

HIFIS for HPS Housing First

Purpose

This resource outlines the key performance indicators required by organizations delivering Housing First services with funding through the Homelessness Partnering Strategy (HPS). It also outlines how these indicators are recorded and reported in the Homeless Individuals and Families Information System (HIFIS) based on the current functionality of the system.

If requiring assistance with data entry for HPS Housing First indicators:

- Use the links provided to access information at the web-based HIFIS page
- Use this guide to walk-thru each of the indicators' data entry steps
- In BC, contact hifiscc@lookoutsociety.ca with direct questions about HIFIS
- Direct any questions regarding funding requirements and baseline measures to your contract management staff

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HPS Housing First Indicators

Within the HPS Housing First funding there are two areas of approved sub-activities; accessing services through case management and connecting clients to and maintaining permanent housing. The outcomes of case management activities are housing stability and economic and social well-being. The outcome for connecting clients to and maintaining permanent housing is housing stability. For each outcome there are a number of indicators, as shown below.

Case Management

Housing First Housing Stability Indicators
clients remained housed @ 6, 12, 24 months
days it took to be placed in permanent housing
clients who were re-housed
clients who successful exited from HF program
clients who returned to homelessness

Economic and Social Well-Being Indicators
clients who had change in income source
clients who started employment
clients who started education program
clients who began volunteer work
clients who engaged in social participation
clients who engaged in cultural or recreational activities

Connecting Clients to and Maintaining Permanent Housing

Housing First Search & Placement Indicators
clients placed in permanent housing
clients remained housed @ 6, 12, 24 months
days it took to be placed in permanent housing
clients who were re-housed
clients who successful exited from HF program
clients who returned to homelessness

HPS Housing First Data Entry

Resources on entering information into HIFIS can be found at hifis.ca and accessing the Quick Links on the right hand side for the HIFIS 3 Training Resource Centre. Information on entering clients into the system can be found by clicking Basics in the left hand menu bar. Information related to the entry of the above indicators can be found by clicking on Beyond the Basics in the left hand menu bar and selecting Caseworkers.

There are three main areas within HIFIS that will be utilized to record HPS Housing First related information. These are Housing Placement, Case Management and Financial Profiles and can all be found by accessing the Front Desk area. Entry for the HPS Housing First indicators maps as follows:

Indicator	HIFIS Area
# clients placed in permanent housing	Housing Placement
# clients remained housed @ 6, 12, 24 months	Housing Placement
# days it took to be placed in permanent housing	Housing Placement
# clients who were re-housed	Housing Placement
# clients who successfully exited from HF program	Unknown
# clients who returned to homelessness	Unknown
# clients who had change in income source	Financial Profiles
# clients who started employment	Case Management
# clients who started education program	Case Management
# clients who began volunteer work	Case Management
# clients who engaged in social participation	Case Management
# clients who engaged in cultural or recreational activities	Case Management

Housing Placement

HIFIS page: http://hifis.hrsdc.gc.ca/formation-training/avancees-beyond/module_2/housing_placements.shtml

HIFIS Video walk-thru: http://hifis.hrsdc.gc.ca/formation-training/avancees-beyond/module_2/demo-simulation/demo-new_hp_record.shtml

The below information assumes that these resources have been accessed and the user is familiar with the related functionality. It is assumed that the appropriate Program will be recorded for each entry.

Clients Placed in Permanent Housing

This indicator will require information entry in the following areas:

- ② Date Housing Secured
- ⑤ Building Information
- ③ Moved In date



Clients Remain Housed

This indicator will require the above information to be entered and a new entry created in the ④ Follow-up tab in this area. Information on how to access a report on which clients require follow-up can be found in the HPS Housing First Reporting section.

Days it Took to be Placed in Permanent Housing

This indicator will require information entry in the following areas:

- ① Date Search Started (a required field)
- ② Date Housing Secured
- ⑤ Building Information
- ③ Moved In date

Clients Who Were Re-Housed

This indicator will require information entry in the following areas:

- ③ Moved Out date for previous housing
- Add new Housing Placement record with:
 - ② Date Housing Secured
 - ⑤ Building Information
 - ③ Moved In date

Housing Placement - Editing

List Details

Last Name Client First Name Test Middle Name D.O.B. 01-01-1980 Gender Male Persons 1

Service Provider Abri de Tournesol

Caseworker / Staff Van Der Est, Hannah

Program

Date Search Started 14-05-2014

Date Housing Secured 14-07-2014

Expected Move-In Date

Reason Housing was not Secured

CM Activity required descrip

Housing Unit

History Follow-up Comments

Housing Type Sought

Building Housing Type Rental at Home Price

Address 1 25 Centralpark Rent 700 /Month

Address 2 Year Built 0

City Noel Status Date 14-07-2014

Province NS R3E 0N4 Unit Status Fair

Segaert, Aaron

Phone 1 (555) 445-6855

Phone 2 () -

Mobile (654) 865-4684

Fax () -

Email aaronshome@homes.com

Created By: Admin, Admin 14-07-2014 12:35:51 Modified By: Admin, Admin 14-07-2014 12:35:51

Financial Profiles

HIFIS page: http://hifis.hrsdc.gc.ca/formation-training/avancees-beyond/module_2/financial_profile.shtml

The below information assumes that these resources have been accessed and the user is familiar with the related functionality.

