



REPORT WRITING AND DATA MAPPING GUIDE

For the Homeless Individuals and Families Information System (HIFIS)

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Employment and
Social Development Canada

Emploi et
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The Report Writing and Data Mapping Guide

Over the last two decades, the ways to measure the extent of homelessness have significantly evolved in Canada. The dedication of service providers and municipal and provincial governments to collect and share data through the [Homeless Individuals and Families](#)

Connecting service providers to advance the understanding of homelessness



[Information System \(HIFIS\)](#) and [Point-in-Time counts](#)

is at the centre of this success. When used jointly, these data collection efforts provide a comprehensive local and national picture of homelessness. For the first time in history, Canadians have quality data that supports policy and program development, as well as strategic planning in the homelessness sector.

As Canada is moving forward with the [National Housing Strategy](#) and [Reaching Home: Canada's Homelessness Strategy](#), collecting, managing and sharing data becomes more important than ever to advance the collective understanding of homelessness and to support decision-making. In particular, Reaching Home emphasizes coordinated access and introduces a data-driven, client-centred approach to serve individuals and families experiencing or at risk of homelessness.

In this context, the Government of Canada is committed to continuously enhancing HIFIS in order to support communities in their data collection and efforts to eliminate homelessness. Recognizing that HIFIS modernization is driven by the homelessness sector's needs, a National HIFIS working group was created in 2018 to leverage the expertise of communities and experts and help guide HIFIS enhancements.

HIFIS is designed to support coordinated access by allowing multiple service providers from the same community to access real-time homelessness data through a community-wide system available via web-enabled devices, such as laptops, smartphones and tablets. HIFIS also allows communities to document the number, characteristics, and needs of homeless individuals and families, as well as the number of people receiving services.

To meet Reaching Home requirements and implement coordinated access systems, communities have to adapt their business model, which encompasses developing and adopting new governance frameworks and data management strategies. Doing so requires planning, resourcing and training to promote data literacy and instill a data-driven culture.

To assist communities in this transformation, ESDC is committed to the ongoing development of resources such as the *HIFIS Toolkit* and this Report Writing and Data Mapping Guide that address the spectrum of HIFIS implementation.

About this Guide

This guide is intended to help communities familiarize themselves with the HIFIS Database so they can create custom Crystal Reports. It has been written to accommodate all levels of report writing experience, from beginner to advanced.

The HIFIS database is complex with 564 tables storing over 6000 data fields. However, with this guide any beginner report writer will learn:

- Basic database concepts and terminology
- Where information is stored in the database for each HIFIS module
- The relationships between database tables
- How to install Crystal Reports Developer and connect it to the database
- How to create a new Crystal Report

This guide will refer to the following roles when discussing HIFIS:

- **Administrators** are the people who configure and maintain HIFIS (the ones with all the rights)
- **Users** are the staff who put data in HIFIS and reference it through the course of their workday
- **Report Writers** are the staff who create reports that pull data out of the database in a variety of ways

Every section of every module of HIFIS will be featured in the [HIFIS Modules - Data Descriptions](#) chapter of this report. Each section of this chapter will:

- Note all the diagrams that are relevant to this section
- Briefly explain what the module does
- Highlight any behaviours that a report writer may need to be aware of
- Provide a list of report writing tips for this section, including examples of reports one could build
- List all the dropdowns and multi-select fields found in the section, along with their look-up table, database table, and instructions for modifying (when possible)

To get the most out of this guide, all beginner report builders should:

1. Read the chapter on [Database Terminology & Concepts](#)
2. Read the chapter on the [Client Details – Vitals](#) section of the Client Information Module
3. Review [Diagram 1](#)
4. Complete the 'Try it yourself!' activity
5. Review to the Tips section for the module you are reporting on by seeing the [HIFIS Modules - Data Descriptions](#) chapter of this Guide.

HIFIS Version

This guide was written based on the following:

- The Homeless Individuals and Families Information System (HFIS) version 59.1
- SAP Crystal Reports Developer 2020

Contact Us

For more information to support the implementation and management of HIFIS, you can visit the [Homelessness Learning Hub](#).

To stay connected and get the latest updates on HIFIS, please confirm your interest to receive the HIFIS Newsletter by sending your consent at support@HIFIS.ca.

For any questions or enquiries, you can contact the HIFIS Clients Support Centre at 1-866-324-2375 or support@HIFIS.ca.

