

HIFIS Manual

For Service Providers in the City of Lethbridge

June 2025

Version 1.0



Questions?

Speak with your site administrator, who can email us at HIFIS@lethbridge.ca, or submit a support ticket at [HIFIS - City of Lethbridge](#) on your behalf.

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1 Introduction

The Homeless Individuals and Families Information System 4.0 (HIFIS) is a web-based electronic client management information system that supports standardized assessments of client needs, individualized service plans, and service records.

The City of Lethbridge administers HIFIS locally, in partnership with community service providers. HIFIS is used to better understand the nature of homelessness in Lethbridge, inform local policy and program development, and coordinate service delivery across the housing and homelessness sector.

HIFIS was created by the Government of Canada, and it has been adapted for local use. Prior to implementation, the City of Lethbridge conducted a thorough review to ensure alignment with community-specific privacy, reporting, and service coordination needs.

This manual has been developed to guide HIFIS use in Lethbridge, and establish local standards for accountability, data integrity, and compliance with federal, provincial, and municipal requirements. The manual outlines responsibilities, procedures, and best practices for all users accessing the City of Lethbridge instance of HIFIS. It will be reviewed and updated periodically by the CSD team.

To access the City of Lethbridge HIFIS system, users must have the following:

1. A device with internet access and a supported web browser (e.g., Google Chrome, Firefox, Microsoft Edge).
2. The login URL for the City of Lethbridge HIFIS instance; and,
3. An Active HIFIS user account authorized by the CSD team.

1.1 Purpose

The purpose of this manual is to provide clear guidance on the proper and consistent use of HIFIS within the City of Lethbridge. It outlines the standards, procedures, and expectations for all users to ensure data accuracy, client confidentiality, and effective service coordination.

This manual supports users in navigating the HIFIS system, understanding their responsibilities, and adhering to local and federal requirements. It serves as a reference tool to promote accountability, streamline workflows, and enhance the quality and continuity of services provided to individuals experiencing or at risk of homelessness.

1.2 Roles and Responsibilities in a Shared HIFIS Environment

In the City of Lethbridge's shared HIFIS environment, multiple service providers access and contribute to a centralized database. This collaborative model supports coordinated access service delivery, reduces duplication, and enhances the understanding of client journeys across the system. To maintain data integrity, privacy, and effective collaboration, all users must understand and uphold their roles and responsibilities.

1.21 City of Lethbridge – System Administrators

- Oversee the local administration and configuration of the HIFIS system.
- Manages user accounts, user rights, and service provider setup.
- Provides training, technical support, and system guidance to users.
- Ensures compliance with privacy legislation and local policies.
- Conducts data quality reviews and coordinates regular system updates.

1.22 Service Provider: Case Manager Supervisors and Site Administrators

- Ensure that staff using HIFIS are trained and follow established procedures.
- Assign appropriate user roles based on job functions and access needs.
- Monitor data quality and timely entry of information by their teams.
- Serve as the first point of contact for internal troubleshooting, before escalating to the CSD team

1.23 Frontline Users (Case Managers, Support Workers, Fund Administration, etc.)

- Enter accurate and timely client data, including assessments, service interactions, and case notes.
- Follow consent and privacy protocols before entering or sharing client information.
- Use the system to coordinate and document services delivered to clients.
- Report system issues or data error to their manager or designated HIFIS contact.

1.24 All Users

- Respect client confidentiality and only access information required for service delivery.
- Use HIFIS in accordance with approved policies, procedures, and privacy legislation.
- Participate in training, updates, and audits as required.
- Log out of the system when not in use and protect login credentials at all times.

2 HIFIS Governance

2.1 Data Governance Framework

The Data Governance Framework establishes how client information is managed, accessed, protected, and maintained within the Lethbridge HIFIS environment. This framework is guided by principles of transparency, accountability, data quality, and privacy. It ensures that data practices comply with local, provincial, and federal legislation, including the Alberta Access to Information Act (ATIA) and the Protection of Privacy Act (POPA).

