Community of Practice Calls 2023-2024

From an Excel BNL to HIFIS

December 15, 2023

Land Acknowledgement

From coast to coast to coast, we acknowledge the ancestral territory of all the Inuit, Métis, and First Nations people that call this land home. We recognize the historic and ongoing impacts of colonization and are committed to decolonization of our systems and ongoing reconciliation, guided in our work by the United Nations Declaration on the Rights of Indigenous Peoples, the TRC Calls to Action, MMIWG Calls to Justice and the principles of empowerment and self-determination.

The Canadian Alliance to End Homelessness is committed to equity, dignity, justice and belonging. We are dedicated to serving equity-seeking communities as anti-racist, anti-oppressive and inclusive allies.

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Agenda

5 min	**Housekeeping**
5 min	**Brief HIFIS History**
10 min	**Cutting the Cord**
5 min	**Lessons learned, tips & tricks from Kingston**
5 min	**Lessons learned, tips & tricks from Simcoe**
30 min	**Questions & Discussion**

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Housekeeping

1. Today's meeting is being recorded:
   - The recording and PDF will be linked in the BFZ website

2. Please use the chat for questions during the presentations, we'll answer them during the Q&A

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Where to Find CoP Calls

https://bfzcanada.ca/

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Getting to Zero   Track Our Progress   Resources   Get Involved   About

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BY-NAME LISTS

The information and resources here are intended to answer questions and support your community to develop and sustain a quality By-Name List on your journey to ending chronic and veteran homelessness.

Keep checking back here as we will be regularly updating materials and adding further resources.

What is a By-Name List?	⇕
10 Steps to Create and Use a By-Name List	⇕
By-Name List Scorecard 3.0 & Tools	⇕
Privacy, Consent and Data Sharing	⇕
Homeless Individual and Family Information System (HIFIS)	⇕
Sample By-Name List Excel Workbook	⇕
Sample Data Dashboards	⇕

Where to Find CoP Calls - cont.

10 Steps to Create and Use a By-Name List

Click on the box below to access the three-page **10 Steps to Create and Use a By-Name List** that provides you with the overall steps and links to further resources to help you develop, maintain and use a quality By-Name List. The webinar series below will walk you through the further details of the "10 Steps" and the community of practice presentations provide examples of how communities have created and use a By-Name List.