Clients Who Had a Change in Income Source

This indicator will require information entry in the following areas:

- ④ Starting a new Income record
- ① Source of Income
- ② Start date
- When a new income source is acquired:
 - ③ End date of the previous income (if applicable)
 - Adding a new record with ① Source of Income and ② Start date

Financial Profiles - Editing

List Details

Last Name: Client (1) First Name: Test (2) Middle Name: D.O.B.: 01-01-1970 Gender: Male

Source of Income: Employment Benefits / Insu (1) Start: 14-07-2012 (2) End: - - (3) Expense: Monthly Amount: 235.00

Pay Frequency: Monthly Monthly Amount: 235.00

Employment Type: Employer Type: Primary Employer: Essential

Income				Expenses			
Source of Income	Start Date	End Date	Mthly Amt	Expense	Start Date	End Date	Mthly Amt
Employment Benefits / Insu	14-07-2012	- -	235.00				

Social Assistance Monthly Total: 235 Disposable Income Monthly Total: 235

Created By: Admin, Admin 14-07-2014 13:20:04 Modified By: Admin, Admin 14-07-2014 13:20:04

Case Management

HIFIS page: http://hifis.hrsdc.gc.ca/formation-training/avancees-beyond/module_2/case_management.shtml

Lookout Video walk-thru: <https://www.youtube.com/watch?v=btOxzROg5RM>

The below information assumes that these resources have been accessed and the user is familiar with the related functionality. It is assumed that the appropriate Program will be recorded for each entry.

All indicators associated with the case management area can be entered in the same fashion. The information must be entered is:

On identifying the goal:

- ① Relevant Goal
- ② Current Status: Open
- ③ Date Opened

On completing the goal:

- ④ Current Status: Closed - Success
- ⑤ Date Closed

The screenshot displays the 'Case Management - Editing' window. The interface is divided into several sections:

- Client Information:** Includes fields for Last Name (Client), First Name (Test), Middle Name, D.O.B. (1-01-1970), and Gender (Male). Callout 1 points to the D.O.B. field, and callout 2 points to the Gender field.
- Service Provider:** A dropdown menu showing 'Abri de Tournesol'.
- Caseworker:** A dropdown menu showing 'Admin, Admin'.
- Program:** A dropdown menu.
- Goal (Desired Outcome):** A dropdown menu showing 'Volunteer Work'. Callout 1 points to this field.
- Contributing Factor(s):** A table with columns for Name, Date, and Description.
- Current Status:** A dropdown menu showing 'Open'. Callout 2 points to this field.
- Date Opened:** A date field showing '14-07-2014'. Callout 3 points to this field.
- Target Date:** A date field showing '--'.
- Date Closed:** A date field showing '--'. Callout 4 points to this field.
- Sessions:** A table with columns for Date, Time, Caseworker, Activity, Task, Hours, Minute, Pres, and Con.
- Documents:** A section for adding documents.
- Comments:** A section for adding comments, including fields for Activity, Description/Task, Date, Time, Expended Time (Hours and Minutes), and a 'Completed' checkbox.

At the bottom of the window, it shows 'Created By: Admin, Admin' and 'Modified By: Admin, Admin' with the date and time '14-07-2014 13:43:28'.

HPS Housing First Reporting

Resources on HIFIS reports can be found at hifis.ca and accessing the HIFIS 3 Training Resource Centre on the right hand side of the page. Information on accessing and creating reports can be found by clicking Beyond the Basics in the left hand menu bar and selecting Reports.

Indicator	HIFIS Report
# clients placed in permanent housing	Housing Placement – Summary
# clients remained housed @ 6, 12, 24 months	Housing Placement – Statistics*
# days it took to be placed in permanent housing	Housing Placement – Summary
# clients who were re-housed	Housing Placement – List
# clients who successfully exited from HF program	Unknown
# clients who returned to homelessness	Unknown
# clients who had change in income source	Unknown
# clients who started employment	Case Management Goals/Activities
# clients who started education program	Case Management Goals/Activities
# clients who began volunteer work	Case Management Goals/Activities
# clients who engaged in social participation	Case Management Goals/Activities
# clients who engaged in cultural or recreational activities	Case Management Goals/Activities

*Requires use of the Housing Placement Follow-up List to complete required data



Housing Placement – Summary

Select the ① Reporting Period, relevant ② Service Providers and ③ Program [currently not functional] from the list provided and click the ④ check mark. In the pop-up screen that is generated, click on Sections and select Housing Placement Outcomes and Length of Time to Successful Placement, and the appropriate options for the other areas [Metro to advise on selecting 'Move-In Date' or 'Date Secured' as the appropriate Successful Placement calculation].