Key components of the framework include:

- **Roles and Responsibilities:** Each participating agency and users must adhere to their defined responsibilities for data entry, accuracy, and protection. A site administrator is appointed at the community level to oversee compliance and provide support.
- **Access Control:** User access is role-based and governed by pre-approved rights templates. Agencies are responsible for sending in requests for user creation, modification, and deactivations in alignment with staffing changes.
- **Data Quality:** Agencies must ensure timely and complete data entry. The HIFIS Lead will conduct regular audits and provide feedback to support continuous improvement.
- **Consent and Privacy:** All data must be collected and shared with informed client consent. Agencies are expected to respond immediately to privacy breaches and participate in regular POPA training.
- **Oversight and Review:** The HIFIS Working Group (governance committee) reviews data use, approves configuration changes, and ensures alignment with community-wide priorities.

This framework is designed to foster a culture of integrity and collaboration, ensuring that HIFIS data supports effective service delivery, while protecting the dignity and rights of clients.

2.2 Participating Agencies

Participating agencies are all organizations that use HIFIS within the Lethbridge coordinated access system. These include shelters, outreach teams, supportive housing providers, case management services, and municipal departments. Each agency agrees to

abide by shared protocols related to data entry, privacy, consent, and collaboration to support integrated client care.

2.3 Decision-Making and Escalation Pathways

Decision-making processes follow a tiered governance structure, ranging from individual agencies to the Government of Canada. When issues arise, users are encouraged to follow the escalation pathway beginning with their site administrator, who will reach out to the Lethbridge HIFIS Support Team if necessary. If further escalation is required, the Lethbridge HIFIS Support Team will escalate the matter to the HIFIS Support Team with the Government of Canada. This ensures efficient issue resolution and stakeholder involvement.

2.4 Change Management Process

Any proposed changes to HIFIS functionality, configuration, or data standards must follow a structured change management process to ensure system stability, user awareness, and alignment with community priorities.

2.4.1 Submission of Change Request

All change requests must be submitted using the official Change Request Form, available on the City of Lethbridge HIFIS webpage. Requests must include a clear description of the proposed change, rationale, potential impact, and the requesting agency's contact information.

2.4.2 Evaluation by HIFIS Team

The HIFIS Team will review the request for feasibility alignment with governance policies, and potential impact on users and data integrity. If the change affects system-wide functionality, it will be brought to the HIFIS Working Group for discussion and approval.

2.4.3 Pilot Testing

All proposed changes will be applied to the DEV environment, where the HIFIS Support Team will test the changes and evaluate potential impact. Other agencies may be asked to test the changes to confirm functionality, identify issues, and provide feedback. The results of the pilot will be documented and reviewed before proceeding.

2.4.4 Communication Planning

Once a change is approved, the HIFIS Support Team will send an email to the requesting agency, indicating that their Form/Query was received and is in progress. Upon completion, a follow-up email will be sent documenting the changes and completion of the ticket/query.

2.4.5 Implementation

The change will be implemented in PROD either immediately after testing (for minor changes) or during a scheduled maintenance window (for major changes). A full system backup will be completed prior to implementation, and the HIFIS Team will monitor the system post-implementation to ensure stability.

2.4.6 Post-Implementation Review

Feedback will be collected from users to assess the effectiveness of the change, if required. Any issues will be addressed promptly, and lessons learned will inform future change processes.

2.5 System Configuration Authority

Only designated system administrators have the authority to make configuration changes in HIFIS, including adding new users, modifying lookup tables, and adjusting program settings. Changes must align with approved protocols and be communicated to any impacted agencies to ensure consistency across the shared environment. However, major configuration changes must be reviewed or approved by the HIFIS Working Group prior to implementation.

2.6 HIFIS Working Group Composition and Purpose

The HIFIS Working Group serves as the governance body responsible for overseeing the strategic direction, configuration, and data governance of the HIFIS system in Lethbridge. Membership may include representatives from:

- The City of Lethbridge Community and Social Development (CSD) Department
- Participating Service Providers (Shelter, Housing Programs, Outreach Teams, etc.)
- Indigenous service organizations
- Technical support staff (e.g., HIFIS System Administrators)
- Other stakeholders as needed (e.g., funders, consultants, etc.)

The Working Group meets regularly (monthly) to:

- Review system performance.
- Approve configuration changes.
- Ensure alignment with community priorities and federal/provincial requirements.

It also plays a key role in change management, data governance, and continuous improvement efforts.

3 Key Concepts

3.1 Data Sharing

Data sharing within HIFIS enables agencies to work collaboratively while providing coordinated care to clients. The sharing of client information is governed by consent agreements and data visibility rules, ensuring that only authorized users can access specific information. Shared data can include service history, housing placements, and referrals, which help reduce duplication and supports consistent case planning. Each agency is responsible for understanding their data-sharing permissions and complying with established community protocols.

