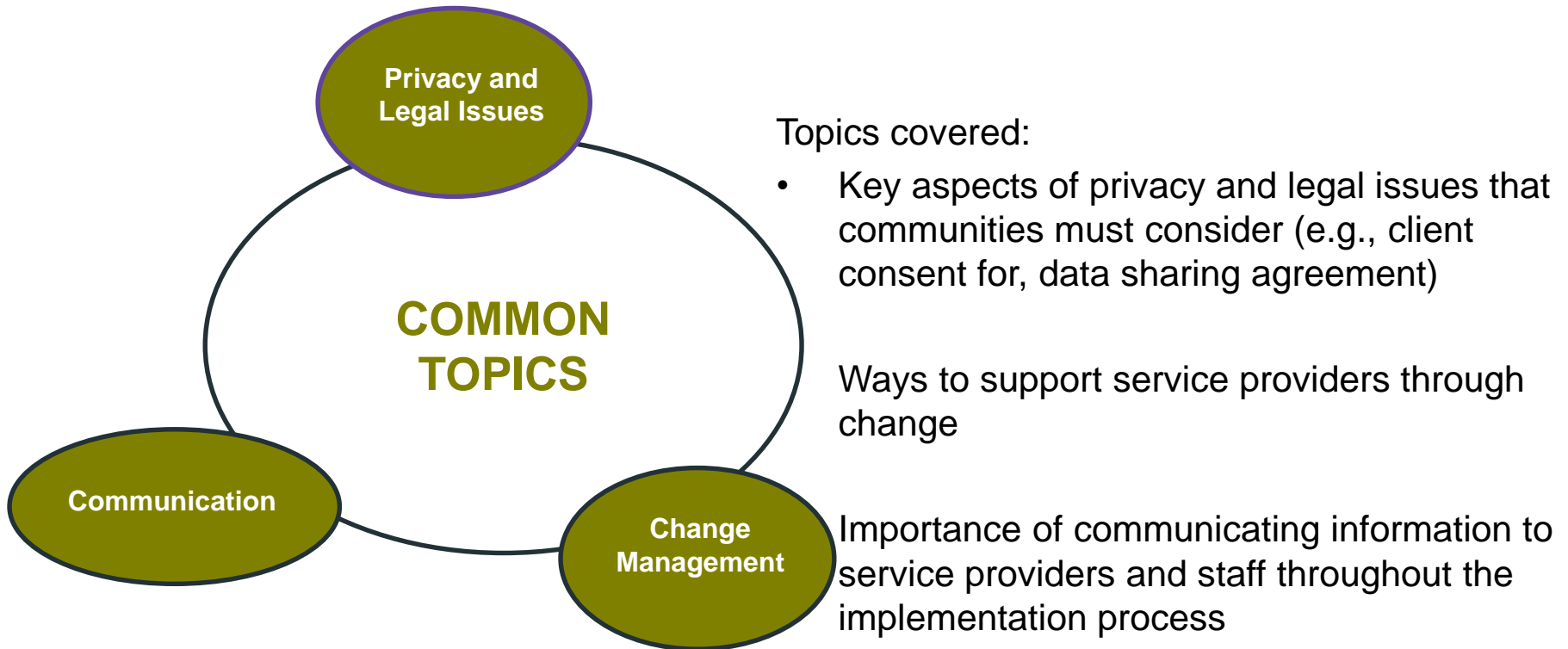


*Key considerations for community planning and implementation are included in Annex B.



