

Homeless Individuals and Families Information System (HIFIS)

Unique Identifier List Report

Homelessness Policy Directorate

July 16, 2020



Acknowledgement

- For their contribution to the development of the Unique Identifier List Report and its User Guide, Reaching Home would like to thank:
 - the National HIFIS Working Group;
 - the *City of Peterborough Social Services*;
 - the *County of Dufferin Community Services*; and,
 - the *City of Windsor Housing and Children's Services*.





What is HIFIS?

- A comprehensive **data collection** and **case management** system.
- Designed to support **coordinated access** by allowing multiple service providers to access **real-time data**.
- Allows communities to document **characteristics** and **needs** of homeless individuals.
- Under Reaching Home, communities **must adopt HIFIS** if they do not already have a comparable Homelessness Management Information System in place.

3



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
- And now, the ability to generate a **Unique Identifier List**.





What is a Unique Identifier List?

- An **unduplicated list of people experiencing homelessness** within a geographic area **who have connected** with the Coordinated Access system **in some way**.
- Sometimes referred to as a By-Name List.
- A List needs to:
 - be able to report unduplicated information for each individual and family;
 - be contained in one document/database;
 - identify people experiencing homelessness;
 - identify people who have an active client state (i.e. active in the system) and,
 - only include information about people that have given consent to be on the List



5



What is the Unique Identifier List Report?

Row	HIFIS Client ID	File Number	Last Name	First Name	Date Client Record Was Created
1	0000000020	0000000020	Houston	Sam	2019-09-05
2	0000000031	396	Webster	Johnny	2020-05-04
3	0000000035	0000000035	Taylor	Linda	2020-05-04
4	0000000036	382	Henry	Freddie	2020-05-04
5	0000000037	321	Blair	Damon	2020-05-04
6	0000000045	0000000045	Sandars	Carlos	2020-05-05
7	0000000048	0000000048	Whitley	Kieth	2020-05-05

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- Provides communities with the ability to **obtain a unique identifier list**.
- **Pulls data from HIFIS modules** and displays client information, such as Housing History and service planning elements.
- **Includes three unique identifiers** (name, HIFIS ID, and file number) that can be used to link data to specific individuals and families.



6



Why was the Unique Identifier List Report developed?

For Reaching Home:

1. To support communities in their implementation of Coordinated Access.
2. As an interim measure before the launch of the next version of HIFIS.
 - Scheduled in fall 2020, HIFIS 4.0.59 will be the next phase in transforming HIFIS into the tool for communities to conduct Coordinated Access.
3. To support with the Community Homelessness Report (CHR), an annual homeless report that describes a communities volume of homelessness and inflow and outflow trends.



Why was the Unique Identifier List Report developed?

Communities can use the Report to:

- gain a better understanding of who is experiencing homelessness in a community at any point in time;
- help clients to access appropriate services through general community referrals;
- prioritize clients for specific housing resources in the Coordinated Access Resource Inventory;
- understand homelessness inflow and outflow trends at the community level; and,
- use the information in the list to show what services are in demand or what services may be needed.





How does the Unique Identifier List Report work?

The Report will <u>include</u> clients...	The Report will <u>exclude</u> clients...
✓ Who have provided an active consent (explicit or inherited)	✗ Who did not provide consent
✓ Who have received a service transaction* since the date parameter selected (i.e. inactivity policy).	✗ Whose last service transaction* was prior to the date parameter selected
✓ Who are not housed (i.e. do not have an active housing history record with a housed housing type**).	✗ Who are housed (i.e. have an active housed housing history record) **.

- The Report respects clusters.
- Note: The Report may cause HIFIS installations to timeout.

*See slide 11.

**See slide 12.



9



How does the Unique Identifier List Report work?

- The Service Table displays all the transactions that make a client active for the Report.

Table 1: Service Table – Services Making Clients Active	
Module	Transaction(s)
Admission	Booking into a shelter* Adding a Reservation
Goods and Services	Add a Goods or Services transaction Add an Express Good Add an Express Service
Housing Placement	Add a Housing Placement Add a subsidy (Housing Placement Details)
Foodbank	Add a Food Bank transaction
Case Management	Add a Case
Assessment (SPDAT and VAT)	Add any VI-SPDAT or SPDAT assessment Add any VAT assessment
Housing Loss Prevention	Add a Housing Loss Prevention interaction Add a Subsidy (Housing Loss Prevention Details)
Storage	Add Storage Item
Turn Away	Add a Turn Away

*Note: Shelter book out is not considered a service transaction.



10



How does the Unique Identifier List Report work?

- The Housing Types that are considered Homeless and Housed:

Housing Types Considered Homeless	Housing Types Considered Housed
Correctional Facility	Co-op Housing
Hospital - Medical	Foster Care
Hospital - Psychiatric	Living in Family's House / Apartment
Hostel	Home Ownership
Hotel / Motel	Living On-Reserve
Makeshift/Street	Military Housing
Shelter	Rooming House
Staying with Friends/Relatives	Single Room Occupancy
Transition House	Subsidized/Social Housing
Transitional Housing	Rental at Market Price
Vehicle	Supported/Supportive Housing
Residential Care Facility	Group Home
Detoxification	Aboriginal-Owned Housing
YMCA/YWCA	Rental at Market Price with Rent Subsidy
Abandoned Building	Room in a House
Recovery/Treatment Facility	Secondary Suite
Campsite	



11



How does the Unique Identifier List Report work?

Data Points:		
HIFIS Client ID / File Number	Days since last activity	Acuity Tool
Client Name	Service Provider Interaction Date (Most Recent)	Acuity Score Date (Most Recent)
Date Client Record Was Created	Service Provider Interaction (Most Recent)	Acuity Score
Consent	Housing Type (last known)	Tri-Morbidity
Date of Birth / Age	City (last known)	Primary Income Type
Gender Identity	% of Housing History Completed Over the Reporting Period	Primary Income Start Date
Citizenship and Immigration Status	Days of Housing History Completed Over the Reporting Period	Monthly Primary Income Amount
Indigenous Identity	Days in Emergency Shelter Over the Last Year	
Veteran Status	Days Homeless Over the Last Year	
Family Status	Days Homeless Over the Last 3 Years	



12



How do I access the Unique Identifier List Report?

- Version 4.0.58.1 and higher
- Accessible through the Reports Marketplace
- May need to update the Report timeout settings



Knowing your HIFIS Version

HIFIS displays the version at the bottom right of the screen. **Build: 4.0.[version]**

Who can use the Unique Identifier List Report?

- Intended for HIFIS Leads and/or Coordinated Access Leads
- Note: Consider managing access to the Report



13



How to get the most out of the Unique Identifier List Report?

- Making HIFIS data real-time
- Ensuring completeness and accuracy of data entry
- Monitoring data quality
- Capturing data related to Housing History and the Services Table
- Providing continuous training and coaching users



14



Reminders

Try out the Unique Identifier List Report on the HIFIS Demo Site (demo.hifis.ca)!

Currently working on a Unique Identifier List Report Troubleshooting FAQ.

The HIFIS Client Support Centre remains available to support you at 1-866-324-2375, or by email at support@hifis.ca, between 9 a.m. to 5 p.m. (EST) from Monday to Friday.

[HIFIS 4.0.58.3 is available now](#)

Find HIFIS resources on the [Homelessness Learning Hub](#)

Version 4.0.59 (Coordinated Access) will be released in fall 2020!



15

