

HIFIS 4.0.60.5

Reference Guide

Version 1.0 – May 2025



Homeless Individuals and Families Information System



Housing, Infrastructure
and Communities Canada

Logement, Infrastructures
et Collectivités Canada

Canada 

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Revision History

Document Version	Document Release Date	HIFIS Release	Changes
1.0	2025	4.0.60.5	Document released

Overview

This guide provides a detailed overview of some of the major changes included in HIFIS 4.0.60.5, including updates to **Consent** and **Encampments**. It also includes descriptions of several minor changes. This guide does not cover any of the bug fixes included in HIFIS 4.0.60.5.

For more information, consult the HIFIS 4.0.60.5 [release notes](#).

Updates to Consent

HIFIS 4.0.60.5 contains several updates to consent. These changes include:

- The introduction of a combined **Explicit + Coordinated Access** consent type, replacing the previous **Coordinated Access** Consent Type, which is now disabled;
- The automatic ending of existing consent records when a new consent record is created;
- The renaming of the **Declined – Anonymous** consent type to **Declined to Share**;
- The ability to make consent attachments mandatory or disabled;
- The ability to add custom Consent Type look-up values;
- A Consent Expiry Notification that generates a pop-up on the Client – Details page when the client’s consent record is set to expire within a customizable number of days; and,
- Visual indicators in the Client Summary Box to reflect the current status of a client’s consent.

Several of these changes are described in greater detail below, alongside instructions when applicable.

New combined **Explicit + Coordinated Access** Consent Type

To better support communities in improving their data quality and to reduce confusion relating to consents, a new Consent Type was added to replace the previous Coordinated Access consent.

Prior to HIFIS 4.0.60.5, users could select **Explicit + Coordinated Access** when creating a client, or renewing their consent. This would create two consent records: one **Explicit** and one **Coordinated Access**. This could also be done in stages, with the **Explicit** record being created first, and the **Coordinated Access** record being created at a later date.

Client - Consent List

Showing 1 to 2 of 2 entries | Show 10 entries | Filter items

Service Provider	Start Date	End Date	Consent Type	Attached Documents	Action
Main Shelter	2021-10-15	--	Explicit	None	
Main Shelter	2021-10-15	--	Coordinated Access	None	

1

Figure 1: Explicit + Coordinated Access Consent Records Before HIFIS 4.0.60.5

Now, users can select the **Explicit + Coordinated Access** Consent Type which will create one consent record of the same name. This consent will behave the same as the previous **Coordinated Access** Consent Type.

Client - Consent List

Showing 1 to 1 of 1 entries | Show 10 entries | Filter items

Service Provider	Start Date	End Date	Consent Type	Attached Documents	Action
Grandview	2025-04-30	--	Explicit + Coordinated Access	None	

1

Figure 2: Explicit + Coordinated Access Consent Records in HIFIS 4.0.60.5

Note: Existing client consent records will not be impacted by this change. The previous consent type of Coordinated Access will no longer be available. HIFIS Leads should prepare for HIFIS 4.0.60.5 by training users to use the new consent type, when applicable, moving forward.

Custom Consent Types

HIFIS administrators can now add custom values to the **Consent Types** look-up table. Because client files behave differently depending on the client's selected Consent Type, all custom values must roll up to one of the existing, standard Consent Types. The custom values will have the same behaviour as the standard values they roll up to. As a reminder, the standard values are:

- **Explicit:** The client's file can be viewed by all HIFIS Service Providers in the cluster.
- **Explicit + Coordinated Access:** The client's file can be viewed by all HIFIS Service Providers in the cluster, and the client will be included on the Unique Identifier List generated in the **Coordinated Access** module if they meet the other criteria to be included. For more information on this module, see [Using HIFIS to Generate a Unique Identifier List](#).
- **Declined to Share:** The client's file is only visible to the HIFIS Service Provider that created it.
- **Inherited:** This can be selected for clients below the minimum age of consent as defined in the cluster settings, and the client's consent is inherited from their selected Family Head.

How to add and edit custom Consent Types

1. From the **Administration** menu, select **Look-up Tables**.
2. Navigate to the **Consent Types** look-up table and click the **Customize Look-up Table Values** button.
3. Click **Add Look-up Value**.
4. Enter the name of the custom value in both English and French.
5. Using the **Roll-up** field, select which standard **Consent Type** the custom value will roll-up to. The custom value will follow the same behaviour as the standard value it rolls up to.
6. Using the **Subscribe** toggle, indicate whether your current HIFIS Service Provider will be subscribed to the custom value.
7. If applicable, subscribe any other HIFIS Service Providers to this custom value.
8. Click **Save**.
9. If applicable, custom values can be edited by clicking the **Edit** button, while subscriptions can be managed by clicking the **Manage Subscriptions** button.