16 pre-recorded webinars detailing the 10 Steps to create and use a By-Name List

> 10 STEPS TO CREATE AND USE A BY-NAME LIST

GETTING STARTED WITH A BY-NAME LIST – WEBINAR SERIES

- Introduction to By-Name Lists (a 40 minute on-line course) – **access here** and use the key: BNLIntro
- By-Name Lists – What and Why? – **Recording** (25 min) and **Presentation**
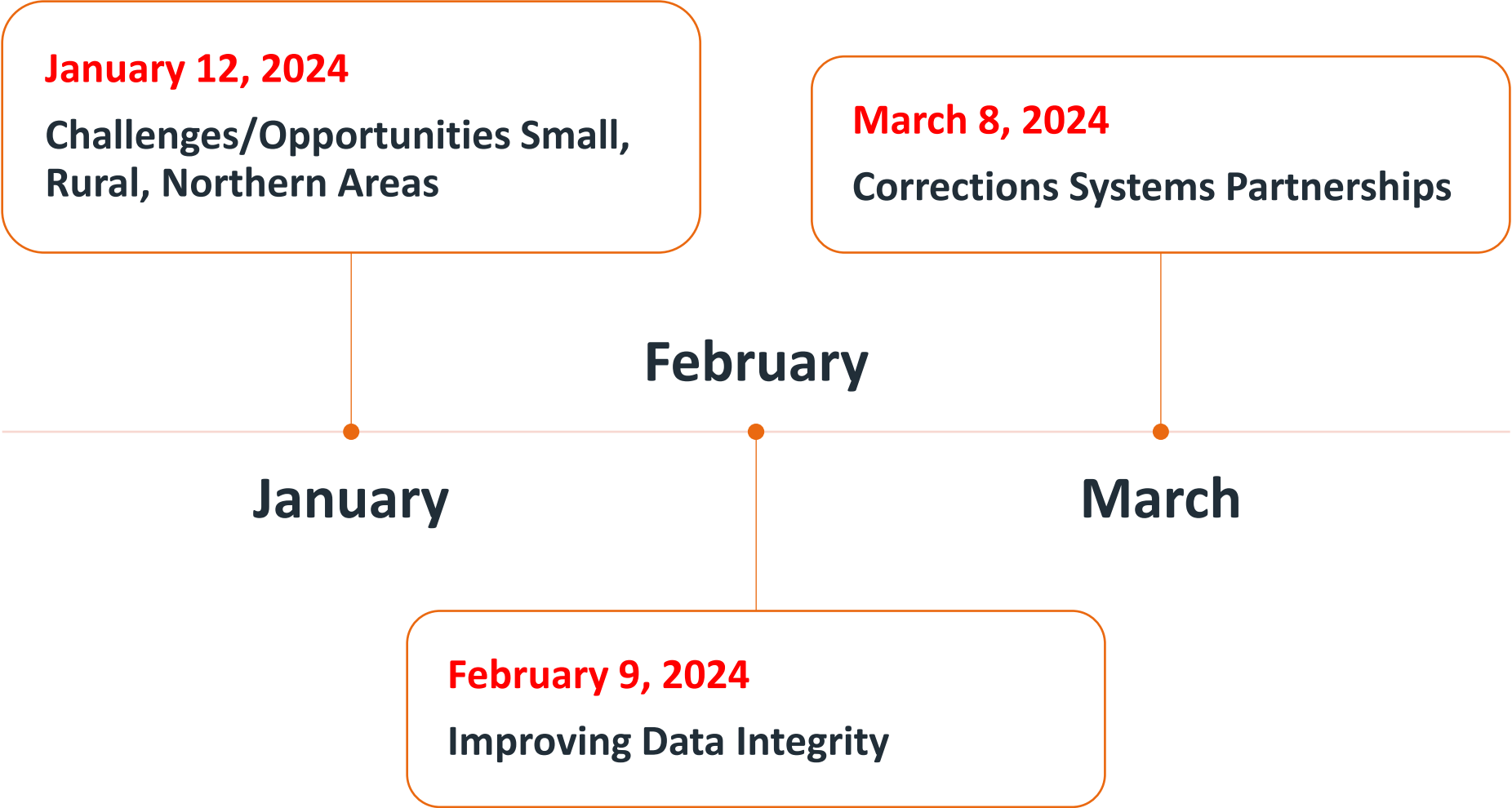- 10 Steps to Create and Use a BNL – **Recording** (50 min) and **Presentation**

Links to CoP calls from 2021/2022 and 2022/2023 are now consolidated in these PDFs

GETTING STARTED WITH A BY-NAME LIST – ONTARIO COMMUNITY OF PRACTICE CALLS

- **Community of Practice Calls 2021-2022** – includes recordings and presentation PDFs for 24 calls focused on getting started with a BNL. Hear from communities both new and experienced with BNLs.
- **Community of Practice Calls 2022-2023** – includes recordings and presentation PDFs for 12 monthly calls focused on expanded BNL implementation and use of BNL data.
- **Community of Practice Calls 2023-2024** – includes recordings and presentations for monthly calls focused on maintaining and improving BNLs and connecting people with the services and supports they need.
  - Calls will begin again on July 14, 2023

