

# CAEH Monthly Inflow/Outflow Report

*This report is intended for communities who are using HIFIS version 4.0.59.1 to be able to easily extract and report on monthly data points directly from HIFIS.*

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## CAEH Monthly Inflow/Outflow Report

### Where's the data in this report coming from?

The report relies heavily on a new feature termed **Client History Changes** which is not a feature that users will often come across. On the Client Vitals screen of HIFIS there is a button called **Display Vitals History** which contains a record of every time a field value on the Vitals screen changed along with a timestamp corresponding to the change.

Client Management



Robin Hood

Consent Status	Active
Client State	Active
Housing Status	Chronically Homeless
File Number	0000002223
Current Stay	Not Booked In
Gender	Male
Date of Birth	1980-02-05 (41)
Family	Yes

Vitals

Contact Info

Physical Appearance

Languages

Comments

Additional Information

Consent Type

Explicit

Full Name

Robin Hood

Gender

Male

Alias

File Number

0000002223

Date of Birth

1980-02-05

Date of Birth Known

Yes

Approximate Age

41

Information Verified

No

Country of Birth

N/A

Disability

No

MedicAlert

No

Veteran Status

Not a Veteran

Citizenship/Immigration Status

Canadian Citizen - Born in Canada

Indigenous Status

Non-Indigenous

Geographic Region

N/A

Client State

Active

Client is

Visible

Housing Status

Chronically Homeless

Edit


Display Vitals History

Display Client State History

As of version 4.0.59.1, it now includes “Client State” changes, which contains a record of when the client becomes Active, Inactive, Archived, or Deceased.

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Client Information
Client Management



Robin Hood

### Client Vitals - Change History

Show 10 entries
Filter items Client State

Field	Value	Date of Change	Changed By
Client State	Active	2021-09-14	Admin, HIFIS
Client State	Inactive	2021-09-09	Admin, HIFIS
Client State	Active	2021-06-10	Admin, HIFIS

Back
Display Client State History
Client Activity Log

Also new is the “Client Housing Status” on this screen, which contains a record of when the client becomes Homeless, Chronically Homeless, Housed, Transitional, or Unknown.

Client Information
Client Management



Robin Hood

### Client Vitals - Change History

Show 10 entries
Filter items Client Housing Status

Field	Value	Date of Change	Changed By
Client Housing Status	Chronically Homeless	2021-11-17	Admin, HIFIS
Client Housing Status	Transitional	2021-09-14	Admin, HIFIS
Client Housing Status	Chronically Homeless	2021-05-28	Admin, HIFIS
Client Housing Status	Homeless	2020-05-11	Admin, HIFIS

Back
Display Client State History
Client Activity Log

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## Can you tell me more about these statuses?

Each client always has a current Client Status and a current Housing Status. Both of these are displayed in the Client “Tombstone” on the left of the client file. Therefore, a single client could be in any of the following boxes at a given time:

	Active	Deceased	Inactive	Archived
Homeless	Active + Homeless	Deceased + Homeless	Inactive + Homeless	Archived + Homeless
Chronically Homeless	Active + Chronically Homeless	Deceased + Chronically Homeless	Inactive + Chronically Homeless	Archived + Chronically Homeless
Housed	Active + Housed	Deceased + Housed	Inactive + Housed	Archived + Housed
Transitional	Active + Transitional	Deceased + Transitional	Inactive + Transitional	Archived + Transitional
Unknown	Active + Unknown	Deceased + Unknown	Inactive + Unknown	Archived + Unknown

The report identifies transitions from one box to another. For every transition, it assesses to see if the transition is relevant for the purposes of your monthly inflow/outflow reporting. Particularly, any transition that starts or ends in either the **Active + Homeless** or **Active + Chronically Homeless** boxes.

For example, a client who is actively chronically homeless but doesn’t have any interactions within HIFIS for a period of time will have their Client Status change from **Active** to **Inactive**, moving them from the **Active + Chronically Homeless** box to the **Inactive + Chronically Homeless** box. This transition is a relevant one and will be captured in the report.

However, if a client who is living in supportive housing passes away, they would move from the Active + Housed box to the Deceased + Housed box. This transition is irrelevant, and will not be captured in this report.

