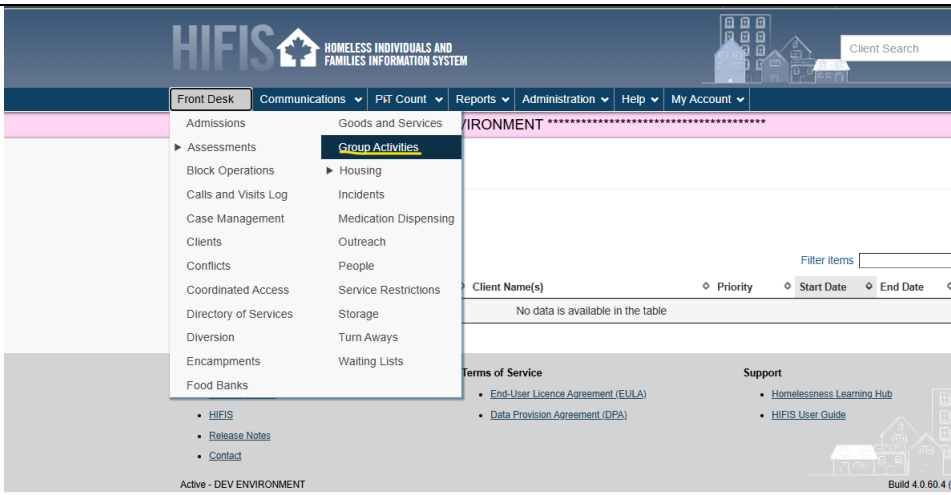
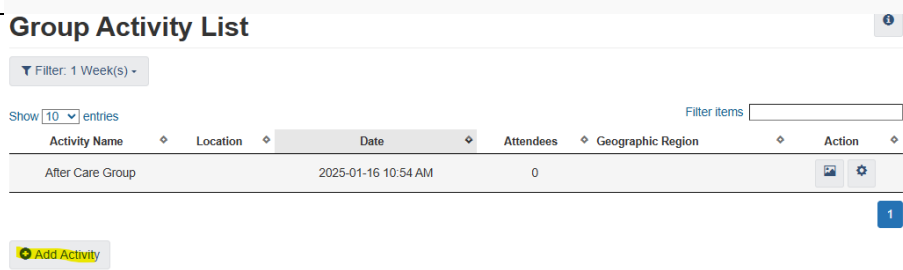


Version 2: Updated March 11, 2025

Group Activities – Process & Procedure

This module enables users to record group activities conducted at the agency/service provider for clients. This includes activities such as a hot/cold meal, alcoholics anonymous, transportation etc.) that can be recorded.

Action	
1. From the HIFIS main page, navigate to the Front Desk drop down menu and select Group Activities.	
2. From the Group Activities List page, select the “+ Add Activity” button to begin the process.	

<p>3. From the “Add Group Activity” page, fill in all required fields marled with a red star and any optional fields if applicable for additional information.</p>	<div data-bbox="412 186 1347 1014"> <h3>Add Group Activity</h3> <div> <div>Group Activity</div> <div>Select an option</div> <div>★</div> </div> <div> <div>Program</div> <div>Select an option</div> <div>+ -</div> </div> <div> <div>Location</div> <div>Select an option</div> <div>▼</div> </div> <div> <div>Start Date and Time</div> <div>2025-01-22</div> <div>10:20 AM</div> <div>🕒</div> <div>★</div> </div> <div> <div>Hours</div> <div>0</div> </div> <div> <div>Minutes</div> <div>0</div> </div> <div> <div>Description</div> <div></div> </div> <div> <div>Reason for Service</div> <div>Select an option</div> <div>★</div> </div> <div> <div>Referred from</div> <div>Select an option</div> <div>▼</div> </div> <div> <div>Referred to</div> <div>Select an option</div> <div>▼</div> </div> <div> <div>Geographic Region</div> <div>Select an option</div> <div>+ -</div> </div> <div> <div>Capture Service Location</div> <div>📍 Get current location</div> <div>📄 Coordinates</div> </div> <div> <div>💾 Save</div> <div>✖ Cancel</div> </div> </div>
--	---