Glossary

Administrators – An individual who have unlimited rights in HIFIS and who is responsible for its maintenance and configuration.

Cardinality – The relationship between two database tables.

Crystal Reports – A software that allows paginated reports to be created with direct connection to a data source.

Data values - Cells in the database table. Each cell holds the actual data for an entity as it relates the field it is in.

Database tables - The containers that hold the data and resemble spreadsheets.

Entities - Objects or things that the database is holding information about.

Fields - Columns in a database table. Each field represents a particular piece of information about an entity.

Fully qualified name - An unambiguous name for a field written with the table name preceding the field name, separated by a period (e.g. *TableName.FieldName*).

Look-up Table – A functionality that is used to add, edit, or remove values that appear in the drop-down menus throughout HIFIS.

Null – The term NULL represents an absence of data (not the number zero).

Point-in-Time Count – The Point-in-Time (PiT) Count is a strategy that helps determine the extent of homelessness in a community on a given night, or at a single point in time.

Report – A document designed to look at a database and pull information out in a specific way.

Report Writer - A person who designs, modifies, and maintains reports.

Records - Rows in a database table. Each row represents a *unique* entity.

Schema – A written blue print of a database.

Structured Query Language (SQL) – SQL used in the management and querying of relational databases.

SQL Server – A relational database system, the kind used by HIFIS.

SQL Server Native Client - A software driver that facilitates connections to databases.

Users – Staff who enter data into HIFIS and reference the data stored in it, while they work.

View – A virtual table that only exists when you are looking at it, and does not take up any storage space.

Database Terminology & Concepts

What is a database?

A database is simply a way to store and organize information. A well-designed database allows people to store, protect, access, and manage information with less risk of accidental damage, corruption, and disorganization than other methods.

Imagine a database as an alternative to a large spreadsheet. Data stored in a spreadsheet has certain disadvantages:

- It can be hard to organize, especially as the size grows
- User created formulas and macros are difficult to troubleshoot and manage
- Data is not easily updated across separate spreadsheets or tabs
- Data can be easily added, edited, or deleted in unlocked spreadsheets by anyone with access
- It can be hard to validate entry (e.g., ensure dates are in the correct format)

By storing information in a database, it makes it easier to:

- Ensure data is entered consistently and in the same format
- Control how data is added, edited, and deleted
- Monitor data access and audit user activities
- Store large amounts of data of all shapes and sizes
- Break data into smaller pieces that can be analyzed in detail

Many databases are used to display information on a computer screen when a user accesses a website or software application. Databases work behind the scenes, and the average user cannot see them or access them directly. This is the case with HIFIS.

How is information stored in a database?

There are five definitions you need to know to understand how data is organized in a database. To help explain this, I will use an analogy.

Let's say I have created a database about all the cars I've ever owned and have named it All_Cars.

Entities

An **entity** is an object or thing. In the All_Cars database, entities would include things like the cars themselves, car manufacturers, or garages where cars are held.

Database Tables

A **database table** is the container that holds the data which essentially looks like a spreadsheet. Most entities have their own database tables, so in the All_Cars database I could have a table called My_Cars and a table called My_Garages.

Records

A **record** is a row in a database table. Each row represents a *unique* entity. For example, in the **My_Cars** table there would be a record (or row) for every car I have ever owned. Every car would have exactly one record.

Fields

A **field** is a column in a database table. Each field represents a piece of information I want to store about my entities. For example, I may want to store information like colour, manufacturer, or date purchased in the **My_Cars** table.

Data Values

A **data value** is a cell in the database table. Each cell holds the actual data for an entity as it relates the field it is in. For example, my first car was green, so the data value in the colour field for my first car would be green.

Diagram 1 – An example of database tables

My_Cars				My_Garages			
ID	Manufacturer	Colour	DatePurchased	ID	Width	Depth	Colour
1	Buick	Green	2009-07-01	1	15	15	Green
2	Dodge	Blue	2012-08-13	2	12	15	Blue
3	Hyundai	Blue	2018-09-03	3	10	15	Red

In Diagram 1 we have two tables: **My_Cars** and **My_Garages**. Both tables have three fields and three records. Remember: a field is a column, and a record is a row.

