



## HIFIS HOW TO: COORDINATED ACCESS IN AN OUTBREAK – ACCESS POINTS AND MESSAGING

Staying coordinated across the homelessness response system helps to remain housing-focused during the COVID-19 outbreak. During this period, service providers may have to perform coordinated access related activities virtually, such as modifying access points and access rights. For those who are not used to working virtually, this can be a challenge. As a web-based application, HIFIS is designed to support virtual work.

This “HIFIS How To” resource covers the creation of new service providers (or Coordinated Access Points) and the modification of access rights in HIFIS.

This document is meant to provide HIFIS specific context to compliment the Canadian Alliance to End Homelessness (CAEH) one-pager called “[Coordinated Access in a Pandemic](#)” and report called “[Getting Back to Housing](#)”, which include additional information and guidance.

1. [New Access Points – Creating New Service Providers or Modifying Access Rights](#)
2. [Sharing Coordinated Access Key Messages](#)
3. [Useful information](#)
4. [HIFIS Support and Staying Connected](#)

### 1. NEW ACCESS POINTS: CREATING NEW SERVICE PROVIDERS OR MODIFYING ACCESS RIGHTS

Communities that open a new access point in the Coordinated Access system during an outbreak can either create a new HIFIS Service Provider with a new or modified access right template(s) **OR** modify the access rights for an existing HIFIS Service Provider to accommodate this new role.

In their decision-making, communities can consider the following:

- If the new service is likely to continue past the outbreak and existing HIFIS Service Provider roles are quite different in their purpose or scope, it might make sense to create a new HIFIS Service Provider with a new access rights template.
- If the new service is time-limited (just for the outbreak) and existing HIFIS Service Provider roles are very similar in their purpose or scope, it might make sense to modify access rights for an existing HIFIS Service Provider.

#### **HOW TO CREATE A NEW HIFIS SERVICE PROVIDER**

1. Under **Administration** tab, select **[Service Provider]**
2. Select **[Service Provider Management]**
3. Select **[List of Service Providers]** and click on **[Add Service Provider]**
4. Fill in the details of the new Service Provider (fields with a \* are mandatory)

For support with HIFIS, contact Client Support Centre by email at [support@HIFIS.ca](mailto:support@HIFIS.ca) or phone at 1-866-324-2375.



5. To add **Rooms and Beds**, click on the **HIFIS Service Provider** from the **Service Provider List**
6. Click on **[Service Provider Management]**, then **[Rooms and Beds]**
7. Select **[Add Rooms]**. Enter the **Room Name** then click **[Save]**
8. Click **[Manage Beds]** on the newly created room
9. Select **[Add Beds]** and enter the **Bed Name**, **Bed Type**, and **Bed Status**. Set the bed to **Active**
10. Click **[Save]**

Note: This option will require access right templates to be created or modified to access the new *HIFIS Service Provider*.

For more information, consult page 94 of the [HIFIS User Guide](#) or contact the [HIFIS Client Support Centre](#).

#### **CREATE/MODIFY ACCESS RIGHTS TEMPLATES**

1. From the **Administration** menu, select **[Rights Templates]**
2. On the **Rights Template List** page, select **[Add Template]**
3. On the **Add Template** page, enter the details about the template (fields with a \* are mandatory)
4. Click **[Save]**
5. On the **Edit User Template** page, select the **[Template Rights]** tab
6. Locate the rights you want to add or remove to the template on the rights list by clicking **[Expand/Collapse Tree]**
7. Click the checkbox to add or remove a right. Once a selection is made, the changes are automatically saved
8. To modify an existing template, on the **Template List** page, locate the template you want to edit and select **[Edit]**
9. On the **Edit User Template** page, select either the **[Template Details]** tab or the **[Template Rights]** tab to edit the existing information or add any missing information
10. Click **[Save]**

For more information, consult page 93 of the [HIFIS User Guide](#) or contact the [HIFIS Client Support Centre](#).