3.1.1 Data Sharing Categories and Visibility in HIFIS

In the Lethbridge HIFIS environment, data visibility is governed by the type of information and the client's consent level. This structure ensures that client privacy is respected while enabling coordinated care when appropriate.

Client Information (Demographics):

This can include:

- Vitals – Name, date of birth, gender, Indigenous identity (only if the client chooses to self-identify. No specific Nation, Band, or Treaty information is collected or shared in HIFIS).
- Contact information.
- Languages
- Education
- Family
- Incomes
- Housing History
- Various Factors

Client Management Data (Service Delivery)

Includes cases (goals, sessions, referrals, and service interactions).

- Cases (Goals) are visible to other service providers (name of goal, whether it is active, no notes)
- Sessions are visible to other service providers (name of activity, date of activity, no notes)
- Group Activities and Diversion activities are visible if the client has consented to information/data sharing.

No Sharing Without Consent

If a client declines sharing, their profile is hidden from other agencies, and only the originating service provider can view their data.

3.2 Client Consent

Client consent is the foundation for ethical data sharing in HIFIS. Clients must be informed about what data is being collected, how it will be used, and which agencies will have access. Consent must be collected in written or verbal form, although future updates and approval from the City of Lethbridge's Access to Information and Protection of Privacy (previously FOIP) department may include other forms of consent, depending on the context and program. The type of consent obtained must be clearly documented in the system. Agencies are responsible for ensuring that consent is current and reflective of the client's wishes. Consent also determines how visible a client's record is to other users across the community.

3.3 Attestation

When other service providers are accessing your client's profile in HIFIS, an Attestation window will pop up the first time it is accessed. This attestation window has the user declare they are accessing the client's file for the purpose of helping the client with housing and other case management-related services. After a user attests, they are accessing the client's HIFIS profile for work-related services, no other users from that service provider will need to attest.

3.4 Client Activity State

The client activity state is a system designation that identifies whether a client is actively receiving services, inactive due to a lapse in contact, or following case closure. An Active status indicates ongoing involvement with services. Inactive clients have had no recent interactions, and follow-up is pending or completed. Archived clients have formally exited

from client management services, and their data is preserved for historical reporting but is not included in day-to-day service planning. Accurate status tracking ensures caseloads reflect current engagement.

3.5 Housing History

Housing history in HIFIS documents a client's living situation over time, including shelter stays, transitional housing, supportive housing, and independent placement. This module captures entry and exit dates, reasons for transition, and housing stability. Maintaining accurate housing history is essential for tracking client progress, identifying patterns of homelessness, and informing eligibility for housing programs. It also supports reporting requirements for funders and policy makers.

3.6 Client Information

Client information includes demographic details, contact information, identification documents, service needs, and others. This data is collected at intake and updated regularly to reflect changes. Accurate and complete client profiles allow for appropriate service matching, informed referrals, and reporting. Key data fields include age, gender, Indigenous Status, and names and aliases. Staff must ensure this information is gathered respectfully and maintained securely.

3.7 Client Management

Client management involves the day-to-day tracking of client interactions, including intakes, assessments, service events, case plans, and group activities. This comprehensive view allows staff to deliver coordinated and client-centred care. It also supports accountability, as service delivery is documented in real-time. Staff must follow local workflows for managing records, ensuring that all significant interactions and changes are logged into the system.

3.8 Front Desk

The Front Desk module in HIFIS serves as the main user dropdown menu. It provides access to key functions such as Client Search, Case Management, Housing Services, Group Activities, and Diversion, among others. Users will have full access, based on their assigned user template, to the modules required by their agency for client support. For all other modules, users will have Display (read-only) access to support coordinated access across agencies.

4 Data Sharing and Privacy

4.1 Overview of Data Sharing Process in Lethbridge

In Lethbridge, data sharing through HIFIS is designed to support coordinated access and improve client outcomes by enabling service providers to work collaboratively. Each participating agency contributes to and accesses the shared HIFIS database according to community-established policies and client consent. The goal is to ensure that relevant client information is available to the right people at the right time, reducing duplication of services and supporting continuity of care.