<p>6. Select the Start Date and Time for when the Group activity commenced , and the number of hours or minutes expended for this activity.</p>	<div> Start Date and Time <div> <div>2025-01-22</div> <div></div> <div>10:20 AM</div> <div></div> <div>★</div> </div> </div> <div> Hours <input type="text" value="0"/> </div> <div> Minutes <input type="text" value="0"/> </div>
<p>7. Select the Reason for Service for activity.</p>	<div> Reason for Service <div> <div>Select an option</div> <div>▼</div> <div>★</div> </div> </div>
<p>8. If applicable, filter the Geographic Region for Referred From and referred To as Lethbridge to select the drop down options.</p>	<div> Referred from <div> <div>Select an option</div> <div>▼</div> <div></div> </div> </div> <div> Referred to <div> <div>Select an option</div> <div>▼</div> <div></div> </div> </div> <div> <div>Referral Filter</div> <div> <div> Geographic Region <div> <div>Lethbridge</div> <div>×</div> <div>▲</div> </div> <div> <input type="text"/> </div> </div> <div> City <div>Lethbridge</div> </div> </div> <div> <div> Filter</div> <div>Close</div> </div> </div>
<p>10. Click Save.</p>	<div> <div> Save</div> </div>

Manage Group Activity

***Please Note – From the Manage Group activity page, when entering a client in the “Client Name(s) filed, the cline must already be a preexisting client tin the system for this function to work.**

Action	
1. Once clicking Save, user will be redirected to the Manage Group Activity page.	<div> <h3>Manage Group Activity</h3> <div> <div> <div>Group Activity</div>Transport <div>Hours</div>1 </div> <div> <div>Owner</div>City of Lethbridge <div>Minutes</div>0 </div> <div> <div>Service Provider</div>City of Lethbridge <div>Description</div> </div> <div> <div>Program</div>OSSI-Funded <div>Reason for Service</div>Hot / Cold Alert </div> <div> <div>Location</div>Mental Health - Canadian Mental Health Assc <div>Referred from</div>Shelter - Lethbridge Wellness Shelter & Stabi </div> <div> <div>Start Date and Time</div>2025-01-22 10:20 AM <div>Referred to</div>Outreach Services - CMHA Diversion Outrea </div> </div> <div> <div>Edit</div> <div>Cancel</div> </div> <div> <div>Attendees</div> <div>Organizers</div> <div>Demographics</div> <div>Comments</div> <div>Replicate</div> </div> <div> <div>Client Name(s)</div> <div>Anonymous Attendees</div>0 </div> <div> <div>Showing 0 to 0 of 0 entries Show 10 entries</div> <div>Filter items</div> </div> <div> <div>Full Name</div> <div>Gender</div> <div>Date of Birth</div> <div>Age</div> <div>Attended</div> <div>Remove</div> </div> <div>No data is available in the table</div> <div> <div>Mark all as attended</div> <div>Mark all as unattended</div> </div> </div>
2. From the Manage Group Activity page, select the “Attendees” tab.	<div> <div>Time</div> <div> <div>Edit</div> <div>Cancel</div> </div> <div> <div>Attendees</div> <div>Organizers</div> <div>Demographics</div> <div>Comments</div> <div>Replicate</div> </div> <div> <div>Client Name(s)</div> <div>Anonymous Attendees</div>0 </div> <div> <div>Showing 0 to 0 of 0 entries Show 10 entries</div> <div>Filter items</div> </div> <div> <div>Full Name</div> <div>Gender</div> <div>Date of Birth</div> <div>Age</div> <div>Attended</div> <div>Remove</div> </div> <div>No data is available in the table</div> <div> <div>Mark all as attended</div> <div>Mark all as unattended</div> </div> </div>
3. From the Attendees tab, users can now mark down in the Client Name(s) field or	<div> <div>Attendees</div> <div>Organizers</div> <div>Demographics</div> <div>Comments</div> <div>Replicate</div> </div> <div> <div>Client Name(s)</div> <div> <div>* Sparrow, Jack (1975-07-</div> <div>Anonymous Attendees</div>2 </div> <div> <div>Showing 0 to 0 of 0 entries Show 10 entries</div> <div>Filter items</div> </div> <div> <div>Full Name</div> <div>Gender</div> <div>Date of Birth</div> <div>Age</div> <div>Atten</div> </div> <div>No data is available in the table</div> <div> <div>Mark all as attended</div> <div>Mark all as unattended</div> </div> </div>

Anonymous Attendees.