To modify an individual users rights:

1. From the **Administration** menu, select **[Users]**
2. From the **User List** page, locate the user whose rights you want to modify and click **[User Account]**
3. On the **User Account** page, click on the **[Rights]** tab
4. Select which service provider will be affected by the rights change



5. Locate the rights you want to change on the rights list
6. Once a selection is made, the changes are automatically saved

For more information, consult page 97 of the [HIFIS User Guide](#) or contact the [HIFIS Client Support Centre](#).

## 2. SHARING COORDINATED ACCESS KEY MESSAGES

Built-in HIFIS communication tools include the use of Bulletins and the Broadcast function. Both can help workers stay informed about any changes to access points and Coordinated Access processes. These tools can also be used to reinforce key messages about the use of physical distancing strategies and personal protective equipment (PPE) where in-person Coordinated Access and housing meetings cannot be replaced with alternate ways of interacting.

### HOW TO CREATE YOUR BULLETIN

1. Select **[Bulletins]** from the **Communication** tab
2. Click on **[Add Bulletin]** at the bottom of screen
3. Once on the **Add Bulletin** page, insert information (fields marked with \* are mandatory)
4. Click **[Save]** or **[Send to all providers]**

A bulletin is displayed on the **Welcome to HIFIS landing** page when a user logs in. It will be displayed between the start date and end date selected when the bulletin was created. All bulletins are saved unless deleted by the user.

For more information, consult page 82 of the [HIFIS User Guide](#) or contact the [HIFIS Client Support Centre](#).

### HOW TO CREATE THE BROADCAST INSTANT MESSAGE

1. Select **[Broadcast]** from the **Communication** tab
2. Enter the subject
3. Type the content of the broadcast message in the **Message** box
4. Click the **Send** button
5. All logged on HIFIS users will immediately receive an orange pop-up window displaying the message

The message remain displayed as long as the user does not hover the mouse cursor over the notification. A broadcasted message is not saved.

For more information, consult page 82 of the [HIFIS User Guide](#) or contact the [HIFIS Client Support Centre](#).



### 3. USEFUL INFORMATION

- This document is part of a COVID-19 series of “HIFIS How To” resources. Other resources in this series include:
  - Coordinated Access in an Outbreak:
    - i. [Triage and Assessment](#); and
    - ii. [Prioritization](#)
  - [Finding and Securing Housing in an Outbreak](#)
  - [Preventing Eviction in an Outbreak](#)
  - [Home Visits in an Outbreak](#)
  - [Promoting Healthy Practices in an Outbreak](#)
  - [Tracking Health Issues in an Outbreak](#)
  - [Managing Admissions and Transactions in an Outbreak](#)
- The existing [Reaching Home directives](#) have been updated to provide guidance to funding recipients regarding the eligibility and use of Reaching Home funds, highlighting where adjustments have been made to existing program parameters, as well as to illustrate how existing eligible activities can be employed to reduce and mitigate the impacts of COVID-19.
- Visit the [Canadian Network for the Health and Housing of People Experiencing Homelessness](#), the [Canadian Alliance to End Homelessness](#) or the [Homelessness Learning Hub](#) websites for resources on how the homeless sector can respond to a COVID-19 outbreak.
- Visit the [Public Health Agency of Canada’s website](#) for [guidance for providers of services for people experiencing homelessness \(in the context of COVID-19\)](#).

### 4. HIFIS SUPPORT AND STAYING CONNECTED

- Have feedback or a “HIFIS How To” tip to share with your peers? Contact the HIFIS Client Support Centre by **email** at [support@HIFIS.ca](mailto:support@HIFIS.ca) or **phone** at 1-866-324-2375.
- For questions about HIFIS, refer to the [HIFIS Toolkit](#) or contact the HIFIS Client Support Centre by **email** at [support@HIFIS.ca](mailto:support@HIFIS.ca) or **phone** at 1-866-324-2375.
- To receive the HIFIS Newsletter send a request to sign up by email at [info@HIFIS.ca](mailto:info@HIFIS.ca).