

What is HIFIS?

HIFIS - [H](#)omeless [I](#)ndividuals & [F](#)amilies [I](#)nformation [S](#)ystem

HIFIS is a client management software tool designed to assist Communities in addressing homelessness. Developed and supported by the Government of Canada, HIFIS enables service providers to collect and share real-time, client-level data, facilitating improved service delivery and informed decision-making

HIFIS empowers communities to implement coordinated access and adopt an outcomes-based approach to preventing, reducing, and ultimately ending homelessness by ensuring that:

- Data is available when needed
- Data is used to inform decisions and measure outcomes
- Data is of the highest quality

Key Features:

- **Client Management:** Enables service providers to deliver personalized care by documenting participant information and the homelessness-related services they need or access.
- **Service Coordination:** In alignment with coordinated access, HIFIS facilitates the coordination of services and referrals amongst various participating agencies supporting individuals and families experiencing homelessness.
- **Data Collection & Reporting:** Highly customizable reporting templates that allow communities to generate reports and track data to make informed decisions and develop effective strategies for reducing homelessness.
- **Program Management:** Supports varying types of program areas, such as emergency shelters, transitional and supportive housing, outreach services.
- **Security and Privacy:** Ensures data security and privacy through customized and robust user permissions and data protection measures.

Benefits:

- **Improved Service Coordination & Delivery:** Helps providers offer efficient and coordinated care to individuals and families; also helps to reduce service duplication through enhanced data sharing amongst HIFIS-participating providers (i.e., same client pool).
- **Data-Driven Decision Making:** Through the ability to customize reports, providers can glean valuable insights and analytics to inform policy and funding decisions.
- **Collaboration:** Promotes greater collaboration amongst agencies and organizations within the community working towards the shared goal of reducing homelessness.
- **Real-Time Data:** Supports real-time data gathering and tracking progress over time. This can help organizations identify areas where additional resources or interventions may be required.

HIFIS positions us to better support the most vulnerable members of our community. By leveraging its features and benefits, we can enhance our understanding of homelessness in our community, improve service coordination, and work together towards our shared goal of reducing and ultimately ending homelessness.

To learn more about HIFIS visit the following:

www.lethbridge.ca/HIFIS

[Housing, Infrastructure and
Communities Canada - HIFIS](#)

[HIFIS - A Tool for Understanding
Homelessness](#)