Visual indicator of Consent Status and Consent Expiry Notification

HIFIS now uses colour as a visual indicator to identify the status of a client's consent. This can be viewed in the Client Summary Box. The coloured indicators are as follows:

- Active: **Green**
- Approaching expiration: **Rust**
- Inactive: **Red**

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HIFIS will also generate a pop-up on the **Client – Details** page to inform users that a client's consent is set to expire, once the consent record's **End Date** is within a certain number of days, which is configured in the cluster settings. Once a client's consent record reaches this point, the consent status will be displayed using the **rust** colour in the Client Summary Box. An example of the pop-up is displayed below.

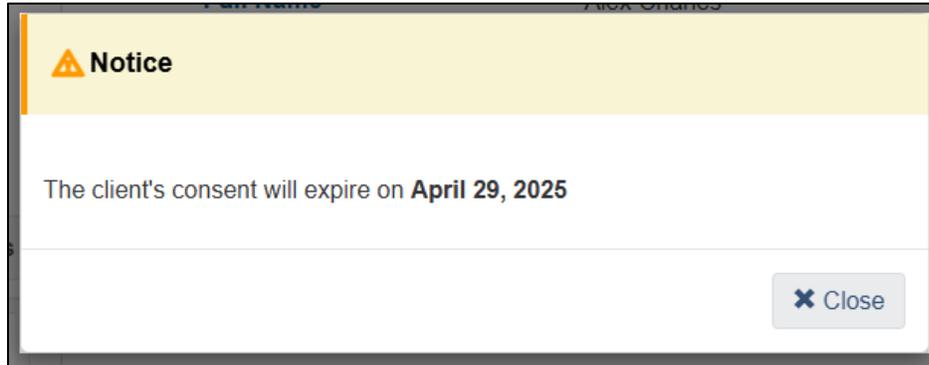


Figure 3: Consent Expiry Notification

How to configure the Consent Expiry Notification

1. From the **Administration** menu, select **Application Settings**.
2. Select the **Cluster** tab.
3. Click the **Edit** button for the cluster you wish to edit.
4. In the **Consent Expiry Notification (days)** field, enter the number of days before a consent expires that you wish users to be notified of the upcoming consent expiry.

Note: The default value for the **Consent Expiry Notification** is 30 days and must be set between 7 and 365 days.

Updates to Encampments

Several enhancements have been made to the **Encampments** module, including an enumeration function, a visual indicator of whether an encampment is active or inactive, updates to the columns in the **Encampment List**, as well as the ability to add comments to **Encampment** records.

Now, when displaying an encampment record, the encampment will appear as either **Active** or **Inactive** depending on whether the encampment has an **End Date** that has passed. In addition, the **Encampment List** contains several new columns:

- **Start Date:** Displays the start date of the encampment.
- **Status:** Indicates whether the encampment is active or inactive.
- **Last Visit:** Displays the date of the last recorded enumeration.

Note: These new columns replaced the **Service(s) Offered** and **Number of clients** columns.

Users can also now add **Comments** to an **Encampment** record in order to document updates about the encampment and record information about the delivery of services to the encampment unrelated to specific clients.

Enumerations

HIFIS now allows users to record a list of clients present in encampments on specific dates. This new feature will enable communities to track the composition of encampments over time. Users can also view the demographics of those in the encampment and record the demographics of anonymous clients. Actions undertaken by users, such as adding, modifying, or deleting enumerations are recorded in the **User Activity Log**.

If a client was recorded as having been present at an encampment, the enumeration record is also now listed in the **Client – Encampment List**, which is found in the client's file and can be accessed by navigating to the **Client Management** menu and selecting **Encampments**. This list displays all the enumerations that a client was recorded as having been present for at the encampment. It also displays the name of the encampment, the location of the encampment, the enumeration date, as well as the **Display** and **Manage** buttons if the user has the appropriate rights.

How to add an Enumeration

1. From the **Front Desk** menu, select **Encampments**.
2. Find the encampment you wish to record an enumeration for and click **Manage**.
3. Select the **Enumeration** tab and click **Add Enumeration**.
4. Select the date on which the enumeration took place.
5. Select a caseworker.
6. Click **Save**.

Important: You must click **Save** at this point in order to add clients to the enumeration. You will not be able to add clients until you click **Save**.

The screenshot shows the 'Add Encampment Enumeration' page in the HIFIS system. At the top, there is a navigation bar with 'Français', 'Demo Organization', and 'Admin' links. Below this is a search bar for 'Client Search'. The main navigation menu includes 'Front Desk', 'Communications', 'PIT Count', 'Reports', 'Administration', 'Help', and 'My Account'. The page title is 'HICC - HIFIS Demo Site / LICC - Site de demonstration du SISA'. The main heading is 'Add Encampment Enumeration'. The form contains the following elements:

- Enumeration Date:** 2025-05-02
- Caseworker:** John, Smith (with a 'Save' button next to it, labeled 'Step 5')
- Client Name(s):** An empty text field with an 'Add' button (labeled 'Step 7')
- Anonymous Clients:** A text field containing '0' with a 'Save' button (labeled 'Step 8')
- Save Button:** A button with a floppy disk icon and the text 'Save' (labeled 'Step 6')
- Table:** A table with columns: 'Full Name', 'Active Service Restrictions?', 'Behavioral Risk Factors?', 'Watch Concerns?', and 'Remove'. The table is empty, showing 'No data is available in the table'.
- Back Button:** A button with a left arrow and the text 'Back'.