Fully Qualified Names

In the example in Diagram 1 both the **My_Cars** and **My_Garages** tables have a field called **Colour**. This can happen often when working with real data. When this happens a *fully qualified name* needs to be used to tell the difference between them. This is done by using both the table name and the field name when referring to a field.

For example, if I wanted the data from **Colour** field in the **My_Cars** table, then the fully qualified name of the field would be **My_Cars.Colour** and if I wanted the data from the **Colour** field in the **My_Garages** table, then the fully qualified name of the field would be **My_Garages.Colour**. This naming convention ensures you always get the right data from the right table.

Data Types

All database fields have a type which defines what kind of values it can hold, and how big they can be.

It's important to keep data types in mind when building Crystal Reports, especially when writing Functions that reference multiple fields at once. For example, if you try to compare two fields of different types, you might get an error message, or other unexpected result.

The list of data types below is not extensive, but lists the most common types you might encounter. For information on all the possible data types visit https://www.w3schools.com/sql/sql_datatypes.asp.

CHAR/VARCHAR – character string

NCHAR/ NVARCHAR –Unicode string

BINARY/ VARBINARY – binary string

BIT – integer that can be 0, 1, or NULL

BIGINT/INT/SMALLINT/TINYINT – whole numbers

DECIMAL – numbers with decimal points

SMALLMONEY/MONEY – monetary data

DATE/TIME/DATETIME – date and/or time values

Table Relationships

One of the biggest advantages to storing data in a database is that you can record any relationships that exist between two entities. Understanding these relationships is vital to ensuring that you are pulling data that makes sense in a real-world context.

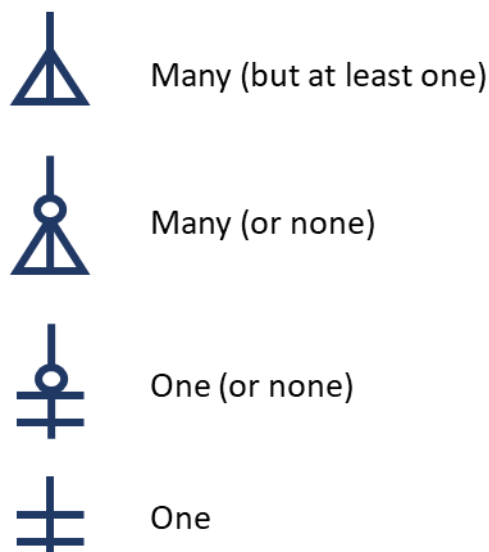
An example of a table relationship is the relationship between the cars in the All_Cars database and the garages in the All_Cars database. It is important for me to understand that a car can only be stored in one garage at a time, but a garage could have no cars or many cars stored in it. This concept of relationships between database tables is also referred to as cardinality.

Misinterpreting table relationships can produce reports that deliver data in the wrong context. This may result in reports that:

- Are missing records
- Contain duplicate records
- Contain aggregates that don't relate to what you were looking for

There are 3 types of relationships that can exist between 2 tables: one-to-one, one-to-many, many-to-many. These relationships are depicted using boxes, lines and 4 distinct symbols.

Below are the types of symbols you will see in this guide and what they mean. There are essentially 2 symbols with 2 variations each. There is a 'many' symbol (triangle) and a 'one' symbol (double line). Each one has a variation that includes a little circle, and a variation that doesn't.

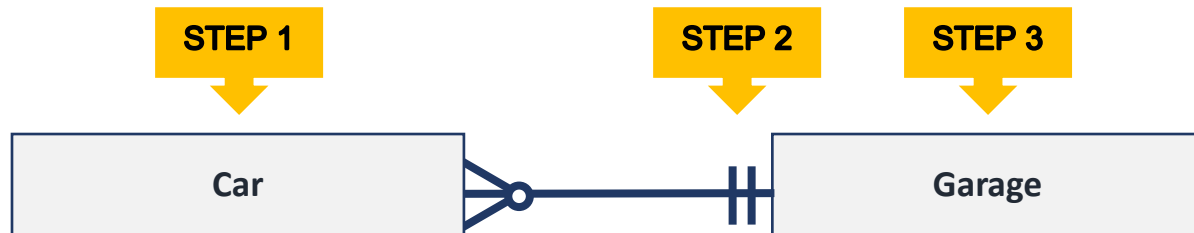


These symbols may not make any sense on their own, but we'll look at some examples in the next section.