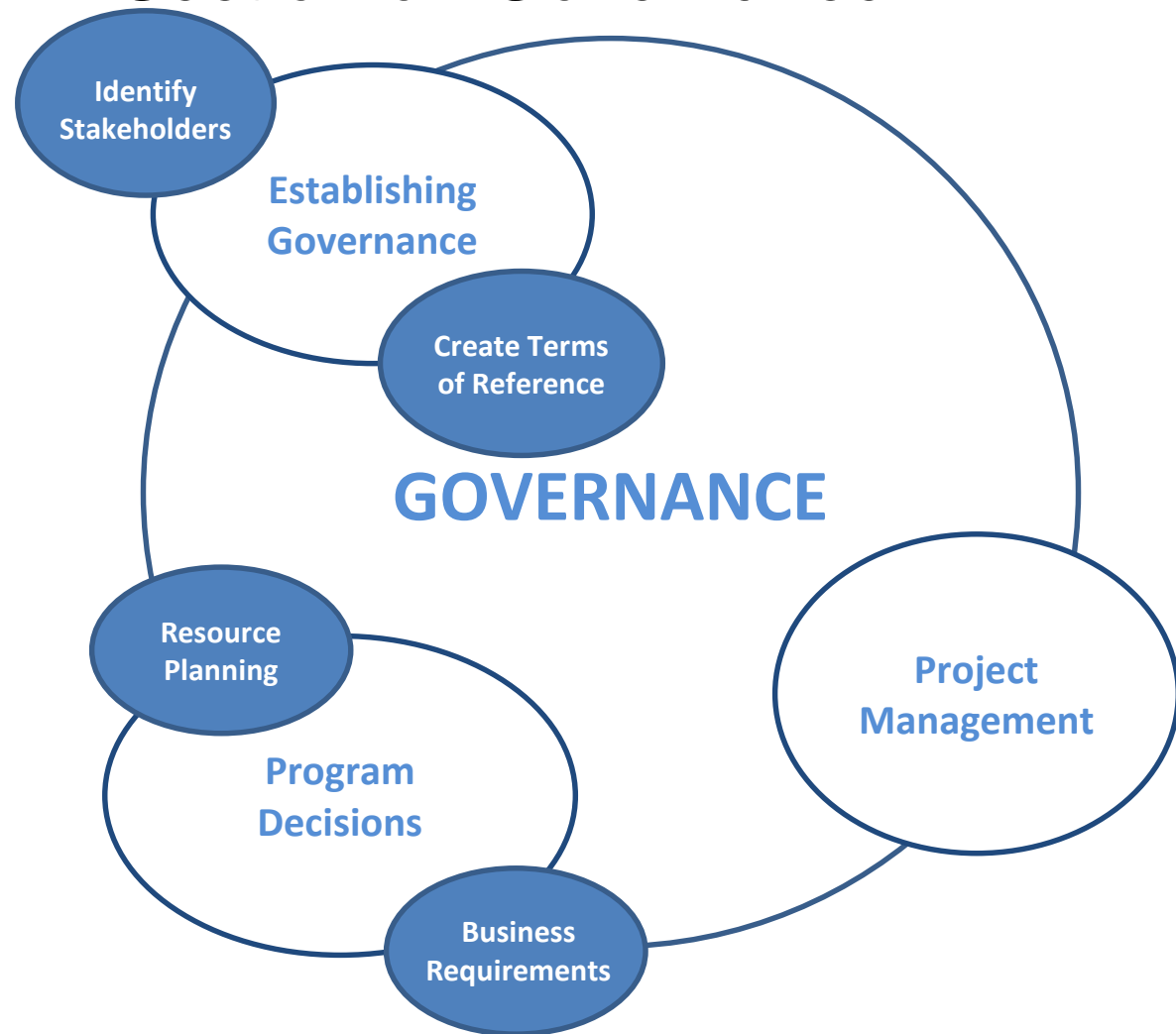
HIFIS Implementation Guide

Section on Common Topics



HIFIS Implementation Guide

Section on Governance



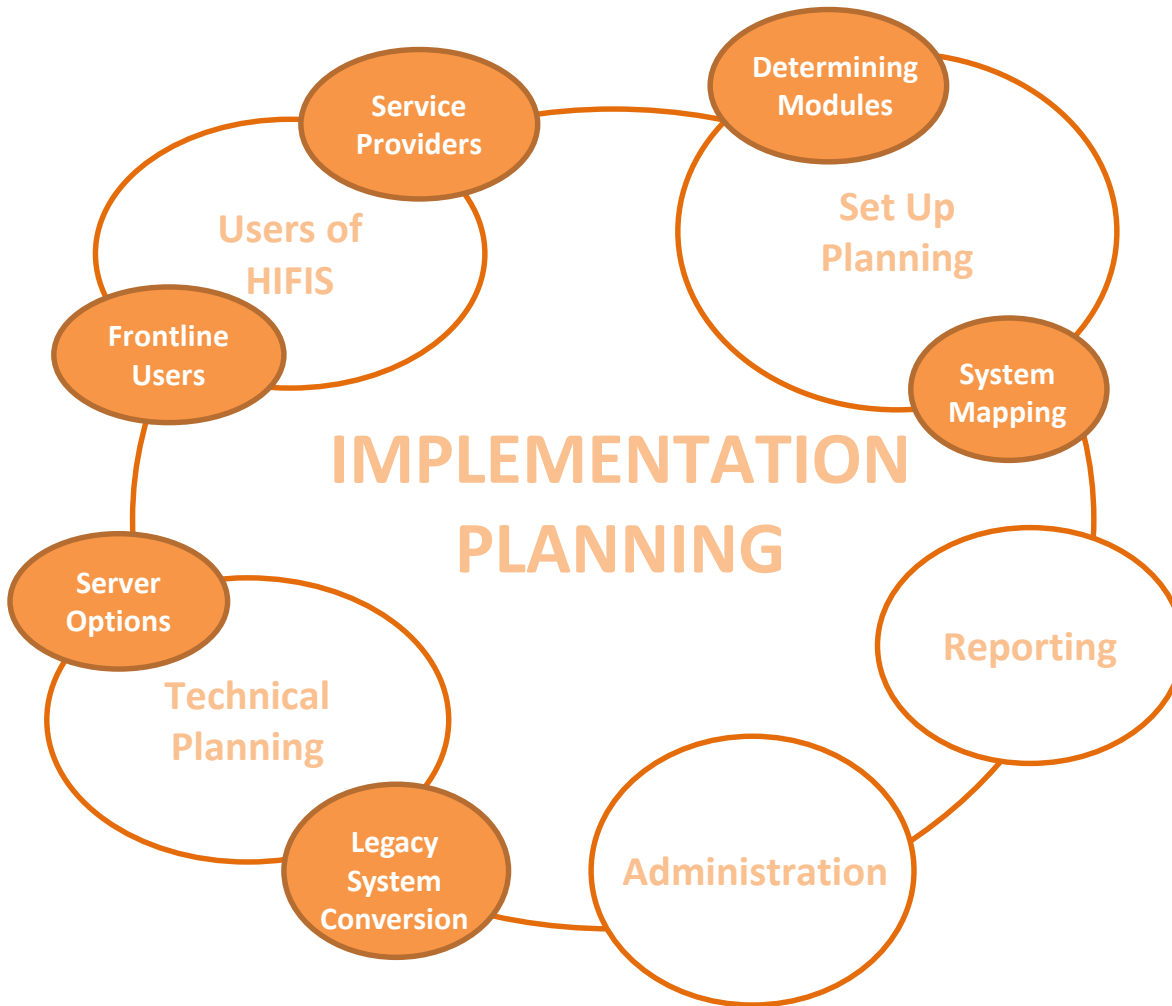
Topics covered:

- Process to establish a governance structure / identify partners
- Governing body key responsibilities: defining HIFIS objectives through business requirements; and making program decisions.
- Creation of a project management team that would work on implementation and support the governance



HIFIS Implementation Guide

Section on Implementation Planning



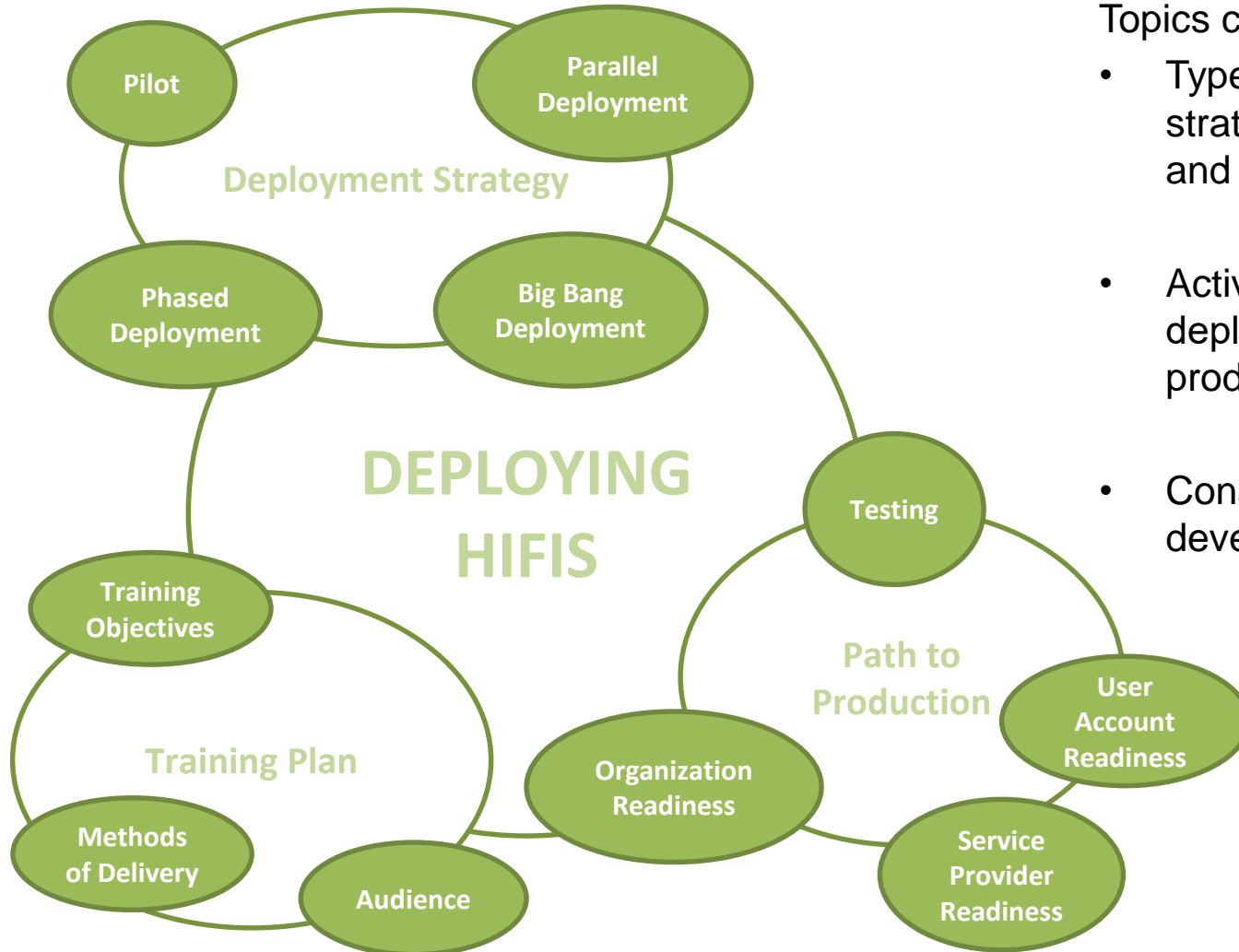
Topics covered:

- Define the functions HIFIS needs to perform (e.g., modules required)
- Identification of an HIFIS administrator (s) and their administrative functions
- Understand the types of HIFIS users and their needs
- Identification of reporting requirements
- Considerations for technical planning (e.g., servers, data conversion)



HIFIS Implementation Guide

Section on Deployment



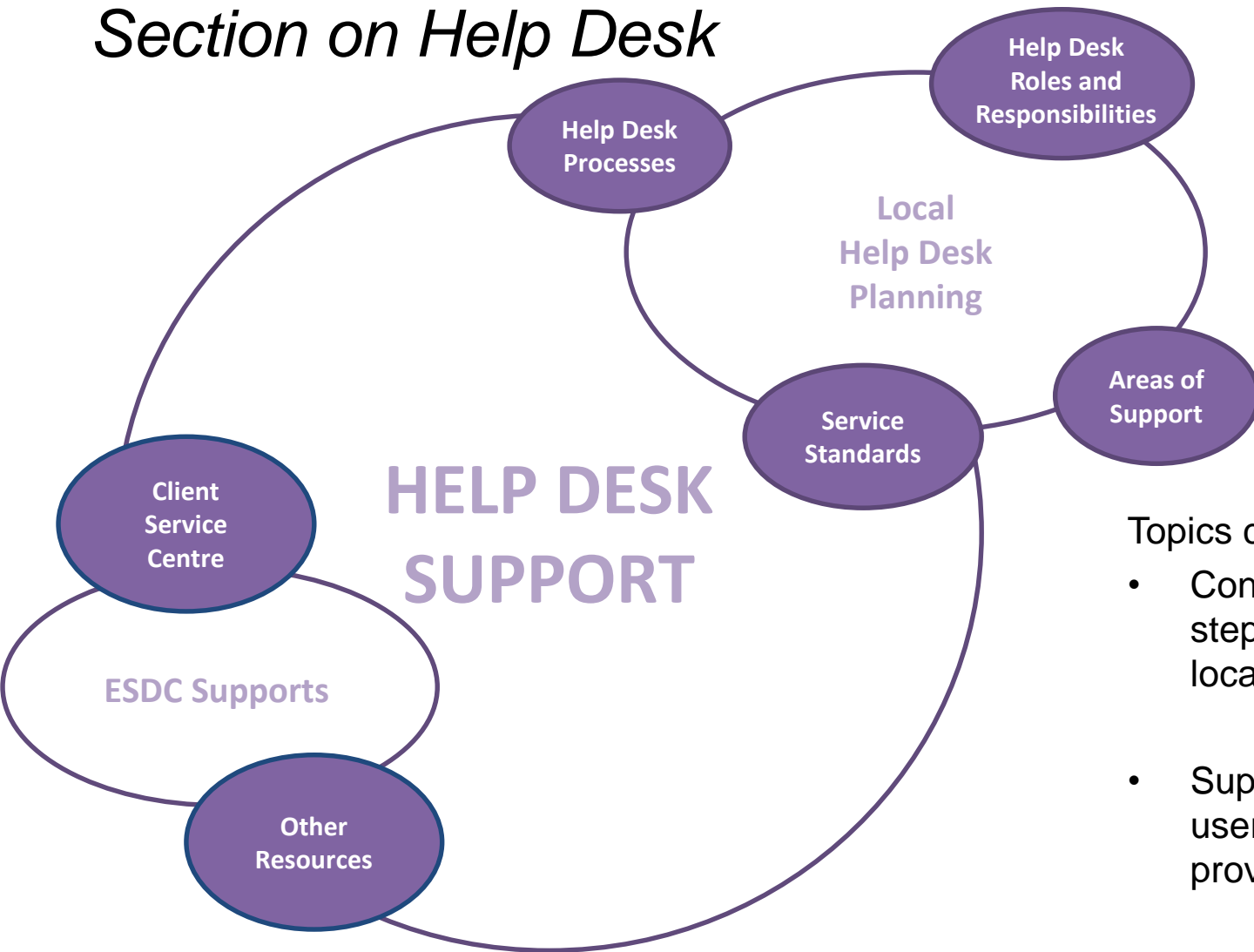
Topics covered:

- Types of deployment strategies, their advantages and challenges
- Activities leading to HIFIS deployment's path to production
- Considerations for developing targeted training



HIFIS Implementation Guide

Section on Help Desk



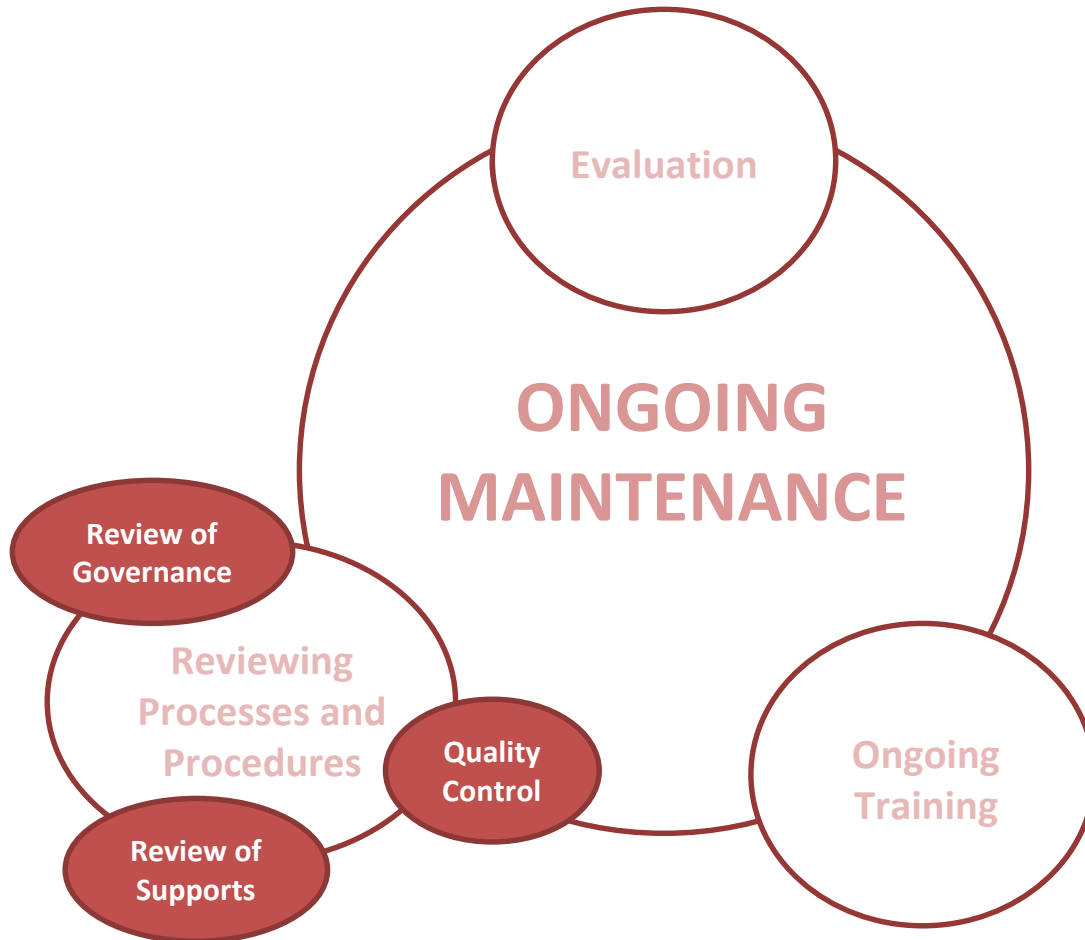
Topics covered:

- Considerations and steps to implement a local help desk
- Supports for HIFIS users and service providers



HIFIS Implementation Guide

Section on Maintenance



Topics covered:

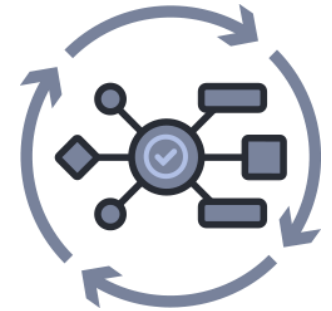
- Importance of reviewing processes and procedures related to the governance, training and usage of HIFIS
- Plan for ongoing training
- Program evaluation



What's Next

What to expect this coming year

- **Establish service standards**
- **Initiate the transition from HIFIS 3 to HIFIS 4**
- **Deliver Regional Workshops**
- **Release new HIFIS Modules to support Coordinated Approach**



To expand your knowledge on Homelessness issues and HIFIS...