## Can you tell me more about the Chronically Homeless and All Homeless Versions of this report?

There are currently two different versions of this report: one for only **chronic homelessness**, and the other for **all homelessness**. The main reason there are two different versions is because the chronic version includes an additional **Aged In** category which the all homelessness version does not include. Another reason

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is because of the database structure; “Homeless” and “Chronically Homeless” are actually mutually exclusive categories, etc. etc. there’s some technical reasons why it’s easier to manage this way. In the future, these two versions might be merged.

This documentation is generally true for both versions, although you will need to use a little bit of common sense to understand that when we make a statement like “clients who were homeless/chronically homeless,” we are probably talking about the report version.

## How is **Transitional** Housing status handled?

The report looks up your Reaching Home Housing Continuum settings.

If you have **Transitional** set to **Homeless**, then clients with **Transitional** status are counted as **Homeless** (but not **Chronically Homeless**). So if a client moves from **Homeless** to **Transitional**, that’s not considered a transition at all.

If you have **Transitional** set to **Housed**, then clients with **Transitional** status are counted as **Housed**. So if a client moves from **Homeless** to **Housed**, that’s a Move to Housing.

## How is **Unknown** Housing status handled?

Gaps are ignored; the client is assumed to keep the same status they had before they became **Unknown**. For example, if a client is in shelter and then misses a day, their housing status would move from **Homeless** to **Unknown**, but for the purposes of this report, the client would still continue to be considered **Homeless**.

Days spent **Unknown** do not accumulate towards becoming **Chronically Homeless**, so while this report is forgiving about missing data, it doesn’t completely let you off the hook.

Note that if a client has NEVER had any Housing History or Admissions data, there’s no prior housing status to fall back on (i.e. before the client was **Unknown**), so these clients are not included in the report. They could just as easily be housed clients who visited a drop-in centre one time as chronically homeless people living in encampments; there’s just no way to infer whether a client is homeless or not without any data!

## What parameters are available for this report?

- **Reporting Month** - asks the user to select any date in the reporting month
- **Show Detail** - asks if the report should display a list of clients so that you can verify the data
- **Current Service Provider** [hidden] - automatically looks up the current Service Provider you are logged in at when you run the report
- Subpopulation

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## What's the **Date Range** for this report?

The user selects a single date in the reporting month. The report will select the first day of that month to be the start of the date range. The last day of the date range is the last day of the same month.

## Which clients are included in this report?

There are two different categories of clients that are included in this report.

The first group we will call the **Active Pool**. These are clients that are actively homeless at the end of the month. Clients are part of the **Active Pool** if they:

- Were **Homeless** (or **Chronically Homeless**, depending on your report version) on the last day of the **Date Range**,
- Were **Active** on the last day of the **Date Range**,
- Were either not part of a family, or were the Family Head, on the last day of the **Date Range**, and
- Match the selected **Subpopulation**

The second group we will call the **Removed Pool**. These are clients that were actively homeless at the start of the month, but were removed from active homelessness during the month. Clients are part of the **Removed Pool** if they:

- Were **Homeless** (or **Chronically Homeless**, depending on your report version) and **Active** at some point on or after the first day of the **Date Range**, but one of those statuses ended during the **Date Range**,
- Were not both **Homeless** (or **Chronically Homeless**) and **Active** on the last day of the **Date Range**,
- Were either not part of a family, or were the Family Head, on the last day of the **Date Range**, and
- Match the selected **Subpopulation**

## What is the **Number of Households**? What about the **Number of People**?

As described in [Which clients are included in this report?](#), the report only pulls data for clients who are either not part of a family (Singles) or who are the Family Head, for the last day of the Date Range. Counting these clients provides the number of households.

For each of these households, we count how many people are in the client's family at the time (via the Family module), and the total number of individuals there equals the number of people.

Why do we do it this way? Previous versions of the report were simply counting clients. They looked at every individual client file to see if they were homeless/chronic/active/etc. But, the problem is that children would

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frequently go inactive or have missing data, so if the report said there were, say, 50 currently homeless, that number (50) would actually be a weird hybrid halfway in between the two values. Maybe there were only 45 households and some partners/dependents had data in their file, but there were actually 60 people and 10 of them were partners/dependents that had no data so weren't being captured. Now, the report is clearly and accurately telling you what you're counting.

## How is **Active Homelessness** calculated?

It's the **Active Pool**.

## How is **Newly Identified** calculated?

A client is Newly Identified on the earliest date that they have both the **Active** client status and the **Homeless** (for the all homeless version) or the **Chronically Homeless** (for the chronic version) housing status. If that date was during the **Date Range**, and the client is part of the **Active Pool**, the client will be included on the report.

