

HIFIS 4.0 DATA DICTIONARY



For Durham Region

The data dictionary includes a list of definitions and data elements captured throughout the HIFIS 4.0 database. The purpose of the data dictionary is to achieve consistency in data collection and improve data quality across Durham Region.

CDCD
Community Development
Council Durham



TABLE OF CONTENTS

1	Introduction	3
	1.1 Tips for entering information on HIFIS	3
2	User Log In	4
	2 Log in screen	4
3	Home Page Components	4
	3.1 Front Desk	5
	3.2 Communications	6
	3.3 Reports	6
	3.4 Administration	7
	3.5 Help	8
	3.6 My Account	8
4	Client Information	8
	4.1 Aboriginal Status	8
	4.2 Consent	9
	4.3 Documents	10
	4.4 Education	10
	4.5 Family	10
	4.6 Financial Profile	11
	4.6.1 Income Type	12
	4.7 Health information	15
	4.7.1 Types of health issues	15
	4.8 Housing History	19
	4.8.1 Risk of homelessness	21
	4.9 Identification	21
	4.10 Various Factors	22
	4.10.1 Contributing Factors	22
	4.10.2 Behavioural Risk Factors	26
	4.10.3 Watch Concerns	27
	4.10.4 Life Events	28
	4.11 Vehicles	29
	4.12 Veteran Status	29
	4.13 Client Details	30
	4.13.1 Vitals	30

4.13.2	Contact Information	30
4.13.3	Physical Appearance	30
4.13.4	Languages	30
5	Client Management	31
5.1	Admissions	31
5.1.1	Booked In	31
5.1.2	Reason for Service	31
5.1.3	Reason for Discharge	35
5.1.4	Reservation	37
5.1.5	Reservation Status	37
5.2	Appointments	38
5.2.1	Appointment Type	38
5.3	Bulletins	38
5.4	Call and Visit Log	38
5.4.1	Log Type	39
5.5	Case Management	39
5.5.1	Details	39
5.5.2	Sessions	40
5.5.3	Documents	43
5.5.4	Case Comments	43
5.6	Chores	43
5.7	Food Banks	43
5.8	Goods and Services	44
5.8.1	Goods	44
5.8.2	Services	44
5.9	Group Activities	44
5.10	Housing Loss Prevention	44
5.11	Housing Placements	45
5.12	Incidents	45
5.12.1	Add Incident as Involved	45
5.12.2	Add Incident as Witness	45
5.13	Medication Dispensing	47
5.14	Programs	47
5.15	Service Restrictions	47
5.15.1	Reason for Restriction	47
5.16	SPDAT	48
5.17	Storage	48
5.18	Surveys	48
5.19	Turn Aways	48
5.19.1	Reason for Turn Away	48
5.20	VAT	49
5.21	Waiting Lists	49

1 INTRODUCTION

The Data Dictionary has been created to provide better understanding of HIFIS variables and to ensure that data is being entered into the HIFIS database in a consistent manner. The definitions for each variable are not pre-set by HIFIS and have been determined locally based on definitions agreed upon by service providers throughout Durham Region.

The Data Dictionary forms part of the HIFIS Data Sharing Protocol.

1.1 TIPS FOR ENTERING INFORMATION ON HIFIS

- Do not use CAPS Lock when entering data.
- Enter the person's legal name rather than an abbreviated name or another name they are otherwise known by. Use the "AKA" box for additional or abbreviated names or nicknames. Where possible, copy the information directly from the person's government ID. If not, confirm the spelling of the name with the person, including all spaces and punctuation to reduce the possibility of duplicates being entered into HIFIS.
- The information that is entered should be based on the person's self-report. If additional or different information is gathered subsequently, it can be added at that time.

2 USER LOG IN

This is the first screen that appears when you enter the website. A user must log on in order to access the database.

Username

The name assigned to a HIFIS user, which is used to log onto the HIFIS database.

Password

A secret word or string of characters associated with the User Name that allows access into the HIFIS database.

Service Provider

An organization that provides services to clients who are homeless or at risk of becoming homeless.

3 HOME PAGE COMPONENTS

After logging into HIFIS you will be brought to the main screen where you can toggle through different modules.

Note

Depending on the user rights set up within your account, you may or may not see all the options listed for each module.

3.1 FRONT DESK

Admissions	This function is used to record and manage details for a client who is staying at your shelter. This also encompasses Stays, Reservations, and Bed Availability Features.
Assessments	This function is used to perform assessments with clients. Assessments can be agency specific, or workers may choose to use the built in SPDAT and VAT assessment tools.
Block Operations	This function is used to perform tasks with multiple clients at a time, such as booking out a group of clients.
Call and Visit Log	This function is used to record the contacts and communications a client makes and or receives during their stay with the service provider.
Case Management	This function is used to record of activities performed with a client to reach pre-determined goals.
Clients	This function is used to create new clients and see all visible client in the HIFIS database.
Conflicts	This function is used to record a dispute that has taken place between a client and another individual.
Directory of Services	This function is used to record location and contact information for various agencies across Durham Region that may be relevant to clients. Examples are: local pharmacies, addiction and mental health agencies, and shelters.
Food Banks	This function is used to record all food items provided to clients by the service provider.
Goods and Services	This function is used to record all tangible items and non-tangible services given to a client.
Group Activities	This function is used to keep track of any groups that the service provider offers, and how many clients attended by entering in specific client information or anonymous clients.
Housing Placement	This function is used to track the clients housing search, the type of housing the client is looking for as well as any efforts made in searching for housing.

Incident	This function is used to record a specific incident or occurrence that involves clients and/or staff.
Medication Dispensing	This function is used to record the client's medication and time medication is given.
People	This function is used to track individuals who are not clients and not a HIFIS users, but are associated in some way with a client or the service provider.
Service Restrictions	This function is used to record instances when a client is not permitted to receive specific services from one or more service providers for a selected period of time.
Storage	This function is used to record items that are being stored at the service provider for a client.
Turn Aways	This function is used to record instances when clients are denied services from a service provider. Turn aways can be done anonymously.
Waiting Lists	This function is used to keep track of clients who are currently waiting for a service from the service provider.

3.2 COMMUNICATIONS

Broadcast	This function allows you to send a mass message to a number of HIFIS users at one time.
Bulletins	This function is used to add a message that will show on select users home screen and where users can manage bulletins that appear on the home screen.
Messaging	This function is used to send another HIFIS user a message. This function is much like e-mail.

3.3 REPORTS

Reports Manager	This function is used to access the reporting screen where users can toggle through the functions in order to find or build a reports.
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3.4 ADMINISTRATOR

Application Settings	This function is used to configure and change high level settings that will affect how the HIFIS database will work for each service provider.
Client Merge	This function is used to combine two client records together in a situation where duplicate client records have been entered into HIFIS.
Custom Tables	This function is used to add tables onto the database that the service provider would like to use to capture additional information.
Data Export	This function is used to Export Data captured by the HIFIS database.
Express Goods and Services	This function is used to create models of pre-set goods and services that can be used to create goods and service records in a quick and efficient way.
Food Bank Items	This function is used to create food bank items to be used in the Front Desk 'Food Bank' Module.
Housing Continuum	This function allows the service providers to build a range of shelter and housing options for clients.
Look Up Tables	This function is used to Add, Edit or Remove any of the look-up values that appear in the drop-down list throughout HIFIS.
Programs	This function is used to define the programs used by the service provider to fund the services received by a client.
Questionnaires	This function allows service providers to design their own custom surveys and questionnaires. These can be used to collect additional information about clients or obtain client feedback on the services they received.
Rights Templates	This function is used to create models of pre-set rights that can be applied to users in a quick and efficient way when creating a new user profile.
Service Provider	This function is used to define the various services that are offered at a HIFIS site. This is where service providers can add mandatory fields and change settings.

