



HIFIS Services and Supports



Update: September 2019

Ottawa

Purpose

- ESDC services and supports
- New resources and tools
- What is coming in 2019-2020



What We Heard

- Through consultation and engagement, communities expressed a need for additional supports.
- Supports have been developed in consultations with communities. Including:
 - Documentation on HIFIS
 - Assistance on technical aspects of HIFIS implementation
 - HIFIS Client Support Centre
 - Webinars
 - Homelessness Learning Hub
 - Workshop redesign

National HIFIS Working Group

Ongoing formal advisory body to HPD-ESDC with respect to the development of HIFIS.

Key pillar of the business process in which community input is streamlined and coordinated in HIFIS releases.

HIFIS Toolkit and Workshops

HIFIS Toolkit - Series of Guides

- 1) Implementation
- 2) Installation
- 3) Configuration
- 4) User

2019-2020 Redesigned HIFIS Regional Workshops

- Ottawa, October 1st and 2nd, 2019
- Vancouver, November 26 and 27, 2019
- Halifax, February 18 and 19, 2020

Web Support

HIFIS Demo Site

<https://demo.hifis.ca>

Public version of HIFIS to test the system and explore its capabilities

HIFIS Webinars and Tutorials

Webinars and tutorials on specific functionalities within HIFIS on the Homelessness Learning Hub.

Webinars: Case Management – User Rights – Housing Placements

Tutorials: Client Information Menu – Creating a client record – Logging in and out of HIFIS

HIFIS Website

www.HIFIS.ca

- Data Provision Agreement
- Program Information

HIFIS Client Support Centre

Increased business expertise to better answer communities' needs.

HIFIS Client Support Centre

support@HIFIS.ca – 1-866-324-2375 – 7:00 am to 5:00 pm EST

Provides ongoing support to communities in their HIFIS implementation by providing guidance and advice.

Homelessness Learning Hub

www.homelessnesslearninghub.ca

Online platform for professional development and community capacity building for frontline service providers

Wide array of resources on Coordinated Access, Point-in-Time Count and HIFIS

Three courses entirely dedicated to HIFIS

Canadian Observatory on Homelessness - hlhub@yorku.ca

Ongoing Communications

- Reaching Home Newsletter
ESDC.ISSD.RHInfo-infoVCS.DGRSDS.EDSC@hrsdcc.gc.ca
- HIFIS Releases
- Tailored Guidance on Specific Communities' needs



Training and Technical Assistance

- Training and Technical Assistance (TTA) to Designated Communities for Coordinated Access implementation
- Canadian Alliance to End Homelessness info@caeh.ca

What is coming up next?

- Data Management Guide
- More Tutorials and Webinars
- Contact list for communities
- HIFIS Newsletter – Not registered?
info@HIFIS.ca



Questions?



www.HIFIS.ca



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