- For a hands-on look at what HIFIS 4 can do, visit the **HIFIS 4 Demo:** www.demo.hifis.ca
- For general information on HIFIS and getting started, visit the **HIFIS Website:** www.hifis.ca
- For monthly information on HPS, HIFIS, and other homelessness-related issues, subscribe to the **HPS Newsletter:** Subscribe at NC-HPSINFO-INFO@hrsdc-rhdcc.ca
- To collaborate, share information and exchange resources with your colleagues and experts from across Canada, subscribe to the **Community Workspace on Homelessness:** www.workspaceonhomelessness.ca
- HIFIS Help Desk: 1-866-324-2375 and support@hifis.ca



Annexes

A. HIFIS Modules

B. HIFIS Implementation - Key Considerations



A. HIFIS Module

Features: Supports Client Registration (Intake)

A **client registration (intake)** system captures common data on an individual. Elements collected can include name, social security, gender, age, and bed assignment. All client information is associated with a unique identifier that can be used to create an unduplicated count of homeless people served in a particular area.

HIFIS 4 Features:

- Collect and safely store clients' information
- Book (in and out), schedule, or refer clients
- Conduct surveys (PiT Count)
- Group client as families
- Support real-time information
- Integrated client consent

HIFIS
Homeless Individuals and Families Information System

Client Search

Front Desk | Communications | Reports | Administration | Help | My Account

Client Information | Client Management

Client - Admission List

Booked In | Reservations

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

Service Provider	In : Out	Reason for Service	Room : Bed	Action
Demo Organization	10/05/2018 : -- / -- / ----	Detoxification	Homeless10 - TT : Abuse10	[Edit]
Demo Organization	30/01/2018 : 05/03/2018	Housing - Eviction by Landlord	Room 3 : Bed 2	[Edit]
Demo Organization	17/11/2017 : 04/12/2017	Detoxification	Homeless10 - TT : Abuse10	[Edit]

Georgina Axelrod

Client Alerts

A. HIFIS Module

Features: Case Management

A **case management** module builds on client intake and provides a way to track information electronically throughout the process of client service provision. Collectively, the acquired data can be used to inform program design and system effectiveness while decreasing duplication in client intake and assessment.

HIFIS 4 Features:

- Report on client risk factors or incidents
- Capture housing history
- Assess client using Service Prioritization Decision Assistance Tool (SPDAT) or Vulnerability Assessment Tools (VAT)
- Group client as families
- Support real-time information

The screenshot displays the HIFIS web application interface. At the top, there is a navigation bar with a home icon, the text 'HIFIS Homeless Individuals and Families Information System', and a 'Client Search' field with a magnifying glass icon. Below the navigation bar are several menu items: 'Front Desk', 'Communications', 'Reports', 'Administration', 'Help', and 'My Account'. The main content area is divided into two sections. On the left, there is a 'Client Information' section with a dropdown menu for 'Client Management'. Below this is a large purple square placeholder for a client photo. Underneath the photo is a table of client details:

Consent Status	Active
File Number	0000000199
Current Stay	Demo Organization - Room 2 : Bed 1
Gender	Male
Date of Birth	1977-09-22 (40)
Family	Yes

On the right, there is a 'Client - Vitals' section with a dropdown menu for 'Vitals'. Below this is a table of vital statistics:

Consent Type	Explicit
Full Name	Frodo Baggins
Gender	Male
Alias	
File Number	0000000199
Date of Birth	1977-09-22
Date of Birth Known	Yes
Approximate Age	40
Information Verified	Yes
Country of Birth	New Zealand
Disability	Yes
MedicAlert	No
Veteran Status	Not a Veteran
Citizenship/Immigration Status	Canadian Citizen - Born Outside of Canada
Aboriginal Status	Non-Aboriginal
Geographic Region	N/A
Client State	Active
Client is	Visible

At the bottom of the 'Client - Vitals' section, there are two buttons: 'Edit' and 'Display Vitals History'.

A. HIFIS Module

Features: Monitor Provision and Availability of Services

Service tracking modules serve as companions to the case management module. While the case management module tracks client information, the **service tracking module** records information about services delivered to a client by a provider.

HIFIS 4 features:

- Perform bookings and make bed reservations
- Provide real-time bed capacity
- Allow coordination with other service providers
- Manage client files
- Support case management
- Send messages and bulletins to employees and other service providers