Users

This feature allows the service provider to view, edit and create user accounts.

3.5 HELP

Help Centre

A tool that provides step-by-step instructions, field descriptions, and helpful hints to help users navigate through the modules available in HIFIS 4.

Training Centre

A tool that provides real life scenarios that show users how HIFIS can be used to input data. Training modules are accessed and completed through the training center.

Glossary

A tool that provides a description of the main terms on the HIFIS database.

Field Dictionary

A tool that provides a description of the fields throughout the HIFIS database.

3.6 MY ACCOUNT

Change Password

This function allows the user to change their password.

Log Off

This function allows the user to exit the HIFIS database bringing the system back to the home screen where a user would have to use their log in information to access the HIFIS database.

4 CLIENT INFORMATION

The Client Information drop down is where detailed information about the client can be entered.

4.1 ABORIGINAL STATUS

The Aboriginal Status module is used to record further details about the client's aboriginal status such as band name and treaty number. The status entered on the client vitals screen can be entered here.

Non Aboriginal	Client is not of Aboriginal descent.
First Nations: Off-Reserve	Client who identifies as First Nations but has housing that is not on a reserve.
First Nations: On-Reserve	Client who identifies as First Nations and has housing on a reserve.
Inuit	Client identifies as Inuit.
Metis	Client identifies as Metis.
Non-Status	Refers to a client who identifies as First Nations, however is not registered with the federal government or is not registered to a band which signed a treaty with the crown.
Unknown	Client has not identified an Aboriginal status.

4.2 CONSENT

The Consent module is used to record any consent given or denied by the client. This indicates if the client agreed to have his/her information entered onto the HIFIS database knowing that the information on the database is shared among other agencies who may support the client in the future. This module is also used to track the date the consent was signed and attach required documentation.

Explicit Consent	Clear documentable consent has been given. This consent has been given in writing. An example of explicit consent would be the client signs the consent form during the intake process.
Inherited	Consent is obtained because this client is a child of a parent who has given consent. This would be suitable for any individual under the age of 16 years.

Denied

This option is only available when adding a client into the HIFIS database for the first time. A denied consent means that the client does not wish for his/her information to be shared among other agencies using the HIFIS database. If the client chooses to deny consent their information will be hidden from other service providers.

4.3 DOCUMENTS

The Documents module allows users to attach any relevant documents to a client's profile.

An example of documents that you would enter on the HIFIS database is a copy of the client's ID, Proof of address, etc.

4.4 EDUCATION

The Education module is used to track the highest level of schooling that the client has obtained.

4.5 FAMILY

The Family module is used to keep track of a client's family members and the role each member has in the family. Family roles include dependent, family head, and partner. When a client is linked to a family, they can be managed as a family unit for certain activities such as housing or book-ins.

Family Role

Indicates the role the client has in the family unit.

Single

Option under **Family Role** meaning that client does not have any family members attached to their file.

Family Head

Option under **Family Role** meaning a client who is designated as the representative of a family in HIFIS.

Partner	Option under Family Role meaning a person who the client is married to or having a romantic or sexual relationship with.
Dependent-Child	Option under Family Role meaning a child that is being supported by his/her parents. This can include biological child, stepchild or foster child.
Dependent-Extended Family	Option under Family Role meaning a person who the client is helping support that extends beyond the nuclear family. This can include aunts, uncles, parents of adult children, nieces, nephews, cousins etc.
Dependent-Roommate/Boarder	Option under Family Role meaning a person who the client shares a dwelling with. The client is not in a relationship with this person.
Relationship to Family Head	Indicates that connection between the client and the other individual.

4.6 FINANCIAL PROFILE

The Financial Profile module is used to help clients manage their finances by tracking their income, expenses, assets, and debts. Once values are added, a visual representation of the client's financial profile will appear.

Income	Money that the client receives on a regular basis whether it be through employment or other social benefits.
Income Type	The form of income that the client is receiving. Example: OW, ODSP, Full-time Employment etc.
Primary Income	The income directly related to the participation of the household's productions process.

4.6.1 INCOME TYPES

Canada Pension Plan (CPP)	The individual receives money on a regular basis that is distributed to them by the government as a result of their contributions to the Canada Pension Plan while employed.
Canada Pension Plan Disability Benefits	This replacement individual from receives CPP while partial they income are under 65 with a severe and prolonged disability, as defined in the Canada Pension Legislation.
CAS Aftercare Benefits	The individual receives support from CAS in a situation when the individual's support would normally end. I.E. Beyond a youth's 18th birthday if the youth in question continues to require CAS support.
Child Support	The individual receives payments from the non-custodial parent through a court order or voluntary agreement.
Child Tax Benefits (CCTB)	The individual receives payments from the federal government for children in their care.
Employment-Casual	The individual receives an irregular income from occasional employment. Casual employment generally refers to a job that is short-term, irregular and uncertain. Also the individual may be employed on an as needed bases therefore cannot determine the amount of future work.
Employment-Full-Time	The individual receives a regular income from full-time employment. (Full-Time employment generally refers to work of 25 + hours per week.)
Employment-Part-Time	The individual receives a regular income from part-time employment. (Part-Time employment generally refers to work of less than 25 hours per week.)
Employment/Insurance Benefits (EI)	The individual receives an income from an Employment Benefit or Employment Insurance plan during a period of unemployment.
Guaranteed Income Supplement	The individual 65+ who is low income receives a monthly payment along with their OAS.

Insurance Settlement	The individual receives a payment by an insurance company as part of a settlement to an insurance claim with guidelines stipulated in the insurance policy.
Long Term Disability (Private)	The individual receives a monthly payment for a disability that was caused by a workplace accident or unable to perform the duties of their job.
Old Age Security (OAS)	The individual receives financial support from Old Age Security. A taxable monthly social security payment available to most Canadians 65+.
Ontario Disability Support Program (ODSP)	The individual receives Provincial financial assistance through the ODSP program.
Ontario Works (OW)	The individual receives Public/Social financial assistance through Ontario Works Assistance.
Panhandling	The individual obtains money by soliciting others.
Partner Support	The individual has separated or divorced from their spouse or domestic partner and receives payment based on a court order or voluntary agreement.
Pension (Private)	The individual receives a retirement income from a company pension plan.
Savings	The individual has access to money that was put aside for future use.
Scholarship/ Bursary	The individual received a financial aid award, for the purpose of furthering their education.
Self-Employment	The individual receives income as the result of working for himself/herself instead of as an employee of another person or organization, drawing income from a trade or business.
Severance Pay	The individual receives severance pay from their former employer upon leaving their job, as a result of lay off, resignation, or retirement.
Student Loans	The individual is the beneficiary of a student loan, usually issued by the government (e.g. OSAP), that are offered to students to assist in payment of costs associated with education.

Workers Compensation Benefits

The individual receives financial compensation as a result of being injured in the course of employment.

The Veterans Affairs Canada Financial Benefit

Individual receives money on a monthly basis from the Canadian Armed Forces.

Expense

A cost required in order for the client to obtain services.

Expense Type

The type of expense that a client may incur. Example: Rent, Hydro bill, cell phone bill etc.