4.2 Anonymous Clients

Anonymous clients are recorded with minimal identifying information, typically in situations where privacy and safety are paramount, such as domestic violence cases. However, sometimes clients will decline to share their information with other service providers and the Unique Identifiers List, for other reasons; a client can refuse to share their information for any reason. The “Anonymous – Declined” designation allows clients to access services without disclosing personal details. These designations limit visibility across the system and require staff to exercise discretion when managing those clients.

4.3 Data Ownership and Stewardship

While each agency owns the data they enter into HIFIS, overall stewardship of the shared system rests with the Community Entity – the City of Lethbridge, Community and Social Development Department. Data ownership refers to each agency’s accountability for the accuracy and integrity of the information they input. Stewardship, on the other hand, involves maintaining high standards of data collection and use, including consistency, duplicate profiles monitoring, and adherence to ethical data practices. The HIFIS team supports stewardship through training, audits, and user support. The Community Entity also works with relevant funders to ensure data stewardship maintains standards system-wide.

The City of Lethbridge also holds custody of the data, meaning it physically stores the information within the system. However, clients retain ownership of their personal information and have the right to control how it is managed. This includes the ability to withdraw consent at any time or opt out of inclusion on the Unique Identifier List.

4.4 Consent Requirements

Consent is a legal and ethical requirement for data sharing in HIFIS. Before client information can be shared across agencies, clients must understand and agree to how

their data will be used. Agencies must obtain and document valid consent using community-approved forms or processes. The consent should include a clear explanation of what data will be shared, with whom, and for what purpose. Agencies are responsible for ensuring staff are trained in obtaining consent and that clients can revoke consent at any time without losing access to services.

4.5 Access to Information and Protection of Privacy Breach Response

In the event of a privacy breach, all agencies must follow a coordinated response plan consistent with ATIA and POPA legislation. A breach includes any unauthorized access, disclosure, loss, or misuse of client data. Staff must report suspected or confirmed breaches immediately to their site administrator, who will disseminate the information to the HIFIS Lethbridge team. A formal incident report will be completed, and an investigation will be launched to assess the scope, notify affected individuals, and implement corrective actions. Prevention efforts include regular POPA training, access reviews, and secure handling of information.

5 Client Consent

5.1 Types of Consent

Clients can provide consent in two primary forms: written or verbal. Written consent is the preferred method, captured through a standardized form signed by the client. Verbal consent may be accepted when written consent is not immediately possible, provided it is documented in HIFIS with a clear explanation and staff details. Both forms of consent must be appropriately documented, with clear indications of the scope and duration of consent.

5.2 Consent Expiry and Renewal

Client consent is not indefinite and must be reviewed regularly to ensure it remains valid and reflective of the client's current preferences. Consent in HIFIS will expire no later than one year after a client is entered into HIFIS. Agencies are responsible for monitoring expiration dates and initiating renewals through client re-engagement or consent updates. HIFIS can be configured to provide reports that support agencies in managing consent expiry proactively. Staff must review consent documents with clients during program reviews, service changes, or when updating personal information.

6 User Access and Rights

6.1 Role-Based Rights Templates

Each user in HIFIS is assigned a role that corresponds to a predefined rights template. These templates outline what modules and functions a user can access based on their job responsibilities. Examples include templates for shelter staff, case managers, case manager supervisors, and administrators. This approach ensures appropriate data access, minimizes risk, and supports user accountability. Rights templates are reviewed and approved by the HIFIS Team.

6.2 Requesting Access to HIFIS

To obtain access to HIFIS, staff must complete the training required and submit an access request form approved by their supervisor. This form is then submitted to the HIFIS team for review. Access is granted only after confirming that the user has signed the user agreement and completed POPA training. The level of access is determined by the staff member's role and must match the appropriate rights template.

6.3 Deactivating or Modifying User Accounts

When an employee leaves an organization or changes roles, their HIFIS access must be updated or deactivated promptly. It is the responsibility of the site administrator to notify the HIFIS team of these changes using the User Request Form found on the City of Lethbridge HIFIS webpage.

6.4 User Agreement and Confidentiality Acknowledgement

All users are required to sign a user agreement and confidentiality acknowledgement before accessing HIFIS. These documents outline expectations for data use, privacy, and professionalism. The agreement confirms the user's commitment to handling client data responsibly and complying with POPA, ATIA, and other internal protocols.