The screenshot shows the HIFIS Report Manager interface. The main table lists various report titles and their last modified dates. The 'Housing Placement - Summary' report is selected. The right-hand panel contains several configuration options:

- Reporting Period:** A date range from 12-06-2000 to 12-06-2014 is selected, highlighted with a red box and callout 1.
- Service Providers:** A list of providers is shown, with '240010001AB - The Food Bank' selected, highlighted with a red box and callout 2.
- Programs:** A dropdown menu is visible, highlighted with a red box and callout 3.
- Client:** A search field is present, highlighted with a red box and callout 4.

At the bottom of the interface, there are several filters and a 'Logo' checkbox. The 'Logo' checkbox is checked and highlighted with a red box and callout 4.

Report Title	Last Modified	N	\$	Fav.
Goods and Services - Site	28-01-2014	✓		★
Goods and Services - Summary	28-01-2014		✓	★
Group Activity - Summary	28-01-2014			★
Household Composition	28-01-2014			★
Housing and Placement History - Individual	28-01-2014	✓		★
Housing Placement - List	28-01-2014	✓		★
Housing Placement - Statistics	21-01-2014			★
Housing Placement - Summary	05-02-2014			★
Housing Placement Follow-up List	28-01-2014			★

Housing Placement Follow-up List

Select the ① Reporting Period, relevant ② Service Providers and ③ Program [currently not functional] from the list provided and click the ④ check mark. In the pop-up screen that is generated, click on Columns and select useful information to be displayed. Select which types of follow-ups to show and the date range required for the follow-up, as well as whether overdue follow-ups should be displayed.

Report Title	Last Modified	N	S	Fav.
Housing Placement - List	28-01-2014	✓		★
Housing Placement - Statistics	21-01-2014			★
Housing Placement - Summary	05-02-2014			★
Housing Placement Follow-up List	28-01-2014			★
Housing Status at Admission	05-02-2014			★
HPS Results Reporting	28-01-2014			★
Identification Card	28-01-2014	✓		★
Income Change - Individual	28-01-2014	✓	✓	★
Income Change - List	28-01-2014	✓	✓	★

Show
 All Reports Available Only Recently Modified Favorites Only

Legend
List of all the clients who have been successfully moved into housing and are due for a follow-up appointment, including contact information.

Optional Heading
[Empty text box]

Report Language: English
Age Brackets: [Empty dropdown]
Report Order: [Empty dropdown]
Report Watermark: [Empty dropdown]

Reporting Period
Date: 14-07-2014

Service Providers
240010001AC - House Of Hope
240010001AA - Abri de Tournesol
240010001AB - The Food Bank

Programs
[Empty dropdown]

Client
[Empty text box]

Logo [Checkmark icon]

Utilize the displayed information to complete follow-ups and record this information in the Case Management area as described in HPS Housing First Data Entry.

Housing Placement – Statistics

Select the relevant ① Service Providers and ② Program [currently not functional] from the list provided and click the ③ check mark. In the pop-up screen that is generated, select the appropriate options [Metro to advise on selecting 'Move-In Date' or 'Date Secured' as the appropriate Successful Placement calculation].

The screenshot shows the HIFIS Report Manager interface. The main table lists various reports, with 'Housing Placement - Statistics' selected. The right-hand side contains several configuration sections:

- Reporting Period:** Includes fields for Date, Month, and Year. A callout '1' points to this section.
- Service Providers:** A list of providers including '240010001AC - House Of Hope', '240010001AA - Abri de Tournesol', and '240010001AB - The Food Bank'. A red box highlights this section.
- Programs:** A list of programs. A red box highlights this section, with a callout '2' pointing to it.
- Client:** A search field for client selection. A callout '3' points to a checkmark icon in the bottom right corner.

At the bottom, there are filters for Report Language (English), Age Brackets, Report Order, and Report Watermark. A 'Logo' checkbox is also present.

Case Management Goals/Activities - Summary

Select the ① Reporting Period, relevant ② Service Providers and ③ Program [currently not functional] from the list provided and click the ④ check mark. In the pop-up screen that is generated, click on Columns and select Completed at minimum. Select Group by Goal.

The screenshot shows the HIFIS Report Manager interface. The main table lists various report titles, with 'Case Management Goals/Activities - Summary' selected. The right-hand panel contains several configuration options:

- 1** Reporting Period: A date range from 12-06-2010 to 04-07-2014 is selected.
- 2** Service Providers: A list of providers is shown, including '240010001AC - House Of Hope', '240010001AA - Abri de Tournesol', and '240010001AB - The Food Bank'.
- 3** Programs: A dropdown menu is open, showing 'Programs'.
- 4** Client: A search field is visible, and a checkmark icon is highlighted in the bottom right corner of the interface.

At the bottom of the interface, there are several dropdown menus for 'Report Language' (English), 'Age Brackets', 'Report Order' (Goal), and 'Report Watermark'. A 'Logo' checkbox is also present.