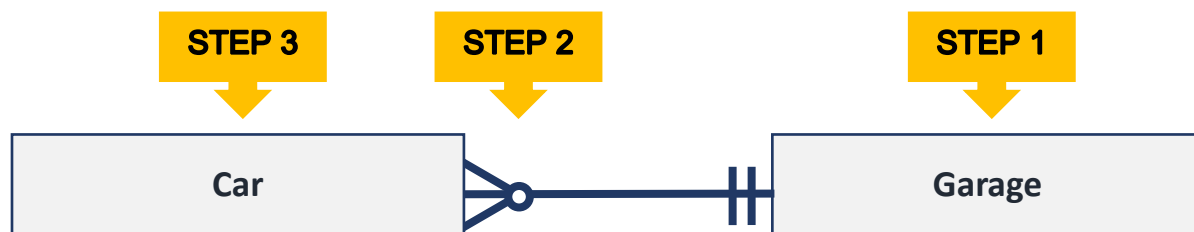
When you are reading a diagram depicting the relationship between two tables you should read the elements in this order:

1. Read the first box then say “can have”
2. Read the symbol farthest away from the first box
3. Read the second box

For the diagram below, it would read “A car can have one garage”.



You could also read it in the opposite direction, then it would read “A garage can have zero or many cars”



One-to-Many Relationships

This relationship between a car and a garage is called a one-to-many relationship. A car can only be stored in one garage at a time but a garage can have many cars stored in it at a time.



One-to-One Relationships

An example of a one-to-one relationship is the relationship between cars and licence plates. A car can only have one licence plate number and a license plate number refers to exactly one car.



Many-to-Many Relationships

An example of a many-to-many relationship is the relationships between cars and drivers. A car could be driven by multiple people and a person could drive multiple cars.



Primary and Foreign Keys

One thing that databases do really well is reduce duplication of information. This is achieved by storing data in separate tables and creating links to the original location, instead of duplicating the information in every table it relates to.

Understanding primary and foreign keys is critical for any report writer as they are the tools you will use to pull data from multiple tables at once.

In this guide you will see diagrams that will:

- help you identify the relationships between tables
- tell you what the primary key is for every table
- tell you what foreign keys you will need to use when there are relationships between tables

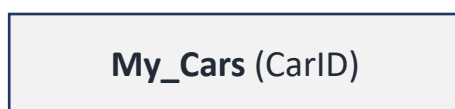
Primary Keys

Every record in every database table has a unique number used to identify it called a primary key. A primary key is a field that is used to uniquely identify a record in a database table and it can never be NULL (empty). The name of a primary key field is typically the entity followed by 'ID'.

For example, every car in the My_Cars table has a number that uniquely identifies it. The first car I ever owned would have a primary key of 1 and every car I owned after would have a new number assigned to it.

The same goes for every garage in the My_Garages table. Every garage I have to store cars in will have its own number assigned to it.

In this guide every database table will be represented by a grey box. Inside the box will be the table name and the primary key (in brackets). Below are examples using the My_Cars table and the My_Garages table.



Foreign Keys

Anytime a primary key is mentioned outside of its originating table, it becomes a foreign key. Think of foreign keys as a hyperlink directing you to information that is stored somewhere else.

Let's say we want a list of all my cars, which garage they are in, when I parked them there, and when I removed them. In the **All_Cars** database I will create a table called **Car_Storage** that lists every car and where it is stored. This table also has its own primary key called CarStorageID, and the table looks like this:

Car_Storage

CarStorageID	CarID	GarageID	DateAdded	DateRemoved
1	2	3	2009-07-01	2009-12-13
2	3	2	2012-08-13	NULL
3	1	1	2018-09-03	2018-09-03

As you can see there is a field (column) called CarID and a field called GarageID. These fields are foreign keys because they are mentioned outside of their originating tables (My_Cars and My_Garages respectively). If you look at the first record (or row) it is saying that car #2 was stored in garage #3 between July 1st 2009 and December 13th 2009. Now I can use JOIN statements to pull in more information about car #2 or garage #3 to make this dataset more informative (JOINS will be discussed in the next section).

In this guide foreign keys will be shown in diagrams as text located just above a line that connects two tables, preceded by the letters 'FK'. As you can see in the diagram below, the foreign key CarID is shown that links the My_Cars table to the Car_Storage table.