Essential

The expense is essential to the client's wellbeing. Example: Rent, Hydro bill, water bill etc. If the expense is not essential the client can eliminate it without having a negative impact on their wellbeing.

Asset

Something valuable that the client owns, benefits from, or has use of in generating income.

Asset Type

The type of asset owned by a client. An example of this is Cash, Real-estate, Investment Bonds, Money in Trust, etc.

Country

The country that these investments are located in.

Debt

Money that is owed or due by the client.

Debt Type

The type of debt owed by the client. Ex. Credit Card, Overdue bill payment.

Country

The country that these debts are owed in.

4.7 HEALTH INFORMATION

The Health Module is used to log any health issues that a client has. This may or may not be pertinent in the client's situation.

Health Issue	A health condition that the client may have.
Self-Reported	The client has reported the issue themselves.
Suspected	The worker has reason to believe that the client may have a health issue.
Diagnosed	The health issue has been determined by a health care professional.
Contagious	This health issue can be passed on to other clients and/or workers.
Symptoms	Indicators that the client has that reflects the health issue.
Medication	Any medication that the client is taking to assist with this health issue.
Treatment	The treatment plan that is in place in order to help the client with their health issue.

4.7.1 TYPES OF HEALTH ISSUES

AIDS	Acquired Immune Deficiency Syndrome
Allergies	A damaging immune response by the body to a substance, especially pollen, fur, a particular food or dust, to which it has become hypersensitive. Note type of allergen in the comments.
Arthritis/ Rheumatism	A painful inflammation and stiffness of the joints that may limit mobility.
Asthma	A respiratory condition marked by spasms in the bronchi of the lungs causing difficulty in breathing.
Back Problems	A physical condition that may limit mobility.

Cancer	A disease caused by an uncontrolled division of abnormal cells in a part of the body. Note any special requirements in comments.
Cardiovascular	Narrowed or blocked blood vessels that can lead to a heart attack, chest pain (angina) or stroke.
Concurrent Disorders	Refers to conditions which a person has both mental illness and a substance addiction.
Diabetes	A disease in which the body's ability to produce or respond to hormone insulin is impaired. Note any special requirements in comments.
Eating Disorder(CCTB)	Abnormal or disturbed eating habits. Such as binge eating or avoiding eating. This causes negative affects to one's physical and mental health.
Epilepsy	A neurological disorder marked by sudden recurrent episodes of sensory disturbance, loss of consciousness or convulsions, association with abnormal electrical activity in the brain.
Fetal Alcohol Spectrum Disorder	Term used to describe a range of disabilities that may affect people whose mothers used alcohol while pregnant.
Gastrointestinal	Relating to the stomach and the intestines. (ex. Stomach bug)
Hepatitis	Refers to inflammation of the liver which can be caused by many things such as viruses, bacterial infections, trauma, adverse drug reactions, or alcoholism.
HIV	Human Immunodeficiency Virus.
Mental Health - Anxiety	A form of neurosis in which anxiety dominates the person's life.
Mental Health – Bipolar Disorder	A severe mental illness with repeated episodes of mania and depression.
Mental Health - Major Depression Disorder	The essential feature of depression is an extended period during which there is either a seriously depressed mood or the loss of interest or pleasure in nearly all activities.

Mental Health- Obsessive Compulsive Disorder	A disorder with persistent ideas, thoughts, impulses, or images that are experienced as intrusive and inappropriate and that cause marked anxiety or distress. Compulsions are repetitive behaviors or mental acts.
Mental Health- Schizophrenia	A disorder characterized by disturbances in thought, perception, and behavior by loss of emotional responsiveness and extreme apathy, and by noticeable deterioration in the level of functioning in everyday life.
Mental Health- Other	Mental health is a concept that refers to a human individual's emotion and psychological well-being.
Migraines	A neurological syndrome characterized by altered bodily perceptions, headaches and nausea.
Parasites- External	Organisms which are found on the extremities of the body. (e.g. In the hair, on the skin) and which have a harmful effect, are irritating, or cause a disease; often refers to worms, ticks, fleas, mite, lice, leeches, etc.
Parasites- Internal	Organisms which are found inside the body. (e.g. in the intestines) and which have a harmful effect are irritating, or cause a disease.
Physical Disability	Refers to a significant ongoing physical limitation that can, but not necessarily limit independence.
Pneumonia	Lung inflammation caused by bacterial or viral infection, in which the air sacs fill with pus and may become solid. Inflammation may affect both lungs, one lung or only certain lobes.
Pregnancy	Refers to the time in which one or more offspring develops inside a woman's body.
Skin Condition	Refers to anything that irritates, clogs, or inflames your skin and cause symptoms such as redness, swelling, burning, and itching.
Substance Use	Any abuse of a substance (drugs and/or alcohol) that causes a physical, mental, emotional, legal or social problem.
Tuberculosis	A contagious infection that attacks the lungs. It can also spread to other parts of the body, like the brain and spine.

Medication	A list of any medication that they client is taking.
Medication name	The name of the medication that the client is taking.
Health Issue	The reason why the client is taking the medication.
Pharmacy	The pharmacy used to fill the prescription.
Prescriber	The health care providers name that prescribed the medication. This will be found on the bottle of medication.
Recurrence	If this medication needs to continue for a period of time.
Dosage	How much and how many times in a day that the client needs to receive this medication.
Max # of Doses Per Day	Maximum amount of doses that the client can safely consume in one day.
Initial Pill Count	How much medication did the person bring with them to the shelter.
Fulfilment Date	Date that the client should stop taking the medication.
Refill Date	If the medication is recurring what is the date of refill.

Dietary Requirements	A record of any food that client cannot consume.
Dietary Requirement Category	The reason why the client cannot consume this food. Example: Religion, allergy etc.
Food Item	A list of the specific foods that contain the ingredient that the client cannot consume.
Avoided	A list of items that the client should avoid.
Active	Is this a requirement that is still in effect?

4.8 HOUSING HISTORY

The Housing module is used to keep track of the client's past and present housing situation. Once a housing placement has been confirmed and the client has moved into a housing unit, a Housing History record is automatically created to help track the client's housing history.

Abandoned Building	Any residential, commercial, industrial or mixed-used building that is not occupied and has visible signs of physical distress.
Aboriginal-Owned Housing	Housing on a Native Reserve.
Campsite	A place used for camping.
Co-op Housing	Any residential community where the residents form a Board of Directors and contribute their time to the management and day-to-day operation of the co-op by working with various committees.
Correctional Housing	A facility where offenders serve sentences.
Detoxification	A facility where residents go to sustain from drugs and/or alcohol.
An Emergency Shelter	An emergency shelter is a service for women who are fleeing domestic violence.
Foster Care	A type of living arrangement by which children are placed by an agency with selected families or group homes.
Group Home	Often refers to homes designed for those in need of social assistance, and who are usually deemed incapable of living alone without proper supervision.
Home Ownership	Housing that is owned by the occupant.
Hospital- Medical	An institution that provides medical, surgical, or psychiatric care and treatment for the sick or injured.

