

# HIFIS



## HOMELESS INDIVIDUALS AND FAMILIES INFORMATION SYSTEM



### HIFIS NEWSLETTER – June 2021

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### HIFIS Release 4.0.59.3 Now Available

The Homeless Individuals and Family Information System (HIFIS) Release 4.0.59.3 (59.3) is now available for download. This is an optional maintenance update to address some technical issues.

Specifically, Release 59.3 includes:

- 🏠 A fix to the registry week function in the Point-in-Time (PiT) Count module;
- 🏠 A new multiple goal session form in the Case Management module;
- 🏠 A total of 27 bug fixes across HIFIS (see the [HIFIS Known Issues Log](#) for more information on the bug fixes included).

For communities that plan to use HIFIS to do their PiT Count at the same time as their registry week this fall or in spring 2022, it is particularly important to install Release 59.3.

**Note:** As of version 59.3, HIFIS will no longer support the Internet Explorer web browser. Users are encouraged to use Google Chrome, Mozilla Firefox or Microsoft Edge as an alternative.

For any questions on HIFIS Release 59.3, contact the [HIFIS Client Support Centre](#) by email at [support@HIFIS.ca](mailto:support@HIFIS.ca) or by phone at 1-866-324-2375.

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## The HIFIS Known Issues Log is Live

The [HIFIS Known Issues log](#) is now live and available.

The log is a regularly updated list of bugs and issues that communities have reported. The log shows which issues have been fixed in recent system updates, and explains possible workarounds for certain ongoing issues.

By reviewing the log, you can see some of what the HIFIS development team is working on without having to contact the client support centre. However, because the log is strictly for bugs and issues, you are encouraged to contact the [HIFIS Client Support Centre](#) by email at [support@HIFIS.ca](mailto:support@HIFIS.ca) or by phone at 1-866-324-2375 to request system enhancements or to follow up on a ticket.

**Note:** If the issue you are experiencing is specific to your instance of HIFIS, it may not appear on the list.

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## Coming Soon: HIFIS Report Writing and Data Mapping Guide

To help communities create custom Crystal Reports in HIFIS, a new Report Writing and Data Mapping Guide has been developed. The Guide is designed to be helpful for beginners as well as experienced report writers.

The HIFIS Report Writing and Data Mapping Guide will be released in the coming months in English and French and will be posted on the [Homelessness Learning Hub](#).

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## Data Management eLearning Course

Data is a valuable tool for effective service delivery and decision-making within the housing and homelessness response sector. To help HIFIS Leads and Coordinated Access Leads optimize their data management, a new eLearning course is available.

The course provides advice for strengthening data management practices by:

1. Introducing the role of a data steward;
2. Describing the concept of the data lifecycle; and
3. Identifying common sources of data quality issues and approaches for resolving them.

The Data Management Course is now available in [English](#) and [French](#).

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## New Manager of the HIFIS Development and Partnership Unit



The HIFIS Development and Partnership Unit welcomes its new manager, Alex Parenteau.

Alex joins us from the Settlement and Resettlement Assistance programs at Immigration, Refugees and Citizenship Canada, where he supported service delivery to newcomers to Canada. Prior to this, he worked for 12 years at Service Canada with a focus on in-person service planning and partnerships.

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## Community Spotlight – 22 Communities have Implemented HIFIS 4.0.59.1 or Higher

In this edition, we are putting the spotlight on not one, but **22 communities** that have implemented HIFIS 4.0.59.1 (59.1) or higher. By doing so, these communities are realizing the full potential of HIFIS and becoming increasingly data-driven by ensuring their community benefits from the latest functionalities and fixes.

For example, Release 59.1 includes:

- A Coordinated Access module, which enables users to generate a Unique Identifier list
- A Housing Status Information function to easily identify if a client is housed or experiencing homelessness, including chronic homelessness based on the federal definition
- Automated features that show a client's status as active or inactive.

If your community has not done so already, you are strongly encouraged to update your HIFIS installation to make sure you have the latest release.

For any questions on HIFIS releases, contact the [HIFIS Client Support Centre](#) by email at [support@HIFIS.ca](mailto:support@HIFIS.ca) or by phone at 1-866-324-2375.

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## Everyone Counts 2021 – HIFIS Lite Reminder

Communities across the country have conducted their Point-in-Time (PiT) Counts this spring or will conduct them at a later date. To support PiT data collection, communities can enter data using HIFIS or HIFIS Lite.

For communities that have requested the use of HIFIS Lite, it is very important that you **register your HIFIS Lite installation in order to allow your data to be exported**. To register your instance, contact the HIFIS Client Support Centre at [support@HIFIS.ca](mailto:support@HIFIS.ca) or by phone at 1-866-324-2375.

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## Frequently Asked Questions on Data Sharing and Data Security in HIFIS

To provide communities with the necessary information regarding **data sharing and data security** when implementing HIFIS, a Frequently Asked Questions (FAQ) document has been developed to address common questions regarding how data in HIFIS is collected, shared, and used. This resource is available on the [Homelessness Learning Hub](#).

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### Frequently Asked Question – Housing Inactivity Threshold in HIFIS

Since the launch of HIFIS Releases 4.0.59.1 through 4.0.59.3, the HIFIS Client Support Centre has received some questions about a client’s housing status being identified as *unknown*.

By default, the system has a 30-day housing inactivity threshold. After 30 days with no updates to housing history records, a notification appears on a client’s file that says the client’s housing history is out of date. This new feature encourages users to validate a client’s Housing History regularly.

To modify (or remove) how frequently the housing inactivity threshold appears, as the administrator, change the settings by editing the cluster and modifying the **Housing Inactivity Threshold**. You can select a range between 7 and 365 days.

If you have questions about the Housing Inactivity Threshold, contact the [HIFIS Client Support Centre](#) by email at [support@HIFIS.ca](mailto:support@HIFIS.ca) or by phone at 1-866-324-2375.

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Does your community use HIFIS in an innovative way or have HIFIS best practices? [Share your stories](#) with us!

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For all questions or comments about the HIFIS Newsletter, please respond to this email.

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