Joins

Joining refers to the action of combining multiple database tables into a single data set. When you are writing a report, you will have the opportunity to join tables in your report writing software, although it may be called 'linking' or 'merging'.

It is important to understand how joins work so that you pull data from all the tables you need at once, eliminating the need for manual consolidation afterwards.

Below, 3 types of joins will be explained using the example tables My_Cars and Car_Storage. There are more ways to join tables but the 3 most common methods will be explained.

Inner Join

An inner join returns any records that have matching values between two tables.

For example, we could select 5 car records from the My_Cars table and perform an inner join with the Car_Storage table.

The inner join would return:

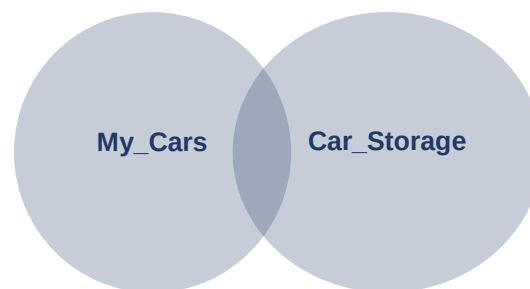
- All the My_Cars records of cars that are stored in a garage (if any of the 5 cars are not in a garage, they would be excluded)
- All the Car_Storage records that relate to one of the 5 cars we chose (all others would be excluded)

The inner join would not return:

- Any My_Cars records for the original 5 cars where the car is not in storage
- Any My_Cars or Car_Storage records that don't relate to the original 5 cars

In plain English: the data set would include information about just those 5 cars and where they are stored.

If we draw a Venn Diagram of an Inner Join it would look like the image below, where the resulting dataset is just the shaded space between the two circles.



Left Join

A left join returns all the records in the first table and any matching records in the second table.

For example, we could select 5 car records from the My_Cars table and perform a left join with the Car_Storage table.

The left join would return:

- All 5 of the records in the My_Cars table

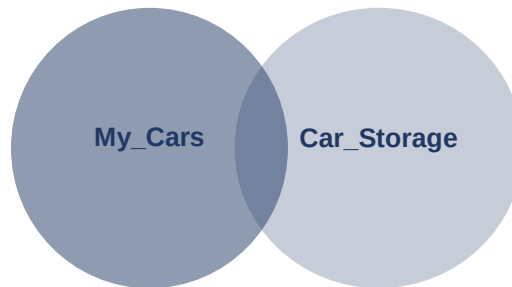
- All of the Car_Storage records that relate to one of the cars (note, that some cars may not be stored in a garage, and would not have any records in the Car_Storage table)

The left join would not return:

- Any Car_Storage records that don't relate to one of the original 5 cars
- Any My_Cars records other than the original 5

In plain English: the data set would include information about all the cars as well as information about where they are stored.

If we draw a Venn Diagram of a Left Join it would look like the image below, where the resulting dataset is everything in the left circle and the shaded space between the two circles.



Right Join

A right join returns all the records in the second table and any matching records in the first table.

For example, we could select 5 records from the Car_Storage table and perform a right join with the My_Cars table.

The right join would return:

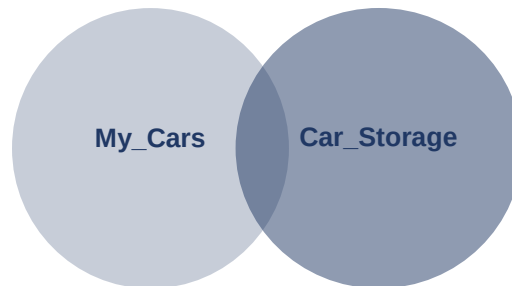
- All 5 of the records in the Car_Storage table
- All of the My_Cars records that relate to one of the 5 Car_Storage records (all other My_Cars records would be excluded)

The right join would not return:

- Any My_Cars records that don't relate to the original 5 records
- Any Car_Storage records other than the original 5 records

In plain English: the data set would include information about all the cars stored in garages.

If we draw a Venn Diagram of a Right Join it would look like the below, where the resulting dataset is everything in the right circle and the shaded space between the two circles.



Views

A view is a virtual table that only exists when you are looking at it, and does not take up any storage space. Essentially, a view generates a data set using multiple tables but only when you ask for it. The data set contains information that you may want to look at often. This way you don't have to think about how to link the database tables every time you want to see the information.