[Chronic Homelessness only] We also calculate the earliest date the client had the **Chronically Homeless** housing status. If they were chronically homeless before they became Active, that makes them Newly Identified.

## How is **Aged In** calculated?

[Chronic Homelessness only] The report calculates the earliest date the client had the **Chronically Homeless** housing status. If the client was previously **Active** and **Homeless**, and the client is part of the **Active Pool**, and then became **Chronically Homeless** during the **Date Range**, that makes them Aged In.

## How is **Returned from Housing** calculated?

A client is Returned from Housing if they:

- are part of the **Active Pool**,
- they had a transition during the **Date Range** from **Housed** to **Homeless** (or **Chronically Homeless**), and
- the client was **Active** at the time of the transition.

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## How is **Returned from Inactive** calculated?

A client is Returned from Inactive if they:

- are part of the **Active Pool**,
- they had a transition during the **Date Range** from **Inactive** to **Active**, and
- the client was **Homeless** (or **Chronically Homeless**) at the time of the transition.

If the client both moves from **Housed** to **Homeless** and **Inactive** to **Active** at the same time, they will be captured as Returned from Housing.

## How is **Total Inflow** calculated?

It's Newly Identified + Aged In + Returned from Housing + Returned from Inactive.

## How is Moved to Housing calculated?

A client is Moved to Housing if they:

- are part of the **Removed Pool**,
- they had a transition during the **Date Range** from **Homeless** (or **Chronically Homeless**) to **Housed**, and
- the client was **Active** at the time of the transition.

## How is Moved to Inactive calculated?

A client is Moved to Inactive if they:

- are part of the **Removed Pool**,
- they had a transition during the **Date Range** from **Active** to **Inactive**, **Deceased**, or **Archived**, and
- the client was **Homeless** (or **Chronically Homeless**) at the time of the transition.

## How is **Total Outflow** calculated?

It's Moved to Housing + Moved to Inactive



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How is **Net Change** calculated?

It's Total Inflow - Total Outflow

How is **Net Change Percentage** calculated?

It's (Total Inflow - Total Outflow) / Last Month's Active Homelessness \* 100

If we select the Indigenous ***Subpopulation***, who is included?

The report would only show clients that are part of the **Active Pool** or the **Removed Pool**, and, on the Client Vitals screen, have one of the following values in the Indigenous Status field:

- First Nations: Off-reserve
- First Nations: On-reserve
- Inuit
- Métis
- Non-Status

If you use custom look-up values, ensure that they roll up to an appropriate category. If the roll-up value is one of the listed options above, they will also be included in this indicator.

Note that the **Active Pool** and the **Removed Pool** only include individuals who are singles and family heads, so if there are Indigenous members of a household but the family head does not have one of the Indigenous Statuses listed above, the whole family would be excluded from this report.

If we select the Veteran ***Subpopulation***, who is included?

The report would only show clients that are part of the **Active Pool** or the **Removed Pool**, and, on the Client Vitals screen, have one of the following values in the Veteran Status field:

- Veteran - Canadian Armed Forces
- Veteran - Allies
- Veteran - Civilian
- Former RCMP

If you use custom look-up values, ensure that they roll up to an appropriate category. If the roll-up value is one of the listed options above, they will also be included in this indicator.

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Note that the **Active Pool** and the **Removed Pool** only include individuals who are singles and family heads, so if there are Veteran members of a household but the family head does not have one of the Veteran Statuses listed above, the whole family would be excluded from this report.

If we select the Youth ***Subpopulation***, who is included?

The report would only show clients that are part of the **Active Pool** or the **Removed Pool**, who are youth.

Youth are defined by the Service Provider settings for the current Service Provider that the logged in user is running the report at. If, at the end of the **Date Range**, the client had an age that was between the Service Provider settings for youth, then they would be included in the report.

Note that the **Active Pool** and the **Removed Pool** only include individuals who are singles and family heads, so it would exclude anyone who is a dependent but fits the age category.

If we select the Family ***Subpopulation***, who is included?

The report would only show clients that are part of the **Active Pool** or the **Removed Pool**, that was the head of a household of a Family that has more than 1 person in it, at the end of the **Date Range**. This data is pulled from the Family module.

What MS SQL Server version is required to run this report?

MS SQL Server 2016 or later

What HIFIS version is required to run this report?