HIFIS
Homeless Individuals and Families Information System

Client Search

Front Desk | Communications | Reports | Administration | Help | My Account

Admissions

Booked In | Reservations | Bed Availability

Showing 1 to 10 of 13 entries | Show 10 entries | Filter items

Full Name	Date	Reason for Service	Room : Bed	Action
Axelrod, Georgina	2018-01-30 06:43 AM	Housing - Eviction by Landlord	Room 1 : Bed 2	[Copy] [Edit] [Print]
Baggins, Frodo	2018-01-30 06:43 AM	Housing - Eviction by Landlord	Room 2 : Bed 1	[Copy] [Edit] [Print]
Beland, Mallory	2018-01-30 06:45 AM	Family / Relationship Breakdown	Room 1 : Bed 3	[Copy] [Edit] [Print]
Bling, Jem	2017-11-08 04:03 PM	Housing - Lack of	Room 3 : Bed 3	[Copy] [Edit] [Print]
Chapati, Moira	2018-02-05 12:32 PM	Housing - Eviction by Other	Room 2 : Bed 4	[Copy] [Edit] [Print]
Martin, Karen	2018-01-31 05:34 AM	Family / Relationship Breakdown	Room 1 : Hot Bed	[Copy] [Edit] [Print]
Potter, Harry	2016-05-11 09:58 AM	Family / Relationship Breakdown	Room 1 : Bed 1	[Copy] [Edit] [Print]
Richmond, Sally	2018-01-16 06:45 AM	Housing - Eviction by Landlord	Room 2 : Bed 3	[Copy] [Edit] [Print]
Riddle, Tom	2017-12-05 09:49 AM	Detoxification	Room 1 : Bed 4	[Copy] [Edit] [Print]
Roberts, Julia	2018-02-01 01:06 PM	Detoxification	Homeless10 - TT : Big Bed 6	[Copy] [Edit] [Print]

1 2 Next

[Add Book In] [Express Book In] [Manage Rooms and Beds]

A. HIFIS Module

Features: Facilitate Customized Reporting

Customized fields allow diverse communities to access relevant information that reflects their local needs.

HIFIS 4 features:

- View, create, and customize reports
- Export raw data into other applications for analysis
- Collect real-time information that improves the reporting capacity to support decision making
- Collect data over time to perform historical reports

HIFIS
Homeless Individuals and Families Information System

Client Search

Front Desk | Communications | Reports | Administration | Help | My Account

Report Display | Booked in Clients - List.rpt

Report Manager | Report Generator

Report Export Options

PDF | EXCEL | WORD

1 of 1 | 100%

Group Tree: Demo Organization

Main Report

Booked in Clients - List

Reporting Period: 1/1/2018 to 2/22/2018

Demo Organization

Room And Bed	Name	Age	Start	End	Days
Room 1 - Bed 2	Potter, Harry	43	May 11, 2016	January 24, 2018	623
Room 1 - Bed 1	Potter, Harry	43	January 24, 2018		29
Room 3 - Bed 3	Bling, Jem	0	November 08, 2017		106
Homeless10 - TT - Abuse13	Wright, Amanda	30	December 04, 2017		80
Room 1 - Bed 4	Riddle, Tom	51	December 05, 2017		79
Room 2 - Bed 3	Richmond, Sally	19	January 16, 2018		37
Room 3 - Bed 1	Hischier, Nico	19	January 24, 2018	January 25, 2018	1
Homeless10 - TT - Abuse8	Hischier, Nico	19	January 24, 2018	January 25, 2018	1
Room 1 - Bed 2	Axelrod, Georgina	21	January 30, 2018		23
Room 2 - Bed 1	Baggins, Frodo	40	January 30, 2018		23
Room 1 - Bed 3	Beland, Mallory	22	January 30, 2018		23
Room 1 - Hot Bed	Martin, Karen	39	January 31, 2018		22
Homeless10 - TT - Big Bed 6	Roberts, Julia	41	February 14, 2018		8
Room 3 - Bed 2	Roberts, Julia	41	February 01, 2018	February 14, 2018	13
Room 2 - Bed 4	Chapati, Moira	0	February 05, 2018		17
Room 2 - Bed 2	Smith, John	41	February 14, 2018		8
Homeless10 - TT - Abuse9	J. Maude	25	February 14, 2018	February 14, 2018	0
Average:					64.29

A. HIFIS Module

Features: Customization and System Administration

Customized fields allow diverse communities to access relevant information that reflects their local needs.

HIFIS 4 features:

- Customize the appearance
- Develop custom tables, fields, and surveys
- Remove unused features
- Determine mandatory fields
- Select data to be shared
- Design the users' rights
- Delegate administrative tasks
- Built in Help Desk to support system use and configuration

The screenshot displays the HIFIS (Homeless Individuals and Families Information System) interface. The top navigation bar includes the 'City' logo, 'HIFIS Homeless Individuals and Families Information System', and a 'Client Search' field. Below the navigation bar, there are several panels:

- User Account:** A panel with tabs for 'User Profile', 'Contact Information', 'Rights', and 'Quick Access Buttons'. It shows 'Rights for Service Provider' for 'City of London' and a tree view of permissions including 'Administration (13)', 'Application Settings', 'Audit Log', and 'Custom Tables Manager (7)'. The 'Custom Tables Manager' section is expanded to show a table of custom tables.
- Service Provider Settings: House of Hope:** A panel with various settings for 'House of Hope', including 'Can See Males' (Yes), 'Can See Females' (No), 'Can See Youth' (No), 'Can See Children' (Yes), 'Childhood Age (Maximum)' (16), 'Youth Age (Maximum)' (19), and 'Senior Age (Minimum)' (65).
- Custom Tables Table:** A table with four columns: 'Unsheltered', 'Sheltered', 'Precariously Housed', and 'Permanently Housed'. Each column lists specific categories or types of housing.

