

HIFIS 4 helps organizations that support people who are homeless or at-risk, while encouraging information sharing to increase the understanding of homelessness in Canada.

Whether you represent a single shelter or are implementing a homelessness strategy in a city, or even a Province, HIFIS 4 can help manage the supports and services provided to clients while helping you contribute to a better understanding of issues facing Canadians who are homeless or at-risk.

### Why is HIFIS important?

Built on a partnership model between the Government of Canada and communities across the country, the HIFIS software is a component of the federal government's Homelessness Partnering Strategy. HIFIS provides the data needed by local communities to increase their knowledge and understanding of local homelessness issues and to inform decision-making to prevent and reduce homelessness.

It also feeds the National Homelessness Information System which is used to create a portrait of homelessness in Canada.

### The HIFIS Family

HIFIS 4 isn't the only version of the software available. Free of charge, easy to install and with many of the current features of HIFIS 4, HIFIS 3 is the perfect data management tool for organizations that do not require data integration, and is well equipped to suit their needs.

The predecessor to HIFIS 4, HIFIS 3 is a desktop application that can be easily installed for local use in a variety of Windows environments including Windows 7®, Windows XP®, and Windows Vista®.

### Which Version is Right for Your Organization?

While there are many similarities between HIFIS 3 and 4, including features and support resources, the "right" version varies from one organization to another. In general, organizations with limited technical resources and a relatively small range of operations will favour HIFIS 3, whereas larger organizations with the necessary infrastructure and setup capacity will get more out of HIFIS 4.

### Help Resources

Various learning resources are available to assist with the learning and mastering of the software. These include a support desk, help manuals, How-To Guides and E-Learning interactive tutorials.

### For more information on HIFIS



[www.HIFIS.ca](http://www.HIFIS.ca)



**General Inquiries**  
[Info@HIFIS.ca](mailto:Info@HIFIS.ca)



**HIFIS Support Desk**  
[Support@HIFIS.ca](mailto:Support@HIFIS.ca)



1-866-324-2375



Employment and  
Social Development Canada

Emploi et  
Développement social Canada

Canada



HOMELESSNESS PARTNERING STRATEGY

Introducing:

# HIFIS<sup>®</sup> 4

Your Canadian **no-cost**  
HMIS system



# Features

## Why is HIFIS 4 a good tool for Shelters and other Service Providers?

- Web-based data management tool designed to track supports and services
- Continually enhanced in response to user feedback
- No charge to use
- Comprehensive reporting functions
- Supports data sharing at the local, regional and national levels
- Access to free technical support through the HIFIS Support Desk
- Online and in-person training
- Around-the-clock resources through the HIFIS website

## Why HIFIS 4?

- HIFIS 4 is about easy data integration for users. It can be implemented over a wide network and accessed from a variety of web-enabled devices, such as laptops, smartphones, and tablets-making data management easy and fast
- HIFIS is also customizable. Tailor HIFIS 4 to the organization by adding branding, changing colour schemes and adding help text specific to the organization

## How is Sensitive Data Managed and Stored?

- Data Provision Agreements are signed by Employment and Social Development Canada and every HIFIS site (the site is the entity who hosts the HIFIS Database)
- All shared data is completely confidential. Client names are encrypted and no identifying information is ever shared

The following are just a few of the many features available in the HIFIS 4 software.

### CLIENT DETAILS

- Create and maintain a detailed profile of individual clients including their housing history, health, education, diet, conflicts and veteran status
- Record details on various factors that have had an impact on the client's need for service, such as lack of housing or unemployment



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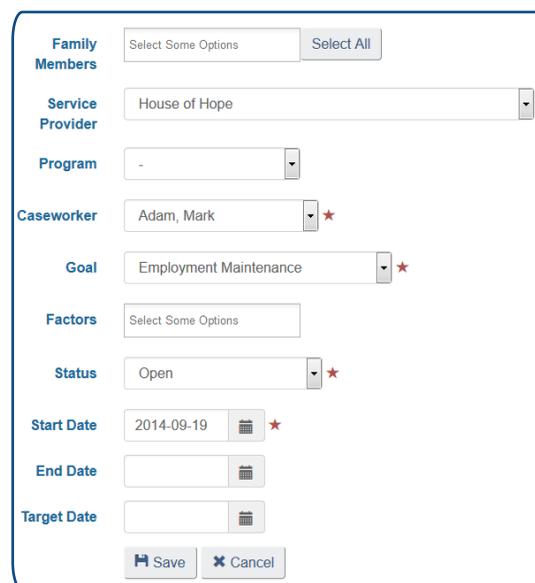
File Number	AHGFF-10292
House of Hope Centre- Room 1 [Bed 3]	
Gender	Male
Date of Birth	1968-06-11 (46)
AKA 1	Norman
AKA 2	

### RECORDING SUPPORTS GIVEN

- Track various aspects of a client's stay at a shelter
- Keep track of supports given across a wide variety of service areas, such as food bank and counselling services
- Keep track of shelter occupancy and overflow

### CASE MANAGEMENT

- Show progress made towards a client's goals
- Track activities and sessions, and keep detailed case notes
- Create a detailed financial profile for a client



**Family Members**

**Service Provider**

**Program**

**Caseworker**

**Goal**

**Factors**

**Status**

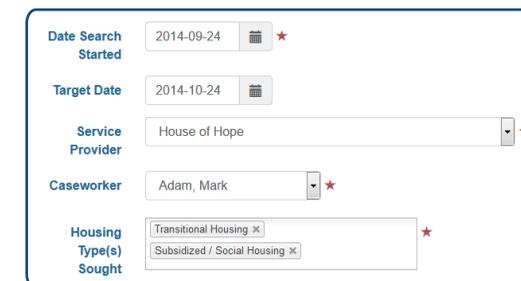
**Start Date**

**End Date**

**Target Date**

### HOUSING PLACEMENT

- Record efforts to place clients in suitable housing
- Track housing retention through follow-ups
- Maintain a list of available housing units



**Date Search Started**

**Target Date**

**Service Provider**

**Caseworker**

**Housing Type(s) Sought**

**BY USING THE HIFIS SOFTWARE, SERVICE PROVIDERS JOIN A GROWING NETWORK OF USERS WHO SHARE A COMMITMENT TO BETTER UNDERSTANDING THE ISSUES FACING CANADA'S HOMELESS AND AT-RISK POPULATION**

### COMPREHENSIVE REPORTING FUNCTIONS

- Create new reports and customize existing reports for use in HIFIS
- Import reports created for HIFIS by other users and organizations\*
- Use billing reports to report to funders

### DATA MANAGEMENT

- Integrated reports are available to the service provider to help identify service gaps, tailor the services they provide to their clients and provide information to funders
- Data can be gathered over time and shared with local government agencies to produce comprehensive reports on local/regional homelessness
- Data collected and shared with the Community Development and Homelessness Partnerships Directorate helps create a national picture of the scope and nature of homelessness in Canada, which contributes to the development of informed policy and effective measures to prevent and reduce homelessness

\*Crystal reports® is required to create and customize reports. No added software is required to import and run reports.