



Region of Waterloo

# HIFIS 4 Provider Protocol: Consent Cheat Sheet

## Key Information:

- When a client arrives for a service/stay, check HIFIS 4 to see if they already have a file.
  - If so, this means they've already consented to share their information across the Housing Stability System (HSS).
  - If not, you **must** ask the client to sign the HSS Shared Consent form before their information can be recorded in HIFIS 4.
- If a person declines to sign the form, you cannot enter their information into HIFIS.
- Clients can access essential (emergency) services if they decline consent (like outreach and shelter stays), but they must sign the consent form to be eligible for additional services like PATHS or to stay in a motel during times of overflow.
- When entering SPDATs into HIFIS 4, you must also record a client's consent in the SPDAT module.

## Consent Drop-Down Options

Consent Drop-Down Option	Definition
Explicit	<p>The "Explicit" option is used when a client has signed the HSS Consent Form. This option may also be used if a person has given verbal consent over the phone (and either plans to sign the form at a later date or has been fully diverted from the shelter system).</p> <p>This means that the client has given consent for you to collect and share information in HIFIS 4.</p>
Inherited	<p>The "Inherited" option is used for dependents listed on a signed HSS Consent Form.</p> <p>This means that the Family Head has given consent for you to collect and share information in HIFIS 4 about their dependent child.</p>
Declined - Anonymous	<p>The "Declined – Anonymous" option is used when a client has declined to sign the HSS Consent Form because they either:</p> <ul style="list-style-type: none"> <li>• Prefer not to share any of their information in HIFIS at all (this means you must create a fully anonymous file in HIFIS) <b>OR</b></li> <li>• Are willing to share their information with your Service Provider, but not others (this means you can create a regular file in HIFIS).</li> </ul> <p>When you select the "Declined – Anonymous" option, the client's information is viewable by Users from your Service Provider ONLY. Their name is not visible in the shared Client List. See the Privacy and Consent FAQs for more details.</p>

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