Unsheltered	Sheltered	Precariously Housed	Permanently Housed
<ul style="list-style-type: none">• Makeshift / Street• Campsite	<ul style="list-style-type: none">• Shelter	<ul style="list-style-type: none">• Staying with Friends / Relatives• Transition House	<ul style="list-style-type: none">• Rental at Market Price• Rental at Market Price with Rent Subsidy

A. HIFIS Module

Features: Privacy

Data sharing among service providers will require stringent privacy and security protections. All data sharing will be contingent upon written client consent and must comply with local, provincial, and federal legal requirements:

HIFIS 4 features:

- Integrated client consent
- Customizable data access rights for all users
- Configurable privacy and sharing settings for all service providers
- Determine the visibility and editing rights of each individual piece of data (this increases security)
- System, client, and data level protection capabilities



B. HIFIS Implementation - Key Considerations

Governance at the Community Level

For many communities, implementing a community-wide system represents a culture change in how organizations work. Community implementation requires buy-in from service providers and consistent communication to ensure concerns around sharing information are heard.

A governance structure to support implementation include:

- A community Oversight Committee to take key decisions (e.g. endorse the business model, location of the server, develop a communication strategy, determine the HIFIS 4 configuration that best meets the needs and characteristics of the community). This committee could be composed of Service Providers' management representatives.
- A Project Management Committee that could support the Oversight Committee and implement its decisions. This Committee could be composed of representatives from the service provider's staff.



B. HIFIS Implementation - Key Considerations

Investments

HIFIS is a community investment that requires serious commitment from its partners. Sound planning ensures a smooth implementation that contributes to operational success.

Budget could encompass:

- A Project Manager to coordinate the implementation (e.g. engaging with local service providers to explore collaboration, tasking assignments, documenting, developing budgets and establishing timelines)
- IT resources to configure HIFIS and to determine the features/modules that best represents the community's needs and desired output
- IT resources to implement, maintain, and secure the server
- Legal advice on data-sharing agreements, consent forms
- Development of Reports (Crystal Report)
- Communication activities amongst service providers
- Training



B. HIFIS Implementation - Key Considerations

Privacy

A community-wide system requires an early dialogue amongst service providers on privacy to ensure compliance with provincial legislations. In order to ensure that the privacy of all clients are respected, a *Privacy Impact Assessment* and a legal framework which includes data-sharing agreements and consent forms (for both the clients and the service providers) should to be established.

A privacy legal framework should include the following:

- **Data Provision Agreement (DPA)** between Site Coordinators and Government of Canada to allow the use and customization of HIFIS and data sharing (to be provided and signed on receipt of HIFIS)
- **Data Sharing Agreement (DSA)** between Site Coordinators and service providers to guide data-sharing
- **Service Level Agreement (SLA)** between the Data Administrator and their respective Service Providers to outline their partnership
- **Consent form** for clients to explain the use of their information



B. HIFIS Implementation - Key Considerations

Design, Develop, and Test

HIFIS 4 allows configuration in order to support community needs both in terms of system and data protection. The community should make the following considerations:

- A pilot or a progressive deployment to test and validate business processes and functionality (e.g. user rights, data sharing, client consent, etc.)
- Review existing infrastructure to ensure it supports HIFIS 4
- IT Infrastructure and support properly implemented and configured (i.e.: servers, user support, password reset, training)
- Work with IT experts to support configuration and web security
- Review pilot results, and use lessons learned to finalize the configuration and deployment



B. HIFIS Implementation - Key Considerations

Training, Support and Go-live

ESDC will continue to provide help desk support for HIFIS 4 users, as well as additional support materials such as a suite of guides, webinars, workshops and newsletters.

On a continuous basis, communities should consider:

- Training that targets different users (case management, intake, etc.)
- Develop a communication strategy to support implementation
- Collect post-launch feedback to improve the user experience
- Identify super users to support other employees using HIFIS 4
- Partner with other organizations to support training and the help desk



B. HIFIS Implementation - Key Considerations

Data Conversion

Before implementing HIFIS 4, a decision is required regarding how to move forward with service providers' historical data. Options include :

- Covert all HIFIS 3 data to HIFIS 4 via the HPS conversion tool
- Plan which data should be kept under current system vs data to be converted into HIFIS 4 (e.g. all historical data vs. active clients only)
- Start anew with HIFIS 4 and keep historical data into current system for research purposes

Service providers would also need to agree on data entry standards. Service providers should also consider dedicating resources to develop a data entry protocol in order to avoid duplication of files.