6.5 Protection of Privacy Act (POPA) Training

POPA training is mandatory for all users prior to accessing HIFIS. This training educates staff on their legal obligations regarding data protection, client rights, and appropriate system use. Refresher training is required annually or following a data breach or changes in legislation. POPA training is typically included when an agency is Onboarded into HIFIS; however, this will not always be the case. When an agency goes through staff turnovers, they will be responsible for providing the POPA training by accessing the Government of

Protection of Privacy Act online training course. A certificate will be issued and that must be sent to the Community Entity for verification before an account can be activated.

7 Standards for Data Entry

7.1 Mandatory vs. Optional Fields

Data entry fields in HIFIS are categorized as mandatory or optional. Mandatory fields are required for saving records and enabling reporting compliance. These fields are marked with a red star. Optional fields allow for greater details and should be completed whenever possible to enhance data quality. It is important to only collect enough information to support your client.

7.2 Timeliness of Data Entry

Data must be entered into HIFIS within 48-72 hours of service delivery. Timely entry ensures that records are up to date, supports accurate reporting, and enables real-time coordination between service providers. Delays in entry can affect program outcomes, funding compliance and client care.

7.3 Use of Standardized Lists and Lookup Tables

HIFIS includes standardized dropdown menus and lookup tables for many fields to ensure consistency in data entry. Staff must use these standardized options rather than free-text fields. Any additions or modifications to lookup tables must be approved by the HIFIS team.

7.4 Common Errors and How to Avoid Them

Common errors include duplicate client records, incomplete intake forms, inconsistent dates, and incorrect program entries. To reduce errors, staff should search thoroughly before creating a new profile, use validation features in HIFIS, and attend regular training sessions. Data quality spot checks are conducted frequently, and feedback is shared with agencies to promote continuous improvement.

8 Monitoring and Reporting

8.1 Key Performance Indicators (KPIs)

KPIs are metrics used to evaluate service effectiveness and system performance. Common KPIs include the number of housing placements, average shelter stay duration, client

recidivism rates, and time to case plan completion. These indicators are reviewed by community stakeholders and service providers and are used to guide policy and funding decisions.

8.2 Custom Reports

Custom reports can be generated by the HIFIS team upon request. These reports may focus on program-specific data, demographic breakdowns, service trends, or data quality metrics. Agencies can use custom reports for grant applications, internal evaluations, and community presentations. All custom report requests must specify the purpose and intended audience.

8.3 Data Quality Monitoring

Data quality is monitored through automated system reports, periodic audits, and user feedback. The HIFIS team coordinates a data quality framework that includes monthly reports, corrective action plans, and training support. High-quality data enables meaningful analysis, helps identify service gaps, and supports evidence-based decision-making.

8.4 Reporting Roles

The development, modification, and distribution of reports in HIFIS are managed collaboratively by the HIFIS Team and designated technical partners. The HIFIS Team is responsible for creating and maintaining standard and custom reports using Crystal Reports, SQL, and other reporting tools. Requests for new reports or modifications must be submitted through the official support ticketing system, including a clear description of the data required and intended use. The City of Lethbridge IT department may provide technical support for report integration and data extraction as needed. External consultants, such as ACRE Consulting or the Government of Canada HIFIS Team, may be engaged for complex report development or system-wide reporting enhancements, under the direction of the Community Entity (City of Lethbridge).

9 User Support and Training

9.1 Onboarding New Staff

New HIFIS users must complete onboarding training, which includes modules on system navigation, client privacy, data entry standards, and role-specific workflows. Training is

delivered by the HIFIS Technician, or another member of the HIFIS team. New users shadow experienced staff and complete training prior to receiving system access.

9.2 Support Tickets and Change Request Processes

All technical issues and change requests must be submitted via the support ticketing system. Tickets are triaged by the HIFIS Technician based on urgency and complexity. Requests for new features, changes to templates, or agency-specific settings are reviewed by the HIFIS team prior to implementation. These forms can be found on the City of Lethbridge HIFIS webpage.

9.3 Additional Resources

A range of additional user resources is available, including Cheat Sheets, FAQs, and Training Materials. Agencies are encouraged to maintain internal documentation and share lessons learned across teams. Questions can be directed to the HIFIS team, or your service provider site administrator.

10 Appendices

10.1 Sample Consent Form


HIFIS
User Request Form

PURPOSE: This form is used to notify the City of Lethbridge HIFIS Team that staff at your agency requires a new HIFIS user account, changes to their existing user account, or a user account needs to be deprovisioned.

Users must provide an email address to be used for their HIFIS login, and a mobile phone number to be used for secure system authentication.