Hospital- Psychiatric	A hospital for the care and treatment of patients affected with acute or chronic mental illness.
Hostel/ Shelter	A facility that provides emergency accommodations and food to individuals and families who are homeless.
Hotel/Motel	An establishment that provides lodging for a predetermined fee.
Living in Family's House/Apartment	Residence with family in an owned or rented house or apartment.
Living on Reserve	Housing provided on a First Nations reserve.
Makeshift/Street	Person residing on the street or in another public place without a sheltering structure, or in a place not normally used for accommodations.
Military Housing	Housing provided by the Armed Forces for their personnel.
Rental at Market Price	Accommodation that is rented at a market price. Market Rent is determined by the competitive market. (i.e. Rent without subsidies.)
Rental at Market Price with Rent Subsidy	Client is renting a unit at Market Rent, however they are getting assistance from a rent subsidy program.
Residential Care Facility	Person resided in a facility that provides residential care as well as accommodations.
Rooming House	A rooming house is a permanent form of housing that consists of a building, or part of a building, where living accommodation is provided in separate rooms however residents share common living areas such as kitchen or bathroom.
Single Room Occupancy	Single-room occupancy (SRO) refers to a building that houses people in single rooms. Tenants usually share bathrooms and kitchens.
Staying with Friends and Family	Temporarily living/lived with family or friends. Person does not have a permanent address themselves.
Subsidized/Social Housing	Rental housing targeted to low and moderate income households. This housing is partly paid for by government subsidies or charges rent geared to income.

Transitional Housing	Housing facilities that provide services beyond basic needs and, while not permanent, generally provide a longer length of stay than emergency housing facilities. Transitional services provide structure, support and the development of life skills to assist the individual or family to move towards more stable housing solutions.
Treatment Facility	A treatment facility provides services related to health support such as addictions counseling, psychological counseling, sexually transmitted diseases services, etc.
Vehicle	Any vehicle used for accommodation including cars, trucks, vans, boats, campers etc.

4.8.1 RISK OF HOMELESSNESS

This is a client's perceived risk of homelessness. If the status changes, a new entry can be made for the client in order to track a their risk of homelessness throughout time.

Currently Homeless	The client lacks a fixed, regular and/or adequate residence.
An Imminent Risk of Homelessness	The client is at immediate risk of losing their housing.
At Risk of Homelessness (Not Imminent)	The client is at risk of losing their housing, however their risk is not immediate.
No Risk of Homelessness	The client is at no risk of losing their housing.

4.9 IDENTIFICATION

The Identification module allows users to add multiple pieces of identification to a client's profile such as their Health Card and Driver's License Number. Once a piece of identification has been added, it will also be listed in the documents module.

Identification Type	The form of identification provided by the client. (i.e. Driver's License, Health Card, Birth Certificate)
Identification Number	The combination of letters or numbers that are directly related to the client's identification. These combinations are individual to each client.

4.10 VARIOUS FACTORS

The Various Factors module allows service providers to indicate factors that may have led to the clients need for service.

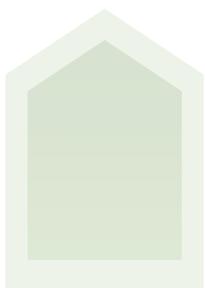
4.10.1 CONTRIBUTING FACTORS

Contributing Factors are factors which have played a role in the client's life that led to them seeking assistance from the service provider. These can be factors such as Anger Management, Substance use, or Refugee status. Multiple Contributing Factors can be attributed to a client's profile.

Acquired Brain Injury	Client has suffered from an Acquired Brain Injury caused by events after birth.
Anger Management	Client has difficulty or the inability to manage anger. This person may be receiving support for this.
Budgeting Difficulty	Client has difficulties with managing finances. This can lead to client failing to pay rent or other important bills.
Conflict with the Law	Client has had problems associated with the law which has led them to this situation. They may currently be in conflict with the law, or may have charges pending.
Court Ordered to Service	Client has been mandated by the courts to seek specific services.
Court Ordered Out of Address	Client has been forced by the courts to leave their place of residence.

Detoxification	Client is receiving medical treatment for alcohol or drug abuse. This is the period where the client will abstain from alcohol or drugs until the bloodstream is free of toxins.
Developmental Disability	Client had mental or physical impairments which may cause them many difficulties in certain areas of life.
Discharge From Correctional/Jail	Client was recently released from a Correctional facility where they served a sentence for a criminal offence.
Discharge From Treatment-Medical	Client was recently discharged from the hospital or medical center where they were receiving medical attention.
Discharge From Treatment-Psychiatric	Client was recently discharged from a hospital or medical center where they were receiving psychiatric attention.
Discrimination	Client has experienced unjust or prejudicial treatment based on race, gender, sexual orientation etc.
Family/ Relationship Breakdown	Client has experienced a shift in the family system. (I.E. End of a relationship, loss of a family member.)
Financial Crisis	Client has suffered a financial hardship which may have contributed to their inability to pay rent or other important bills.
Gambling Addiction	Client has a behaviour of compulsive gambling which has caused them financial hardship.
Housing- Eviction by Landlord	The client has lost their place of residence due to being evicted by their landlord.
Housing- Eviction by Other	The client has lost their place of residence due to being evicted by somebody other than their landlord.
Housing- Fire/Flood	Client has suffered a fire or flood at their residence.

Housing- Lack of	Client is unable to find an adequate residence.
Housing- Lease Expired	The rental agreement between the client and landlord has expired. Client or landlord does not wish to continue residency.
Housing- Loss of	Client has been forced to leave their place of residence for reasons other than eviction.
Housing-Unsafe	Client vacated previous lodging due to poor conditions, damage or the housing being condemned.
Ineligible for Social Assistance	The client is seeking assistance as they are unable to afford housing or other important bills due to their inability to qualify for social assistance.
Language	Client has the inability to communicate due to a language barrier.
Literacy	Client has poor literacy skills which has resulted in them needing assistance.
Medical Condition	Client's state of health or medical condition has contributed to their need for services.
Mental Health	Client has poor physical, cognitive, affective, behavioural or social patterns, that interact with the environment in a dysfunctional manner resulting in the client's need for service.
New Arrival to Area	Client is a new arrival to the area within Canada, and is requesting services as a result.
New Immigrant	Client is a new arrival to the area from outside of Canada and is requesting services as a result.
Parental Abuse-Physical	Physical abuse is characterized by the infliction of a physical injury by a parent, guardian, or any other person in the house who exerts authority over the youth/child (e.g. a step-parent, partners of the parents or any other person acting in a parental role).



Parental Abuse- Psychological	Emotional abuse is characterized by (psychological/ verbal abuse/mental) injury including acts or omissions by the parents or guardian that have caused or could cause serious behavioral, cognitive, emotional or mental disorders to a youth/child. The abuse could be inflicted by a parent, guardian, or any other person in the house who exerts authority over the youth/child (e.g. a step-parent, partners of the parents or any other person acting in a parental role).
Parental Abuse- Sexual	Sexual abuse is characterized by a wide range of sexual behaviors that took or are taking place between a parent or guardian and youth/child. The abuse could be inflicted by a parent, Guardian or any other person in the house who exerts authority over the youth/child (e.g. a step- parent, partners of the parents or any other person acting in a parental role).
Partner Abuse- Financial	Financial abuse if characterized by the illegal or unauthorized use of the client's property, money, pension or other valuables by the client's partner resulting in the client seeking assistance.
Partner Abuse- Physical	Physical abuse is characterized by the infliction of a physical injury by a partner resulting in the client seeking assistance.
Partner Abuse- Psychological	Emotional abuse is characterized by (psychological/ verbal abuse/mental) injury including acts or omissions by the client's partner resulting in the client seeking assistance.
Partner Abuse- Sexual	Sexual abuse is characterized by a wide range of sexual behaviors that took or are taking place between the client and their partner resulting in the client seeking assistance.
Personal Safety	A personal safety/security threat, defined as a situation which may be in the form of an assault, assault causing bodily form, threat of assault, uttering threats of death/ damage, or harassment (criminal), was a factor in the client requesting services.
Physical Disability	The client has a disability that limits the person's physical functioning, mobility, dexterity or stamina which effects their daily living.
Poor Credit History	A poor credit history has contributed to the client's need to request services.

