HIFIS – Cheat Sheets

For Service Providers in the City of Lethbridge

CMHA – Diversion Outreach Team (DOT)

March 2025

Version 1.0

Questions?

Speak with your site administrator, email us at HIFIS@lethbridge.ca, or submit a support ticket at HIFIS - City of Lethbridge

Diversion Attempt

When you are providing services to a participant, and an individual need of theirs needs to be fulfilled, you can utilize the Diversion module in HIFIS.

Common Diversion Attempts (Reasons for Service)

- **Personal Safety**
  - Taking a participant to get winter gear during the winter.
- **Requesting Information**
  - Providing a participant with information about addiction recovery supports and providing any referrals to start the addiction recovery process.

How-To

1. Add Diversion Attempt
2. Leave client as anonymous, unless the client is known, and their consent status is active in HIFIS
3. Fill in the required information, marked by the red stars
4. The date/time is the date/time the diversion attempt begins
5. Referred from: Outreach Services – Priority 1 / 2 / 3, Transport Team
6. Referred to: Your agency, Community – Streets Alive Mission
7. Fill in any additional information necessary
8. Diversion Result: select the most relevant to the situation and select Save

Group Activities

When you are doing one interaction for a number of participants, you will want to use the Group Activity module. This way you can encapsulate the activity with one entry into HIFIS, instead of trying to gather information on each individual you are assisting.

Common Group Activities (Reasons for Service)

- **Requesting Transport**
  - A group of participants call DOT requesting transport.
- **Hot Spot Checks – No Clients Present**

How-To

1. Add Group Activity (Outreach Services, Transport Team, etc.)
2. Fill in the required information, marked by the red stars
3. Reason for Service (see examples above for guidance)
4. Referred from (this is the Outreach Services – Priority 1 / 2 / 3)
5. Referred to: Leave blank
6. Save
7. Attendees: Add all anonymous or known clients and select the save button beside where you enter the number of attendees.
8. Comments: This is where you will enter your case notes.