New CoP calls for 2023/2024 are listed here

Upcoming CoP calls

January 12, 2024

Challenges/Opportunities Small, Rural, Northern Areas

March 8, 2024

Corrections Systems Partnerships

February

January

March

February 9, 2024

Improving Data Integrity

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Sign-up for the BFZ-C Newsletter
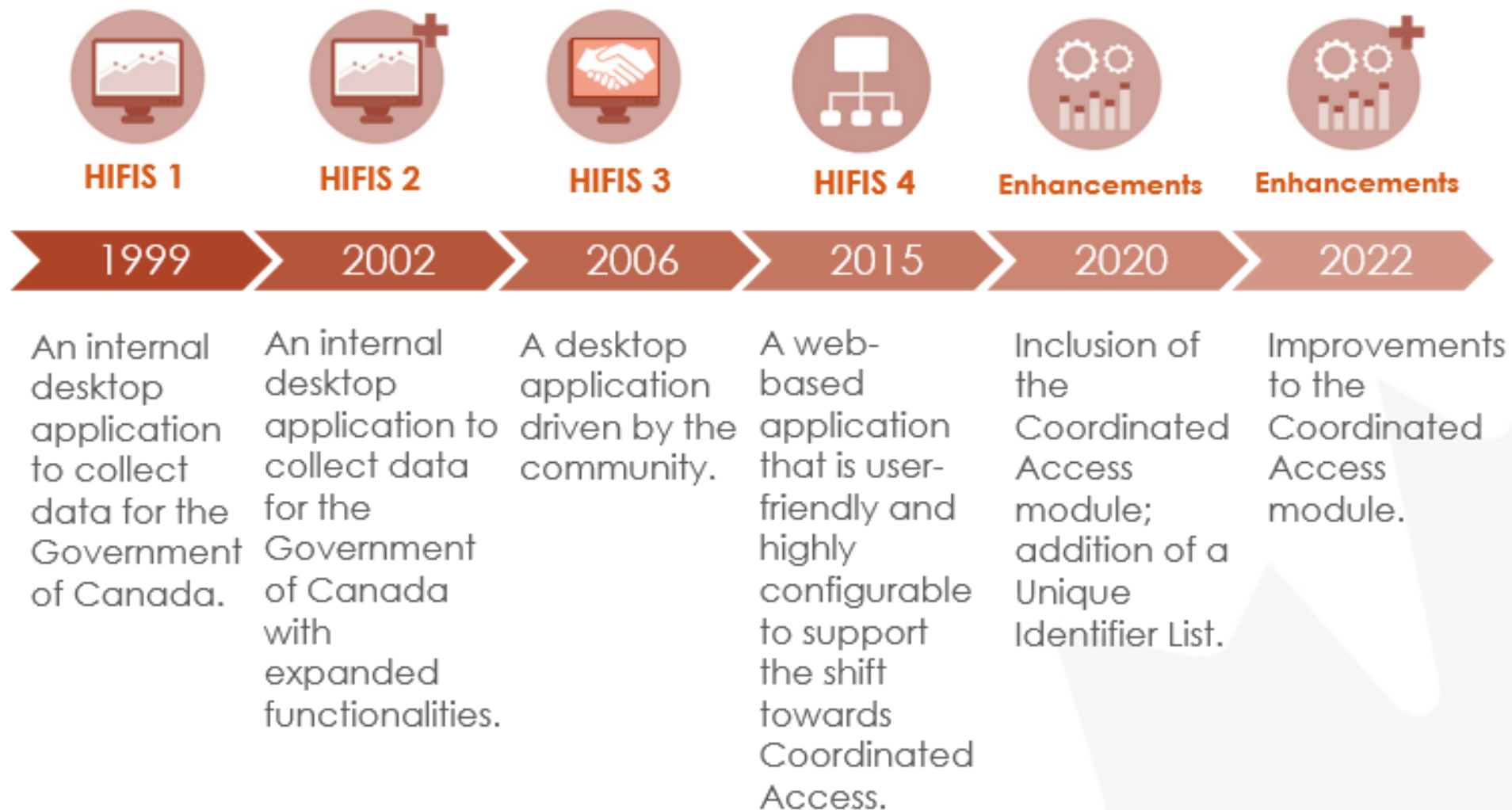
https://action.caeh.ca/sign_up

Canada's Homelessness Management Information System
The Evolution of HIFIS

HIFIS 1   **HIFIS 2**   **HIFIS 3**   **HIFIS 4**   **Enhancements**   **Enhancements**

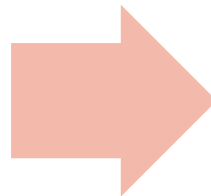| 1999	2002	2006	2015	2020	2022
An internal desktop application to collect data for the Government of Canada.	An internal desktop application to collect data for the Government of Canada with expanded functionalities.	A desktop application driven by the community.	A web-based application that is user-friendly and highly configurable to support the shift towards Coordinated Access.	Inclusion of the Coordinated Access module; addition of a Unique Identifier List.	Improvements to the Coordinated Access module.

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Evolution of HIFIS cont.