Poor Tenant History	A poor tenant history has contributed to the clients need to request services.
Pregnancy	The client is carrying a child which is contributing to the clients need to request services.
Reduced Social Assistance	The client has had a reduction in the money provided to them by OW or ODSP causing them to request services.
Refugee Claimant	Being a refugee claimant was a contributing factor in the individual's decision to request services.
Seeking Specific Services	The client is requesting specific services from the agency.
Sexual Abuse	Sexual Abuse by somebody other than a parent or partner was a contributing factor in the individual's decision to request services.
Sponsorship Breakdown	Sponsorship Breakdown occurs when the sponsor or sponsored family member withdraws from the sponsorship relationship before the end of the period specified in immigration documents.
Stranded in the Area	The client does not reside in the area however they are unable to return for unspecified reasons.
Substance Use-Alcohol	The abuse of alcohol that resulted in physical, mental, emotional, legal, or social problems was a contributing factor in the client's need to request services.
Substance Use-Drugs	The abuse of drugs that resulted in physical, mental, emotional, legal or social problems was a contributing factor in the client's need to request services.
Systemic Issue	Due to the limited financial resources based on provincial legislation, basic needs could not be met.
Unemployment	Unemployment-either due to the loss of a job or the inability to secure work- was a contributing factor in the individual's need to request services.

4.10.2 BEHAVIOURAL RISK FACTORS

Behavioural Risk Factors are client behaviors that the service providers may need to be aware of for the safety of the client, other clients and staff members. Behavioural risk factors include Drug user, Vandalism, Theft, and Staff Dependency.

Drugs	The client has a history of or is currently using drugs.
Injection Drugs	The client has a history of or is currently using drugs in which they are using needles to inject.
Boundaries	The client is unable to develop or accept boundaries.
Theft	The client has a history of taking property that does not belong to the client.
Fire Hazard	The client has history of starting fires or behaviors which could result in a fire being started.

4.10.3 WATCH CONCERNS

Watch Concerns are specific behaviours that service providers need to be monitoring in regards to a client's wellbeing. These concerns could be Eating Disorders, Hygiene or a Medical Alert. A watch concern differs from a Behavioural Risk Factor in the sense that a Watch Concern does not always put the staff, or client's safety in danger.

Drugs	Client has a history of or is currently using drugs.
Injection Drugs	Client has a history of or is currently using drugs in which they are using needles to inject.
Universal Precautions	Staff need to use Universal Precautions when cleaning up client's blood or body fluids as they have an infectious disease.
Medical Alert	Client has a Medical Alert that staff need to be aware of. (e.g. seizures, diabetes etc.)
Medication Non-compliance	Client has a medical condition in which they are non-compliant with their medication needs.
Eating Disorder	Client suffers from an eating disorder.
Hygiene	Client has poor hygiene and may need additional prompts.
Staff Dependency	The client is dependent on staff and needs more redirection to be independent.

4.10.4 LIFE EVENTS

Life events are events that are not necessarily related to a client's reason for using a service provider's facilities, but are nonetheless important to completing a client's profile. Life Events include events such as marriage, and childhood trauma.

Adopted	Client has experienced adoption in their life which has resulted in them seeking assistance.
Childhood Trauma- Abuse	Client witnessed or experienced abuse as a child which has resulted in them seeking assistance.
Childhood Trauma- Accident	Client witnessed or was part of an accident as a child which has resulted in them seeking assistance.
Childhood Trauma- Other	Client witnessed or was part of a childhood trauma other than listed above that has resulted in them seeking assistance.
Death of a Close Family Member	Client has experienced the death of a close family member which has resulted in them seeking assistance.
Death of a Spouse	Client has experienced the death of their spouse which has resulted in them seeking assistance.
Discharge from Work/ Loss of Employment	Client has lost employment which has resulted in them seeking assistance.
Divorce or Marital Separation	Client has divorced or separated from their spouse which has resulted in them seeking assistance.
Experienced a Natural Disaster	Client has experienced a natural disaster such as a flood, hurricanes etc. that has resulted in them seeking assistance.
Gang Affiliation	Client has associated with people for criminal or illegal purposes which has resulted in them seeking assistance.
In a Correctional Facility	Client has been in a correctional facility. Once released the client is required to seek assistance.
In Foster Care	Client is in or was in foster care and is now seeking assistance.
In a Health Facility -Emergency	Client has received medical attention in a health facility and seeking assistance.

In a Health Facility-Psychiatric	Client has received medical attention in a health facility and is seeking assistance.
In the Military/ Canadian Armed Forces	Client has served or is serving his/her country.
Legal- Bail	Client is currently on bail and is seeking assistance.
Legal- Court Appearances	Client is mandated to attend court appearances and is seeking assistance.
Legal- Interaction with the Police	Client has currently had an interaction with the police and is seeking assistance.
Legal- On Parole	Client is currently on parole and is seeking assistance.
Legal- On Probation	Client is currently on probation and is seeking assistance.
Legal- Other	Client has legal issues and is seeking assistance.
Marriage/ Common-Law/ Union	Client has recently entered into a Marriage/ Common-Law/ Union relationship and is seeking assistance.
Personal Injury/ Loss	Client has suffered a personal injury or loss and is seeking assistance.
Relocation- Country	Client has recently moved to a new country and is seeking assistance.
Relocation- Province	Client has recently moved to a new province and is seeking assistance.

4.11 VEHICLES

A record of any automobiles in the client's possession.

4.12 VETERAN STATUS

A “veteran” is a person who served in the active military, naval, or air services and was discharged or released under conditions other than dishonorable. This information is typically added when the Client record is first created.

Not a veteran	Client has not served in the military, naval or air services.
Former RCMP	Client was employed as a Royal Canadian Mounted Police Officer.
Undeclared/ Refused	Client declined to provide this information.
Unknown/ Not Asked	Client was not asked and/or did not declare this information.
Veteran- Allies	Client has declared that they have served in the military.
Veteran-Canadian Armed Forces	Client has declared that they have served in the military.
Veteran- Civilian	Client has declared that they have served in the military.

4.13 CLIENT DETAILS



4.13.1 VITALS

Clients name, date of birth and any other pertinent information related to the client.

4.13.2 CONTACT INFORMATION

Phone numbers or addresses where the client can be reached if needed.

4.13.3 PHYSICAL APPEARANCE

Client's weight and height and any other distinguishing features that are identifying to the client.

4.13.4 LANGUAGES

Languages that the client speaks, also which language the client requires services in.

5 CLIENT MANAGEMENT

The Client Management Drop Down allows direct access to HIFIS modules where you can track the activities done with the client.

5.1 ADMISSIONS

A list of shelter or crisis bed stays that the client has accessed. This is where the HIFIS user can see if the client is booked into any shelters or crisis beds.

HIFIS users can also book a client in and out of their service or reserve a bed at a shelter or crisis service through this module.

5.1.1 BOOKED IN

Shelters or crisis beds that the clients have accessed. Service providers can also book a client into the shelter through this module.