New users are required to complete the following before they are granted access to the HIFIS system:

- HIFIS System Training
- Privacy Education & Training
- Review & sign the HIFIS User Confidentiality Agreement, confirming their understanding of system usage policies and agreeing to comply with information and security protocols

INSTRUCTIONS: The Service Provider's assigned Site Administrator must complete the form to hifis@lethbridge.ca.

TIMELINES FOR NEW ACCOUNTS: User accounts will be processed within 5 business days of receiving the completed form, pending the requirements.

TYPE OF REQUEST

Request Type: ☐ New User ☐ Modify User Account ☐ Terminate User Account

USER INFORMATION

Name of User: _____
LAST NAME

User Job Title: _____

User Email Address: _____

User Mobile Phone Number: _____

Confirmed date for User Training: _____

HIFIS Service Provider: _____

HIFIS User Request Form

**HIFIS User Rights
Template Required:**
(Choose ONE)

- | | | |
|--|---|--|
| <input type="checkbox"/> Case Manager | <input type="checkbox"/> Shelter Supervisor | <input type="checkbox"/> CommunityLinks |
| <input type="checkbox"/> Case Manager Supervisor | <input type="checkbox"/> Shelter Case Manager | <input type="checkbox"/> Diversion Outreach Team |
| <input type="checkbox"/> River House Case Manager | <input type="checkbox"/> Shelter Intake Worker | <input type="checkbox"/> Outreach Worker |
| <input type="checkbox"/> River House Case Manager Supervisor | <input type="checkbox"/> System Navigator | <input type="checkbox"/> Outreach Supervisor |
| <input type="checkbox"/> Hope Case Manager | <input type="checkbox"/> Hope Case Manager Supervisor | <input type="checkbox"/> Worker |

**Service Provider
access in HIFIS:**
(Choose which Service
Provider(s) this User
needs access to in
HIFIS)

- | | | |
|--|--|--|
| <input type="checkbox"/> Canadian Mental Health Association (CMHA) ACM | <input type="checkbox"/> CMHA | <input type="checkbox"/> CMHA - Outreach |
| <input type="checkbox"/> Family Ties | <input type="checkbox"/> Family Ties (DH) | <input type="checkbox"/> Family Ties (DH) |
| <input type="checkbox"/> Lethbridge Housing Authority (LHA) | <input type="checkbox"/> Lethbridge Housing Authority (LHA) Management | <input type="checkbox"/> Lethbridge Housing Authority (LHA) Management |
| <input type="checkbox"/> YWCA | <input type="checkbox"/> YWCA System Navigation | <input type="checkbox"/> YWCA System Navigation |

Report Categories:

- ☐
- General
-
- ☐

- ☐
-
- ☐

SERVICE PROVIDER

I affirm that
valid purpose

... HIFIS for a reasonable and
... System.

- ☐
- YES
-
- ☐
- NO

Authorizing individual

FIRST

LAST

Authorizing individual job title

Submitted on behalf of:

SERVICE PROVIDER OR AGENCY NAME

Authorizing individual signature

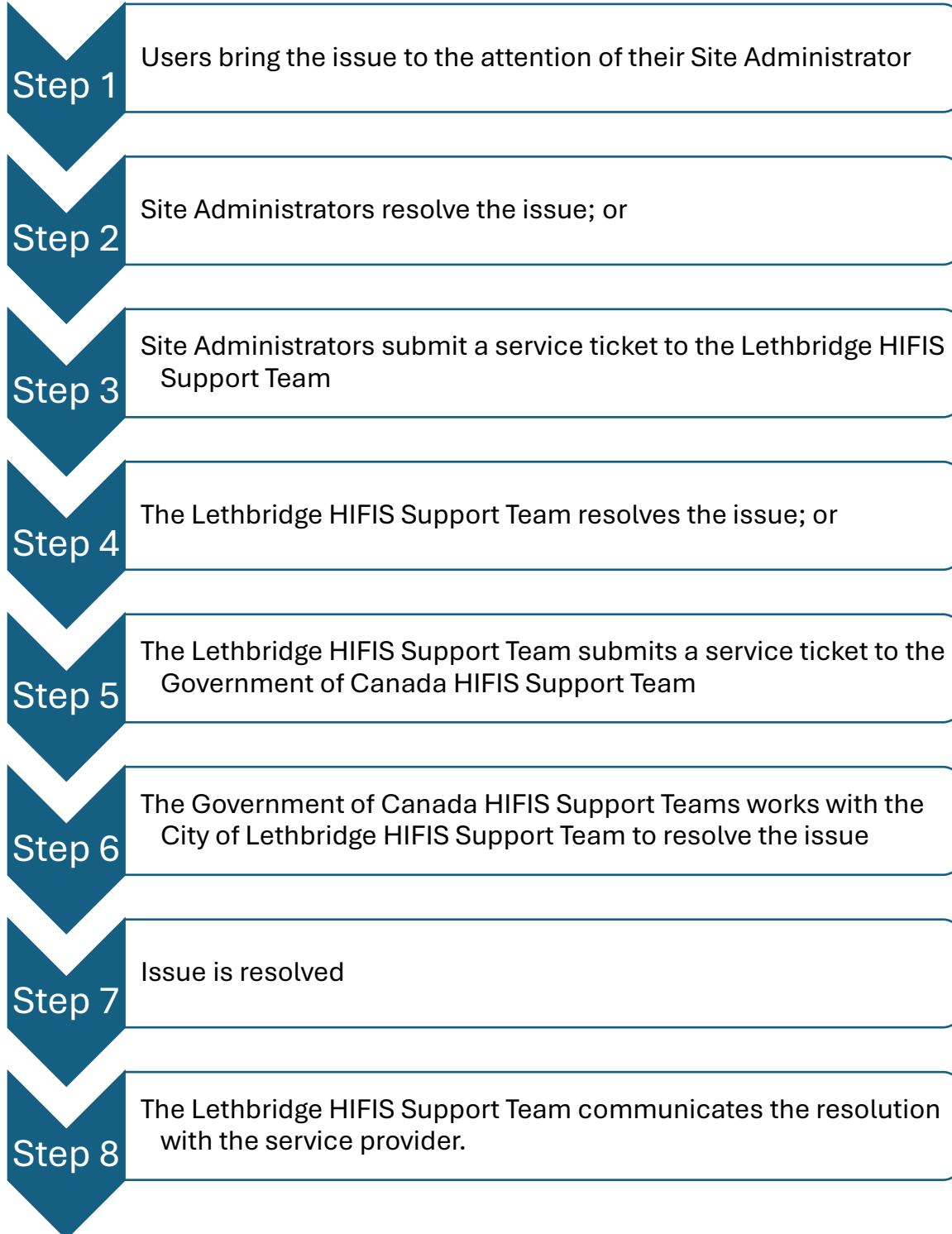
Date

For questions or support regarding user requests please contact the City of Lethbridge HIFIS Support Team.

Hours Mon to Fri, 8:00am-4:30pm
 Email hifis@lethbridge.ca
 Online <https://www.lethbridge.ca/hifis>

City of Lethbridge

10.2 Escalation & Issue Resolution Process



10.3 Data Quality Checklist

Some recommended data verification items as users begin to utilize the Production environment of HIFIS.

1. Review client list for accuracy, and ensure no duplicates exist.
2. Verify the consent is entered and collected properly.
3. Verify client housing history is entered correctly.
4. Verify that those with Coordinated Access/ + Explicit consent are appearing on the Coordinated Access module in HIFIS (the Unique Identifier List)
5. Verify cases, sessions, group activities, and diversion are being entered correctly (whichever is applicable to the program)
6. Check for missing data fields and follow up to obtain the necessary information (i.e., referred from/to are populated correctly)
7. Ensure no duplicate records were created due to the current HIFIS bug – Site Admins will need to delete the duplicate records created.
8. Ensure RH-funded, OSSSI-funded, etc. does not show up as a Program tagged for a subsidy in Housing Placements.
9. Attestations are logged and can be reviewed by Site Admin and/or HIFIS Lead for auditing purposes.

10.4 Glossary of Key Terms

Attestation

A declaration by a user accessing a client's file in HIFIS, confirming the access is for the purpose of providing housing or case management-related services.

Client Activity State

A designation that identifies whether a client is actively receiving services, inactive due to a lapse in contact, or following case closure.

Consent Types

The forms of client consent accepted in HIFIS, including written and verbal, which determine how client data can be shared across agencies.

Data Stewardship

The responsibility of maintaining high standards of data collection, accuracy, and ethical use, overseen by the Community Entity and supported by the HIFIS team.