***Please Note – For the user to successfully add a pre-existing client in the client Name(s) and anonymous Attendees boxes, after typing in the client’s name, ensure you click the “+ and save” buttons after entering their name in as this will save their name and/or anonymous as attended to the Group activity. If you do not click the “+ or save” button next to the Client Name(s) and Anonymous Attendees box, it will not save and will not show up as attended to the activity:**

Attendees Organizers Demographics Comments Replicate



Client Name(s) 

Anonymous Attendees 

Showing 0 to 0 of 0 entries | Show entries


4. After clicking both the “+” and “save” icons for client and anonymous attendees, click on the “Mark all as attended” button below.



Attendees Organizers Demographics Comments Replicate

Client Name(s)  Anonymous Attendees 

Showing 1 to 1 of 1 entries | Show entries

Filter items

Full Name	Gender	Date of Birth	Age	Attended	Remove
Sparrow, Jack	Male	1975-07-17	49	<input type="checkbox"/> No	

 Mark all as attended  Mark all as unattended

5. Once clicking save, include the Organizers and/or External Contacts involved in the Group Activity, if applicable. This is where you will document staff involved with the Group Activity.

AttendeesOrganizersDemographicsCommentsReplicate

Staff

Staff

×

Team, Diversion Outreach

+

Showing 0 to 0 of 0 entries | Show 10 entries

Filter items

Full Name	Remove
No data is available in the table	

External Contacts

External Contacts

+

Showing 0 to 0 of 0 entries | Show 10 entries

Filter items

Full Name	Remove
No data is available in the table	

6. Users can also review or edit the Demographics of the clients or anonymous attendees from the Group activity.

AttendeesOrganizersDemographicsCommentsReplicate

	Client	Anonymous	Total		Client	Anony
Youth	0	<input type="text" value="0"/>	0	Females	0	<input type="text" value="0"/>
Adults	1	<input type="text" value="0"/>	1	Males	1	<input type="text" value="0"/>
Seniors	0	<input type="text" value="0"/>	0	Other	0	<input type="text" value="0"/>
Unknown	0	2	2	Unknown	0	2
Indigenous Identity	0	<input type="text" value="0"/>	0	Disabled	0	<input type="text" value="0"/>
Non-Indigenous	0	<input type="text" value="0"/>	0	Non-Disabled	1	<input type="text" value="0"/>
Unknown	1	2	3	Unknown	0	2

Save

7. User can also add any Comments or Replicate the same Group Activity with number of attendees organizers, dates and programs for future processes.

Attendees
Organizers
Demographics
Comments
Replicate

Edit
Insert
Format
View
Table

Font Sizes
A
A
B
I
U

Words: 0

Save

Attendees
Organizers
Demographics
Comments
Replicate

Keep Attendees
☐ No

Keep Organizers
☐ No

Keep Programs
☐ No

Dates

January 2025
»