5.1.2 REASON FOR SERVICE

Records the main reason the client is receiving a service offered by the service provider at this time.

Agency Placement	Client has been sent to the service provider by another agency.
Child Reunited with Parent	Client has had a child returned to their care.
Court Ordered to Service	Client has been ordered by court to seek services from the service provider.
Court Ordered Out of Address	Client has been ordered by the court out of their residence.

Detoxification	Client was referred to a short-term facility to allow for them to eliminate substances from their body.
Discharge from Correctional/ Jail	Client was recently released from a Correctional facility where they served a sentence for a criminal offence.
Discharge from Treatment- Medical	Client was recently discharged from the hospital or medical center where they were receiving medical attention.
Discharge from Treatment- Psychiatric	Client was recently discharged from the hospital or medical center where they were receiving psychiatric attention.
Discharge from Treatment- Other	Client was recently discharged from the hospital or medical center where they were receiving attention from a medical team.
Family/Relationship Breakdown	Client has experienced a shift in the family system. (I.E. End of a relationship, loss of a family member.)
Financial Crisis	Client has suffered a financial hardship which may have contributed to their inability to pay rent or other important bills.
Financial Crisis- Insufficient funds	Client has suffered a financial hardship and does not have enough monthly income to sustain an adequate accommodation.
Hot/Cold Alert	The region of Durham has issued a warning against extreme temperatures outdoors. This requires services to open their doors to additional clients for their safety.
Housing- Eviction by Landlord	The client has lost their place of residence due to eviction by their landlord.
Housing- Eviction by Other	The client has lost their place of residence due to eviction by somebody other than their landlord.
Housing- Fire/Flood	Client has suffered a fire or flood at their residence.
Housing- Lack of	Client is unable to find an adequate residence.
Housing- Lease Expired	The rental agreement between the client and landlord has expired. Client or landlord does not wish to continue residency.
Housing- Loss of	Client has been forced to leave their place of residence for reasons other than eviction.

Housing-Unsafe	Client vacated previous lodging due to poor conditions, damage or the housing being condemned.
Ineligible for Social Assistance	The client is seeking assistance as they are unable to afford housing or other important bills due to their inability to qualify for social assistance.
New Arrival to Area	Client is a new arrival to the area within Canada, and is requesting services as a result.
New Immigrant	Client is a new arrival to the area from outside of Canada and is requesting services as a result.
Parental Abuse-Physical	Physical abuse is characterized by the infliction of a physical injury by a parent, guardian, or any other person in the house who exerts authority over the youth/child (e.g. a step-parent, partners of the parents or any other person acting in a parental role).
Parental Abuse-Psychological	Emotional abuse is characterized by (psychological/verbal abuse/mental) injury including acts or omissions by the parents or guardian that have caused or could cause serious behavioral, cognitive, emotional or mental disorders to a youth/child. The abuse could be inflicted by a parent, guardian, or any other person in the house who exerts authority over the youth/child (e.g. a step-parent, partners of the parents or any other person acting in a parental role).
Parental Abuse-Sexual	Sexual abuse is characterized by a wide range of sexual behaviors that took or are taking place between a parent or guardian and youth/child. The abuse could be inflicted by a parent, Guardian or any other person in the house who exerts authority over the youth/child (e.g. a step- parent, partners of the parents or any other person acting in a parental role).
Partner Abuse-Financial	Financial abuse if characterized by the illegal or unauthorized use of the client's property, money, pension or other valuables by the client's partner resulting in the client seeking assistance.
Partner Abuse-Physical	Physical abuse is characterized by the infliction of a physical injury by a partner resulting in the client seeking assistance.
Partner Abuse-Psychological	Emotional abuse is characterized by (psychological/verbal abuse/mental) injury including acts or omissions by the client's partner resulting in the client seeking assistance.

Partner Abuse-Sexual	Sexual abuse is characterized by a wide range of sexual behaviors that took or are taking place between the client and their partner resulting in the client seeking assistance.
Personal Safety	A personal safety/security threat, defined as a situation which may be in the form of an assault, assault causing bodily form, threat of assault, uttering threats of death/damage, or harassment (criminal), was a factor in them seeking assistance.
Pregnancy	The client is carrying a child which is which has resulted in them seeking assistance.
Referral from Another Agency/ Shelter	Another agency/shelter has referred the client to the service provider.
Refugee Claimant	Client has come to Canada to seek safety. This has caused them to seek assistance from the service provider.
Runaway	Client has run away from a dwelling due to safety or personal reasons causing them to seek assistance from the service provider.
Seeking Specific Services	The client is requesting specific services from the agency.
Sexual Abuse	Client has experienced Sexual Abuse by somebody other than a parent or partner and this has caused them to seek assistance.
Sponsorship Breakdown	Sponsorship Breakdown occurs when the sponsor or sponsored family member withdraws from the sponsorship relationship before the end of the period specified in immigration documents.
Stranded in the Area	The client does not reside in the area however they are unable to return for unspecified reasons.
Substance Use-Alcohol	The abuse of alcohol that resulted in a physical, mental, emotional, legal, or social problems has resulted in the client seeking assistance.
Substance Use-Drugs	The abuse of drugs that resulted in physical, mental, emotional, legal or social problems was a contributing factor in the client's need to request services.
Substance Use-Other	The abuse of a substance other alcohol that resulted in a physical, mental, emotional, legal, or social problems resulting the client to seek assistance. (An example could be a gambling addiction.)

Transient Lifestyle

A transient lifestyle is a person who moves from place to place, typically homeless.

Note

Once a client is booked into your agency you will then see a book out option. If the client is not booked into your agency you will not see the book out option.

5.1.3 REASON FOR DISCHARGE

Indicates the reason why the client is leaving the service provider.

Admitted to Hospital- Medical	The client was discharged and has been admitted to a medical hospital. A hospital is an institution that provides medical, surgical, or psychiatric care and treatment for the sick or injured.
Admitted to Hospital- Psychiatric	The client was discharged and has been admitted to a psychiatric hospital. A psychiatric hospital attends to the care and treatment of patients affected with acute and/or chronic mental illness.
Completed Program	Client has completed the program requirements and is being discharged.
Continues or Referred to Another Shelter/Center	Client has been referred to another agency that is better equipped to assist them.
Corrections/ Jail	Client has been discharged as they have entered into a Correctional facility.
Deceased	Client has passed away.
Detoxification	Client has been discharged in order to seek medical assistance in a detox program to begin to eliminate substances from the body.
Disagreement with Rules	The client was discharged because he or she did not follow or did not agree with the rules and regulations of the facility.

Expelled/Barred/ Suspended	The client was booked out for the shelter as a result of being barred for a specific period of time from the facility.
Housed- Private Market	Client has been booked out upon finding independent accommodations in market rent housing.
Housed- Residential Care Facility	Client has been booked out as they were accepted into a residential care facility.
Housed- Subsidized	Client was booked out as they found alternative living arrangements in subsidized/social housing.
Housed- Supportive/ Supported	Client booked out as they found alternative living arrangements in a supportive/supported housing.
Ineligible for Service	Client was discharged as they are ineligible for services with the service provider.
Left Area	Client was discharged as they have left the city or town for another city or town.
Moved in with Partner/Family/ Friends/Relatives	Client has been booked out as they have found alternative living arrangements with a partner, friends or relatives.
Needs Could Not Be Met	Client has been booked out as they have obtained the maximum amount of time for their stay and has had no change in their circumstances.
Reached Maximum Time Al- lowed	Client has been booked out as they have reached the maximum time allowed as deemed by the program operator.
Recovery Program	Client was booked out as they have been admitted to a recovery program with alternative living arrangements.
Referred to Another Program Within the Agency	Client was booked out of the shelter however they are seeking other services from the same agency.
Returned to Partner	Client has been booked out as they have returned to their previous address to live with their partner.
Returned to Previous Address	Client has been booked out as they have returned to live in their previous address and no longer require assistance.