2023

- Going from 0.59 to 0.60
- Enhancements

2024

- Updated directives
- Clarifications on expected use of HIFIS to collect BNL data for RH communities

Where to Find More on HIFIS

https://bfzcanada.ca/

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Sample Data Dashboards	

Cutting the Cord

Moving from Excel to HIFIS
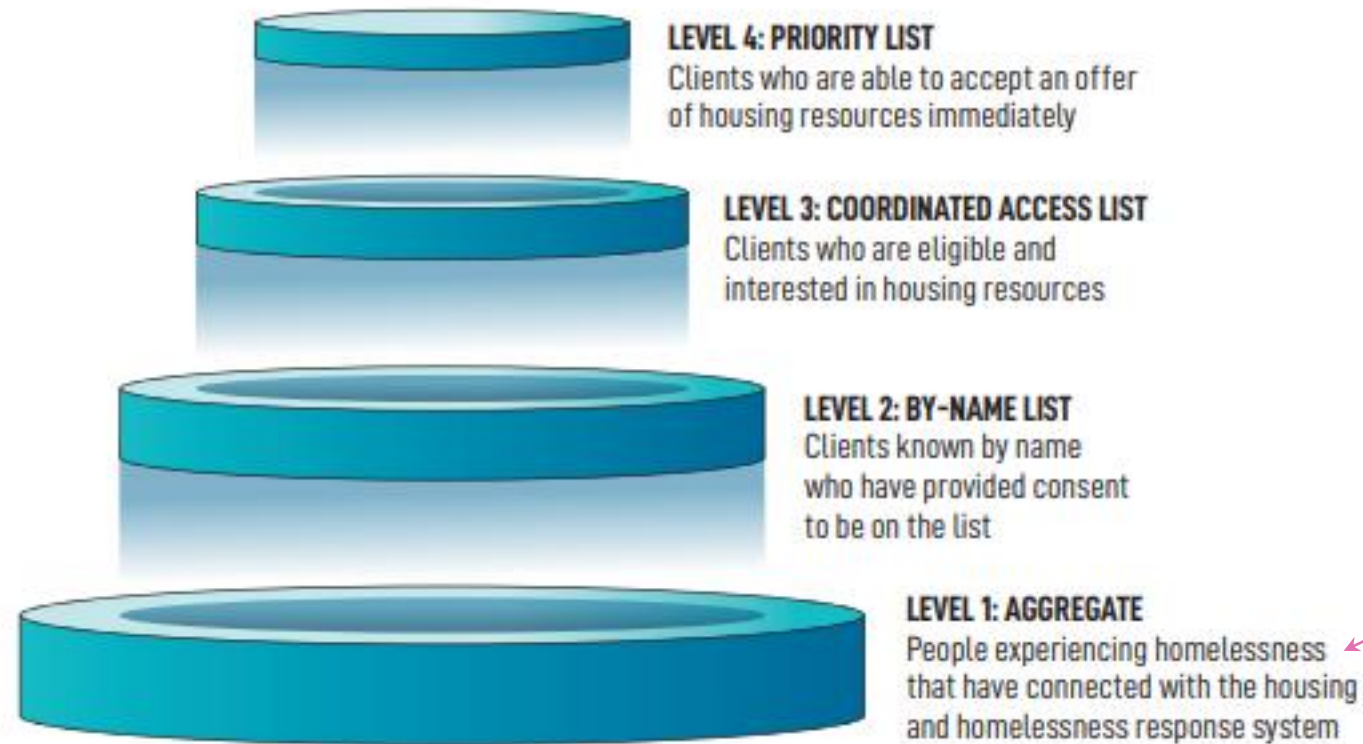
Ali Ryder, MES, RPP
ACRE Consulting

Change
your
perspective

The List: What is it?

FIGURE 2
Information used to support Coordinated Access

LEVEL 4: PRIORITY LIST
Clients who are able to accept an offer of housing resources immediately

LEVEL 3: COORDINATED ACCESS LIST
Clients who are eligible and interested in housing resources

LEVEL 2: BY-NAME LIST
Clients known by name who have provided consent to be on the list

LEVEL 1: AGGREGATE
People experiencing homelessness that have connected with the housing and homelessness response system

HIFIS

Who is "on the list"?