HIFIS 4.0.59.1 or later

What tables are referenced in this report?

- HIFIS\_AboriginalIndicatorTypes
- HIFIS\_ClientHistoryChanges
- HIFIS\_Clients
- HIFIS\_Cluster
- HIFIS\_ContinuumCategories
- HIFIS\_Continuums
- HIFIS\_GenderTypes

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- HIFIS\_GroupRoleTypes
- HIFIS\_Groups
- HIFIS\_Organizations
- HIFIS\_People
- HIFIS\_People\_Groups
- HIFIS\_VeteranStateTypes
- vw\_ClientBasics

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## Changelog

- Chronic v12
  - Adds previous month's data, total inflow and outflow, and net change month-to-month
  - Corrects some issues where data wasn't balancing, particularly related to outflow
- All Homeless v7a and Chronic v11a
  - Formatting (some text was being cut off and was unreadable)
- Chronic v11
  - Brings chronic report in line with all homeless report - contains all updates up to all homeless v7
- All Homeless v7
  - Small update to fix an issue where some clients would be counted as both returned from housed and returned from inactive
- All Homeless v6c
  - The report now breaks down households and individuals.
    - The previous version of the report was simply counting clients. It looked at every individual client file to see if they were homeless/chronic/active/etc. But, the problem is that children would frequently go inactive or have missing data, so if the report said there was, say, 50 currently homeless, that number (50) would actually be a weird hybrid halfway in between the two values. Maybe there were only 45 households and some partners/dependents had data in their file, but there were actually 60 people and 10 of them were partners/dependents that had no data so weren't being captured. Now, the report is clearly and accurately telling you what you're counting.
    - Technically speaking, the new version of the report only looks at data for family heads and singles. So if people are showing up that shouldn't be, or aren't showing up that should be, check their family membership.
  - New youth and family subpopulations.
    - This is in addition to the previous report which also included an indigenous subpopulation.
    - Note that the age range for youth is defined by the service provider details for the service provider that you're currently logged in at.
  - Transitional housing is now treated differently.
    - The report looks up your Reaching Home housing continuum settings. If you have transitional counting as homeless, then clients with transitional status will appear as currently homeless. If you have transitional counting as housed, then moves to transitional will count as moves to housing.
    - Basically, the transitional status is still ignored, but it will be replaced with what you have it listed as "counting as."
  - There's an update to the newly identified calculation.

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- Previously, there was a bug where some newly identified clients weren't being captured that should have been. In this version, your newly identified numbers will be higher, but more accurate.
- Important bug fixes:
  - HIFIS version 4.0.59 has a bug in it that hasn't been fixed yet that sometimes results in clients having duplicated status changes. Like, they become chronically homeless on Monday and then again on Tuesday. Or they become housed 3 times on January 3, where there is actually only one housing history record. These duplicated status changes were causing all kinds of issues with this report, including sometimes counting clients with duplicated housed statuses as being currently homeless, or not counting clients with duplicated unknown status who were recently homeless. This version should fix those errors.
  - Another bug fix where clients who were already chronically homeless by the time they were first identified weren't getting counted properly.
  - Overall performance enhancements (i.e. it should be faster)
- All Homeless v4
  - Veteran and All Homeless have been consolidated into one report, with a parameter.
  - The parameter now also allows you to filter and show just indigenous homelessness.
  - Fixed a bug that caused the report date to display incorrectly
  - Now includes a breakdown by family role
  - New parameter allows you to choose to display a list of clients or not, so you could see where the totals are coming from.
- Chronic v10, Veteran v3, All Homeless v3 - Bug fix: stats were not calculating correctly for the month of December. Thanks to Laura in Hamilton for pointing this issue out.
- Chronic v9, Veteran v2, All Homeless v2 - This is a major change that fixes an issue where clients were being counted twice, which may have caused the report to show higher numbers than they should have been. This issue was present in all three versions of the report (chronic/veteran/all homeless), so all three have been updated.
- Veteran v1 and All Homeless v1 versions released
- Chronic V8 - multiple fixes, including:
  - Speed enhancement
  - Added sub-populations: gender, age, veteran, and indigenous
  - Fixed an issue where Moved to Housing was not being reported correctly
- Chronic V6 - fixed an issue where Newly Identified was being counted as Aged In.
- Chronic V5 - updated to change how Deceased and Archived clients are handled. They are now considered to be Inactive; in previous versions they would have been ignored.
- Chronic V4 - initial public release