Returned to Street	Client has been booked out without an adequate place of residence. Client is currently homeless.
Treatment Program-Medical	Client was booked out as they have entered a residential treatment program.
Treatment Program-Psychiatric	Client was booked out as they have entered a residential treatment program.
Treatment Program-Substance	Client was booked out as they have entered a residential treatment program.
Went to Another Shelter	Client was referred to or decided to go to another shelter.
Client Where Abouts Unknown	Client was booked out of their shelter as their whereabouts are unknown.

5.1.4 RESERVATION

This module is used to reserve shelter and/or crisis beds for clients.

Here the HIFIS user can also follow up to see if the client has any pending reservations or if the client has arrived to the shelter for further assistance.

5.1.5 RESERVATION STATUS

This is the status of the client's reservation.

Arrived	Client has arrived at shelter and is completing an intake.
Cancelled	Client or staff member has cancelled the reservation.
No Show	Client did not show up to the shelter that they had a reservation to.
Pending	Client status is unknown. Shelter is awaiting arrival of client.

5.2 APPOINTMENTS

The Appointments module is used to track appointments with the service provider or any external organization.

5.2.1 APPOINTMENT TYPE

A categorization of the type of appointment the client has or had.

Case Management	Client has an appointment with a counsellor or worker to assist them with their needs.
Food Bank	Client has an appointment with a Food Bank in order to help them obtain food and other basic needs.
Housing Placement	Client has an appointment to search for adequate housing.
Medical	Client has an appointment to seek medical attention for a health care practitioner.

5.3 BULLETINS

The Bulletins module keeps a list of all bulletins sent out to service providers that are linked to the client.

5.4 CALL AND VISIT LOG

The calls and Visits Log module is used to record the contacts and communications a client makes and/or receive during their stay at the service provider. This can be used to track if a client makes contact with OW/ODSP or any potential landlords.

5.4.1 LOG TYPE

A categorization of the type of call or visit the client had.

Call	The client received a phone call.
E-Mail	The client received an E-Mail.
Text	The client received a text message.
Visit	The client received an in person visit.

5.5 CASE MANAGEMENT

The Case Management module allows the service provider to keep records of the activities done with a client to reach pre-determined goals.

5.5.1 DETAILS

Things that the client needs/wants to work on in order to improve their current situation.

Child Welfare	Client has the goal to improve their situation in order to make it stable and safe for their child/children.
Conflict Resolution	Client has the goal to improve on their conflict resolution skills.
Crisis Intervention	Client is in a crisis situation where the worker must intervene.
Employment	Client has a goal to obtain employment in order to help with their current financial situation.
Employment Maintenance	Client has a goal to keep their current employment.

Family/ Relationship Maintenance	Client has a goal to work on and maintain current relationships.
Financial Stability	Client has a goal of becoming more financially stable. This may be done by obtaining employment or applying for OW.
General Health	Client has the goal of improving their general health.
Housing Placement	Client has the goal of finding adequate stable housing.
Housing Retention	Client has the goal of staying in their current accommodations. This may be done by mediation between landlord or property management and client.
Legal Support	Client has the goal of obtaining legal support.
Mental Health	Client has the goal of improving their mental health.
Obtain ID	Client has the goal of obtaining ID. This could be done by applying for a new government issued ID.
Skill Enhancement	Client has the goal of developing new skills or enhancing a skill they already have. This could be a life skill like cooking or budgeting.
Social and Community Connections	Client has the goal of making more social and community connections. This can be obtained by joining support groups or other community activities.
Substance Abuse / Addiction	Client has the goal of getting assistance with an addiction that they have. This can include substance use or other addictions such as gambling.
Transportation	Client has the goal of obtaining better transportation. This can be obtained by getting a monthly bus pass or learning the transit system.

5.5.2 SESSIONS

A record of the activities completed by the client and case manager in relation to the client's goal.

Accompaniment to Appointment	Staff accompanied client to an appointment for support.
Advocacy	Staff advocated for the client in order to ensure their needs were being met.
Anger Management Services	Client received support on the management of strong emotions such as anger.
Assessment	Staff performed an assessment to determine client's needs.
Assistance with Decision Making	Client received assistance to examine substitute decision making options. This could include personal directives, supported decision making, co-decision making, or guardianship.
Case Conferencing /Consultation	Staff have had a meeting in order to provide a holistic, coordinated, and integrated services across providers, and to reduce duplication.
Case Planning	Staff have a meeting with or without the client present to discuss a plan of care in order to help client achieve their goals.
Childcare	Staff have assisted client with their childcare needs.
Completing Forms	Staff have supported client with completing forms. This could be application for OW/ODSP or housing application forms.
Courtroom Support	Staff supported client in the courtroom. This could be to advocate for the client or just to be present for support.
Crisis Intervention	Client received support in assistance with a crisis situation in order to restore stabilization.
Cultural/Language Support	Client has received support as they have different cultural needs or speak another language other than what the service provider offers.
Follow-up	Client has been discharged and has achieved their goals. A follow up has been completed to ensure client continues to be stable in their success.
Goal Setting	Staff supports clients with setting goals in order to improve their situation.

Housing First Assessment	Staff performed an assessment to assess the clients need of housing.
Identify Concerns/ Limitations	Staff and client determines the client's limitations and what is potentially hindering the client's ability to accomplish their goals.
Identify Strengths/ Resources	Staff and client determines the client's strengths and resources that the client can draw upon in order to be successful in achieving their goals.
Immigration Services	Client requires Immigration support as they may not be born in Canada.
Information Given	Client received information that may be pertinent in them achieving their goals.
Interpretation Services	Client receives support with the understanding of information through an interpreter.
Mediation	Client received support by staff acting as a third party to help find a resolution to a dispute.
Milestone Reached	Client has reached a milestone in one of their goals.
Monitoring	Staff have supported the client through monitoring.
Obtain Financial Assistance	Client has obtained Financial Assistance. This could be through Social Assistance or Employment.
Police Intervention	Client was in a situation and received police intervention.
Referral	Staff have made a referral to another agency that can assist the client with their needs.
Reporting	Staff have reported on client's progress.
Risk Assessment	Staff completed an assessment to gage where the client is at in different areas. Example: Housing, Financial, Mental Health.
SPDAT Assessment	Staff have completed a SPDAT assessment.

Supportive Counselling	Staff have assisted the client by providing them supportive counselling.
Translation Services	Staff have translated the information for the client to understand.
Transportation	Staff help transported a client to an appointment. This could be to look at housing or a doctor's appointment etc.
VAT Assessment	Staff have completed a VAT Assessment
Violence/Anger De-Escalation	Staff De-Escalated a situation in which the client was involved.
VI-SPDAT Assessment	Staff completed a VI-SPDAT Assessment.

5.5.3 DOCUMENTS

A record of documents related to the client's situation.

5.5.4 CASE COMMENTS

Where the Caseworker can record their notes regarding the client's situation etc.