Excel: no real distinction between Level 2 (BNL), Level 3 (Coordinated Access), or Level 4 (Priority)

HIFIS: apply filters to the master Client List to get different numbers according to your needs

- How many people are homeless? (Check only housing status + activity)
- How many people are eligible for this housing resource? (Check housing status, activity, consent, demographics, income, etc.)
- Who are our top 10 highest priorities? (Check housing status, activity, consent, family status, assessment, chronicity, etc.)

There's just more data!

Excel	HIFIS
One spreadsheet	An entire database
Date added to BNL	Date client file created Date first homeless Date signed consent Date first received services
Referred by	Which shelters they stayed at Which drop-in centres they visited Which outreach teams encountered them
Chronic Y/N	Dynamically calculates time spent homeless with every shelter stay and housing record

Change your practices

Excel: staff email a coordinator to put someone on the list

HIFIS: staff complete normal daily work activities

Excel: manually add "date added to list"

HIFIS: software knows/calculates all the relevant milestone dates

Excel: coordinator spends time updating the list

HIFIS: coordinator spends time ensuring data completeness

And... Action!

Making the Switch

Prioritization

You need: to identify who are your highest priority clients

How? By applying a filter to your HIFIS client list

Easy option: use the Coordinated Access module, export list to Excel, sort and filter in Excel.

Advanced: build a custom report that pulls exactly what fields you want, scores or weights factors accordingly, and ranks clients automatically. (And export to Excel, sort and filter as above)

Prioritization

You do not need: to count the clients that you are prioritizing

It doesn't matter how many clients are on this list or in your Coordinated Access module. That number isn't important.

You do not need: to prioritize clients who are housed, or inactive, or children, or in jail

This output should exclude anyone for whom the answer to the question: "would we offer housing to this person, tomorrow, if we could?" is no.

Population Summary

You need: <u>to know how many people are homeless, and look at changes in homelessness status over time</u>

How? By pulling data about current and historical housing statuses

Easy option: use the <u>CAEH Monthly Inflow/Outflow report</u> or the built-in Community Homelessness Report. <u>Reference: CAEH vs CHR</u>

Data Quality

You need: <u>enough data in HIFIS to identify:</u>

- ○   Which clients are <u>homeless</u> and <u>active</u>
- ○   Whether any given client meets a given <u>community priority</u> or not (e.g. Are they a veteran? Are they chronically homeless? Are they unsheltered? Do they have trimorbidity?)

How?

- ●   Have front line staff use HIFIS for their day-to-day work
- ●   Have policies that describe what data is mandatory to collect, and expectations related to timeliness

Let's hear from some communities

Kingston

Local Context & Contact	• <u>2016</u>: First community to implement HIFIS 4! • <u>2019</u>: Creation of community BNL on Excel • <u>Spring 2022</u>: Decision to move BNL from Excel to HIFIS • <u>Fall 2022</u>: BNL in HIFIS & Coordinated Access Processes began • <u>Fall 2023</u>: Celebrated first year of CA & using HIFIS for BNL! **Contact for more information:** *slagace@cityofkingston.ca*
Key Learnings & Tips and Tricks	**<u>Before the switch:</u>** • Have clear expectations (e.g. switch date, roles, responsibilities) • Compare data from Excel to HIFIS reports for 2 months prior to switch date and flag data issues • Review local policies related to HIFIS including expectations, user rights, timelines for entry etc. • Seek out HIFIS reports and documents from other communities. Your BFZ IA can help! • Meet with HIFIS Agency Leads to plan for the switch & set aside time for them to support post switch. • Ensure staff understand how their HIFIS info impacts the BNL (e.g. what makes a client active/inactive) **<u>After the switch:</u>** • Be diligent about data quality assurance • Expect changes to your data • Report HIFIS glitches & use their supports • Continue regular data meeting • Pick consistent days/dates for pulling reports, so people know when to expect what data

Simcoe County

Local Context & Contact	• <u>2019</u>: Implemented HIFIS • Currently have 30 service providers & 331 users • Increased training & data quality measures **Contact for more information:** *Shannon.Forward@simcoe.ca*
Key Learnings & Tips and Tricks	• Be ready to embrace change • Realize it will not be perfect & there will be limitations • Have supports in place

Q&A Discussion

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Thank You

Floriane Ethier, Improvement Advisor

☎ (438) 223-6514

✉ floriane@caeh.ca

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