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Clear

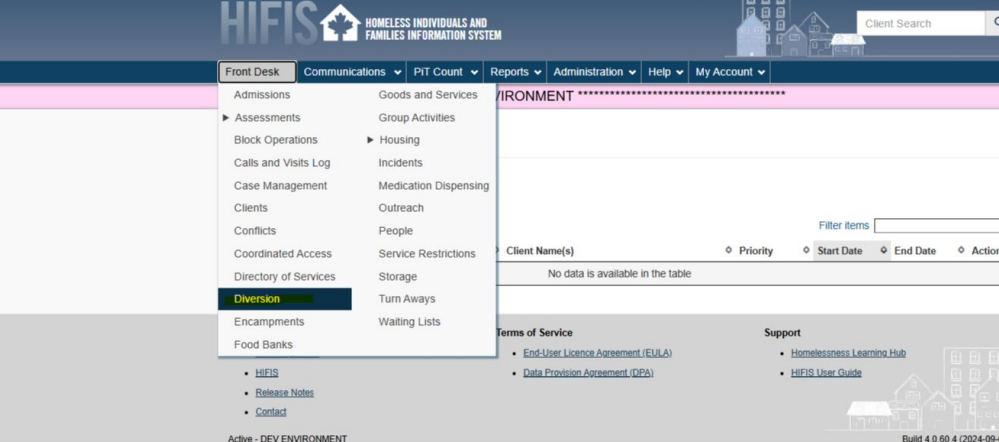
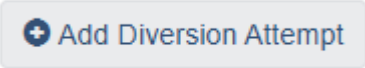
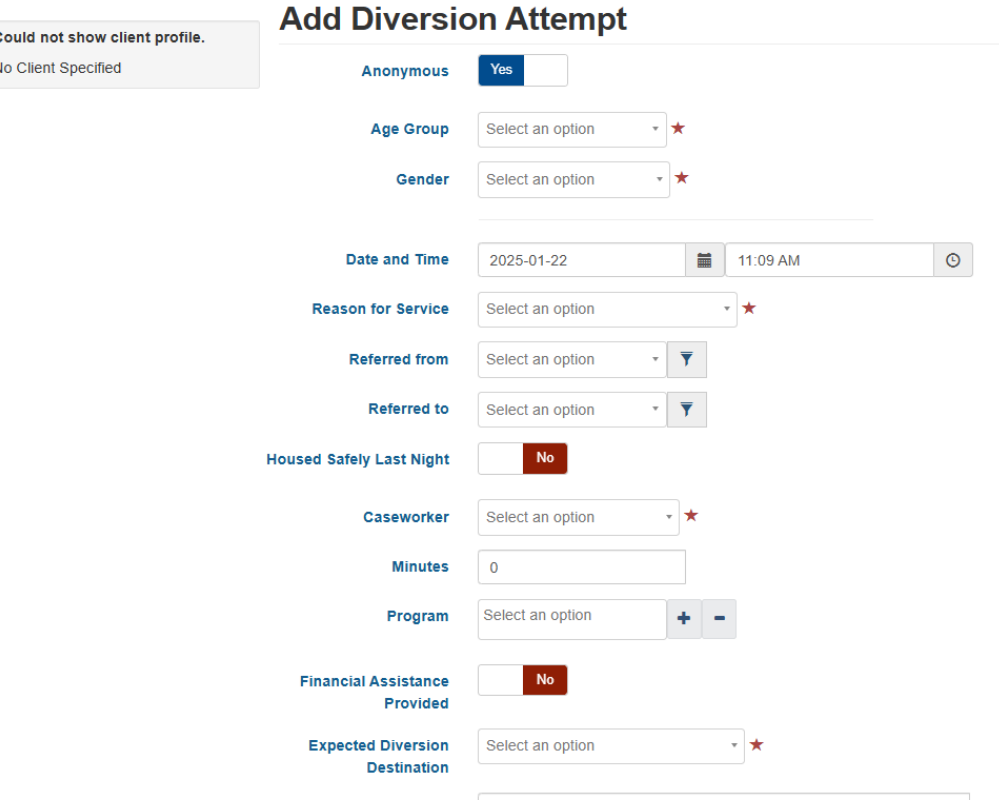
Replicate

****Please Note – For the Attendees, Organizers, Demographics and Comments tabs, when entering information in the fields, ensure you incorporate the habit of clicking the “Save” button each time when entering information from these tabs.***

8. Once user has filled and saved information for Group Activity, you can return to the Front Desk drop down menu and select “Group Activities” to display or Manage the logged activity conducted.

Diversion Attempt – Process & Procedure

This module will allow users to record Diversion attempts, more specifically, for individuals who decline their consent to share their personal information. For consistency purposes, users from the Diversion Outreach Team (DOT) will only utilize the (+ **Add Diversion Attempt**) button and not the Diversion Workflow. The reason for this is because we are only wanting to specify a Diversion Attempt for an individual who decline their personal information being shared or added to HIFIS and will remain “Anonymous” while recording the one-on-one support provided. This is intended to record the longer interactions and efforts DOT may have with a participant, while still conforming to the consent standards DOT utilizes today.