Figure 4: Saving an Enumeration

7. Record the clients present in the encampment in the **Client Name(s)** field. In order to be added in this field, clients must already have a file in HIFIS. Click the **Add** button.
8. Record the anonymous clients present in the encampment in the **Anonymous Clients** field. Click the **Save** button next to the field.
9. HIFIS will display whether the client has active Service Restrictions, Behavioural Risk Factors, and Watch Concerns. If the client does, and the user has the appropriate rights, the user may click the **Yes** hyperlink under these columns to be taken to the relevant record. There will be no hyperlink if the user does not have the relevant rights.
10. If you need to remove a client from the enumeration record, click the **Remove** button.

How to edit an Enumeration

1. From the **Front Desk** menu, select **Encampments**.
2. Find the encampment you wish to record an enumeration for and click **Manage**.
3. Select the **Enumeration** tab.
4. Identify the enumeration you wish to edit and click the **Edit** button.

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5. If applicable, edit the **Enumeration Date** and/or **Caseworker** field, and click **Save**.
6. If applicable, add and/or remove clients as necessary.
7. Click **Back** to return to the **Manage Encampment** page.

How to delete an Enumeration

1. From the **Front Desk** menu, select **Encampments**.
2. Find the encampment you wish to record an enumeration for and click **Manage**.
3. Select the **Enumeration** tab.
4. Identify the enumeration you wish to delete and click the **Delete** button.

Minor Changes

Recording clients' pronouns

To better support HIFIS users in serving people experiencing homelessness, the system now allows for the recording of clients' pronouns. This can be done when:

- Creating a new client file; or,
- Editing the **Client – Details** of an existing client file.

To better reflect local needs, communities can add custom values to the list of pronouns available in the dropdown menu using the **Pronouns** look-up table.

Viewing and updating Housing History during Book In and Book Out

HIFIS now allows users to view a client's Housing History when booking them in and out from a shelter. From this preview, users can add, display, edit, and delete Housing History records.

This change assists HIFIS users in more easily updating Housing History data for their clients, and supports communities in improving the overall quality of their Housing History data.

Documents and Identification Records

Users can now add multiple attachments when uploading documents for the following modules:

- Clients:
 - Consent
 - Documents
 - Identification
- Case Management
- Housing Placements
- Housing Loss Prevention
- Users

Users can also now make **Identification** records confidential. To view these records, users must have the **View Confidential Identifications** user right.

Frequently Asked Questions (FAQ)

Are all the changes included in HIFIS 4.0.60.5 described in this guide?

No, this guide only provides an overview of several major and minor updates. For a complete list of changes, including bug fixes, see the HIFIS 4.0.60.5 [release notes](#).

What happens to my clients' existing consent records when I update to HIFIS 4.0.60.5?

Clients' existing consent records are not affected by updating to HIFIS 4.0.60.5.

If our community begins to use custom Consent Types, what happens to consent records based on these custom Consent Types if we modify the custom values in the future?

There is no impact on existing consent records that are based on custom Consent Types if you subscribe or unsubscribe from these custom values in the future. Subscribing and unsubscribing from custom values only impacts the options in the dropdown menu available to the user when creating a new record.

If you edit the **Name** of the custom Consent Type, existing consent records using that Consent Type will display the updated **Name**.

What happens to the existing encampment records in my community's HIFIS instance?

If an encampment record already exists, its data will be used to populate the first enumeration record. In this first enumeration record, the **Start Date** of the encampment record will be used as the **Enumeration Date**. The **Caseworker** field will be populated by the user who created the encampment record, unless that user does not have the **Caseworker** role in which case the **Admin** will be listed as the caseworker.

What reports would be impacted by these changes?

Due to updates to **Consent** and **Encampments**, reports that utilize consent and/or encampment data should be reviewed to ensure they function as intended.

Support and resources

For more information on this version of HIFIS, please refer to the release notes.

- Commonly used HIFIS and Reaching Home terminology and definitions can be found in the [Homelessness Glossary for Communities](#)
- For more information on HIFIS, refer to the [Homelessness Learning Hub](#).
- Contact the HIFIS Client Support Centre by email at support@hifis.ca or by phone at 1-866-324-2375
- Subscribe to the [HIFIS Newsletter](#).