5.6 CHORES

The Chores module allows users to track any chores a client is responsible for while staying at the shelter.

5.7 FOOD BANKS

The Food Banks module is used to record any food items provided to clients. A client does not need to be booked into a service provider to receive Food Bank services.

Note

For reason for service definitions please see Admissions 5.1.2

5.8 GOODS AND SERVICES

The Goods and Services module is used to record a list of tangible and non-tangible items given to clients.

Note

For reason for service definitions please see Admissions 5.1.2

5.8.1 GOODS

A list of tangible items provided to client. (Example: Toiletries, Food, Expenses paid by service Provider etc.)

5.8.2 SERVICES

A list of non-tangible items provided to client. (Example: Advocacy, Referrals, Housing searches, etc.)

5.9 GROUP ACTIVITIES

The Group Activities module allows users to record group activities that the client has participated in, such as A.A or a support group.

5.10 HOUSING LOSS PREVENTION

The Housing Loss Prevention module is used for clients who currently have housing with the goal of retention. Adding Housing Loss Prevention information can be done through the Housing History Module. Workers can track information such as Follow-Up dates or subsidies the client may have, and add any relevant documentation.

5.11 HOUSING PLACEMENTS

The Housing Placements module is used to track the clients housing search. This module is used to track the type of housing the client is looking for as well as any efforts the client makes in searching for housing.

Note

For a list of housing type definitions please see the Housing History Section.

5.12 INCIDENTS

The incidents module is used to record incidents involving clients, other people and/or staff. Incidents refer to a specific event, whereas a Conflict record can be created if the problem is ongoing.

5.12.1 ADD INCIDENT AS INVOLVED

The client was a part of or actively participated in the incident.

5.12.2 ADD INCIDENT AS A WITNESS

The client observed and attested to seeing an incident occur but did not play a part or actively participate in the incident.

Involved

The name or names of all clients who were a part of or actively participated in the incident.

Witnessed

The name or names of all clients who have observed and attest to seeing an incident occur but have not been part of the incident.

Emergency Services

A list of any Emergency services that were called to assist with the incident. (Police, Fire, EMS)

Nature of the Incident	Description of the incident that took place.
Accident	An unfortunate incident that happens unexpectedly or unintentionally, typically resulting in damage or injury.
Criminal Act	An act committed in violation of law where the consequence of conviction by a court is punishment.
Death	An event where the person meets the end of life.
Disruptive Behaviour	Behaviour that interferes with effective communication and negatively impacts the outcomes of other clients or staff members.
Fire	An event where a fire was present.
Harassment	An act of unwanted physical or verbal behaviour that offends or humiliates another client or staff member.
Medical Occurrence	An act of an incident occurring due to a medical emergency.
Physical Assault Against Client	An act of inflicting physical harm or unwanted physical contact upon another client.
Physical Assault Against Staff	An act of inflicting physical harm or unwanted physical contact upon a staff member at the service provider.
Possible Overdose	An act of ingesting a drug or other substance in quantities greater than what is recommended or generally practiced. This can lead to a toxic state or death.
Property Damage	An act of destruction of another's property through negligence, willful destruction, or by some act of nature.
Self-Harm	An act of deliberately harming the surface of one's own body such as cutting or burning. Self-Harm is typically not meant as a suicide attempt.
Theft	An act of stealing.
Threats (Death/Harm)	A statement of an intention to inflict pain, damage or other hostile action on another staff or client in retribution for something done or not done.
Verbal Abuse	The act of forcefully criticizing, insulting or denouncing another client.
Verbal Abuse against Staff	The act of forcefully criticizing, insulting or denouncing a staff member at the service provider.

5.13 MEDICATION DISPENSING

The medication dispensing module is used to dispense medication to the client. It displays required medication, dosage, records, and times that the medication is required. This module gives users the option of creating a list of booked in clients requiring medication at specific times as well as allowing users to check off when medication was dispensed.

5.14 PROGRAMS

The Programs module lists the service provider and program that the client has accessed throughout the community.

5.15 SERVICE RESTRICTIONS

The Service Restrictions module records services that a client is restricted from, which services have restricted them and for how long. It also records the reason why the services were restricted.

Note

When a client is restricted from a service a Client Alert will appear under their profile.

5.15.1 REASON FOR RESTRICTION

Safety/ Security Risk	The client poses as a threat to staff and/or other clients.
Non-Compliance with Rules/ Regulations	The client refused to follow the Rules/Regulations that the Service Provider has set.
Ineligible for Service-Age or Gender	The client is ineligible for services based on the not fitting the Age or Gender requirements of the Service Provider.

Ineligible for Service-Other

The client is ineligible for services. **Please specify reason in comments section below.**

Court Order

The client is ineligible for services due to restrictions from the Court System.

5.16 SPDAT

Service Prioritization and Decision Assistance Tool developed by OrgCode. This tool helps organizations to prioritize their service delivery based on standardized assessments given to individuals and families who are homeless or at risk.

5.17 STORAGE

The storage module can be used to record items that are being stored by the service provider for a client.

5.18 SURVEYS

The surveys module can be used by service providers to design their own custom surveys and questionnaires. These can be used to collect additional information about clients, or to obtain client feedback on the services they received.

5.19 TURN AWAYS

The Turn Aways module is used to record when a client is denied service and the reasons why they were denied.

5.19.1 REASON FOR TURN AWAY

Barred

The client is excluded from services due to violation of rules.

Decided Not to Stay	The client decided not to stay at the shelter.
Has Other Housing	The client has other suitable accommodations.
Highly Intoxicated	The client is excluded from services due to the misuse of drugs or other substances.
No Beds Available	There are no beds available at the shelter.
Physical Accessibility	The client has accessibility needs that could not be met by the service provider.
Safety/Security Risk	The client poses a threat to staff and/or other clients.
No Appointment Scheduled/ Available	The client did not schedule an appointment to see a worker and/or there are no workers available to assist the client.
Too Much House- Hold Income	The client's household income exceeds the service requirements within the service provider.
Ineligible for Service- Gender	The client does not fit the gender requirements set by the service provider.
Ineligible for Service- Too old	The client does not fit into the age requirements set by the service provider.
Ineligible for Service- Other	The client is ineligible for services. Please specify reason in the comments section below.
Needs Could Not be Met	The client has needs that could not be met by the service provider.

5.20 VAT

The Vulnerability Assessment Tool (VAT) helps service providers identify clients who could benefit most from their services. This tool can help service providers assist their clients better by coordinating other services among community agencies.

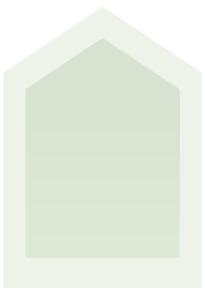
5.21 WAITING LISTS

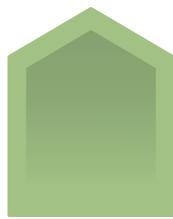
The waiting list module is used to keep track of clients who are currently waiting for a service from the Service Provider.

We would like to thank to agencies who participate in the HIFIS Working Group for all their support and guidance on the creation of this document.

The HIFIS Working Group Includes:

- Region of Durham Housing Services
- Community Development Council Durham
- Cornerstone Community Association
- Community Living Durham North
- Joanne's House/ Jackie's Place
- Muslim Welfare Home
- John Howard Society
- North House
- Salvation Army Durham Region
- Durham Mental Health Services
- Canadian Mental Health Services
- VHA Home Healthcare
- Brain Injury Association of Durham Region





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