<p>Action</p>	
<p>1. From the HIFIS main page, navigate to the Front Desk drop down menu and select “Diversion”.</p>	
<p>2. From the Diversion List page, select the “+ Add Diversion Attempt” button.</p>	
<p>3. From the Add Diversion Attempt page, fill in all required fields marked with red star and if applicable, fill in any optional fields for additional information. The Follow-Up date will automatically populate – delete this text to remove a follow-up reminder.</p>	

4. For the “Anonymous” field, change the status to “Yes” as we are recording an individual who wanted their information to remain anonymous.	<div>Anonymous</div> <div>Yes <input type="checkbox"/></div>
5. Fill in the prompted required field below the Anonymous field being “Age Group and Gender”. If unknown, select “other” or “don’t know”	<div>Anonymous</div> <div>Yes <input type="checkbox"/></div> <div>Age Group <input type="text" value="Select an option"/> ★</div> <div>Gender <input type="text" value="Select an option"/> ★</div>
6. Select the Reason for Service for the anonymous individual. For DOT, we have added an option: “Requesting Transport”	<div>Reason for Service <input type="text" value="Select an option"/> ★</div> <div> <div>Referred from</div> <div>Referred to</div> <div>and Safely Last Night</div> <div>Caseworker</div> </div> <div> <input type="text"/> Detoxification Housing - Eviction by Landlord Housing - Eviction by Other Family / Relationship Breakdown Financial - Crisis Housing - Fire / Flood </div>
7. Select the individual working with a client.	<div>Caseworker <input type="text" value="Select an option"/> ★</div>
8. Select the Expected Diversion	<div>Expected Diversion Destination <input type="text" value="Select an option"/> ★</div>

Destination for the client.																	
9. If applicable, select the Diversion Result for the outcome of the diversion attempt.	<div><div>Diversion Result</div><div><div>Pending</div><div></div><div>Completed Interaction</div><div>Diverted</div><div>Non-Rapid Exit</div><div>Not Diverted</div><div>Pending</div></div></div> <div><div>Terms of Service</div><div><div>End-User Lic</div><div>Data Provisio</div></div></div> <div><div>Suppo</div><div><div></div><div></div></div></div>																
10. Once user has filled in all required fields and any optional fields, click Save.	<div>Save</div>																
11. Once clicking Save, user will be returned to the Diversion List page and will see the logged information conducted for the Anonymous client on the page.	<div><div>Diversion List</div><div>Upcoming Follow-up (1)</div><div>Filter Options</div><div>Showing 1 to 1 of 1 entries Show 10 entries</div><table><tr><th>Client Name</th><th>Date and Time</th><th>Reason for Service</th><th>Expected Diversion Destination</th><th>Caseworker</th><th>Booked In</th><th>Status</th><th>Action</th></tr><tr><td>Anonymous. Anonymous</td><td>2025-01-22</td><td>Substance Use - Alcohol</td><td>Admitted to Shelter</td><td>Worker, Outreach</td><td>No</td><td>Completed Interaction Scheduled Follow-up: 2025-02-01 Upcoming Follow-up!</td><td><div><div></div><div></div><div></div></div></td></tr></table><div>1</div></div>	Client Name	Date and Time	Reason for Service	Expected Diversion Destination	Caseworker	Booked In	Status	Action	Anonymous. Anonymous	2025-01-22	Substance Use - Alcohol	Admitted to Shelter	Worker, Outreach	No	Completed Interaction Scheduled Follow-up: 2025-02-01 Upcoming Follow-up!	<div><div></div><div></div><div></div></div>
Client Name	Date and Time	Reason for Service	Expected Diversion Destination	Caseworker	Booked In	Status	Action										
Anonymous. Anonymous	2025-01-22	Substance Use - Alcohol	Admitted to Shelter	Worker, Outreach	No	Completed Interaction Scheduled Follow-up: 2025-02-01 Upcoming Follow-up!	<div><div></div><div></div><div></div></div>										