HIFIS has several views available for use:

- Bed list (vw_BedList)
- Client Basics (vw_ClientBasics)
- Client Cases (vw_ClientCase)
- Client House Placements (vw_ClientHousePlacements)
- Client Services (vw_ClientsServices)
- Coordinated Access (vw_CoordinatedAccess)
- Housing and Shelter History (vw_HousingAndShelterHistory)
- Intake Assessment Acuity Scores (vw_IntakeAssessmentAcuityScores)
- Stays (vw_Stays)
- Stays Summary (vw_StaysSummary)

Views can be accessed or queried just like any other database table. Their names (above in brackets) usually start with 'vw'.

Schemas

A schema is essentially a blue print of a database. In addition to this guide, there is a schema available online for the HIFIS database. You can find it through this link:

https://support.hifis.ca/4.0.59/HIFIS_DB_SCHEMA/

This schema provides the structure of every database table in HIFIS as well as links to other tables in written form. It can be difficult to understand on its own, but used as a reference alongside this guide it can be a helpful tool as you build reports.

Extracting Data

The single greatest benefit to maintaining a database is the ability to analyze the data inside. Databases can store information at a larger scale, and with more detail, than any spreadsheet in the world – and HIFIS is no exception.

There are a variety of business intelligence tools available on the market today that can be used to extract data from HIFIS. The easiest and most cost-effective way to extract data from your HIFIS database is using an application called SAP Crystal Reports.

There are a series of reports that come ready with any HIFIS installation. Although these reports are great in a pinch, many communities can benefit from creating custom reports that show them exactly what they want to see.

To create your own custom reports, you must have a licensed copy of Crystal Reports Developer. We recommend version 2016 or later, as previous versions are no longer supported. The older versions still work however, so feel free to use them if you don't mind them being unsupported.

As of January 2021, the purchase of a single user license is available through [SAP](#).

Report templates created using Crystal Reports can be uploaded to HIFIS and accessed by front-end users. This guide will briefly outline the basic steps required to create a Crystal Report. For more information on how to use Crystal Reports, download the SAP Crystal Reports 2016 User Guide from <https://www.sap.com>.

Setting Up Crystal Reports

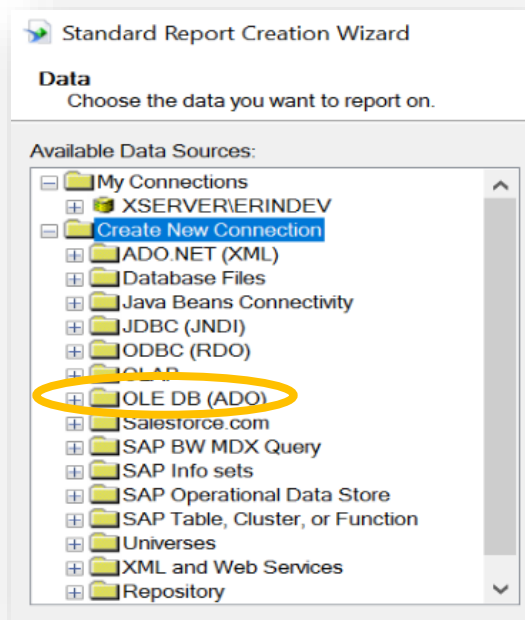
For assistance in setting up Crystal Reports Developer and connecting it to your database, you will need:

- A Crystal Reports Developer License, with the application downloaded and installed
- SQL Server Native Client version 11.0 (if you are on SQL Server 2012) downloaded and installed
- The name of the server that hosts your HIFIS installation
- The name of the database that hosts your HIFIS data
- A user ID that has permission to access the server
- A password for the user ID

Once you have all the above steps completed and the information ready, you need to create a new Crystal Report and set up a new database connection. Once you do this, Crystal Reports will remember your database every time you create a new report, so you will not have to do it again.

1. Open the Crystal Reports Developer application.

2. In the top left-hand corner select **File** then **New** then **Standard Report**.
3. A window with the word **Data** at the top will appear. On the left-hand side, you will see a list that says **Available Data Sources** at the top. Under **Create New Connection** click on **OLE DB (ADO)**.
4. When the next window appears, select **SQL Server Native Client 11.0** from the Provider List. If it is not in the list, then you have not properly installed SQL Server Native Client.
5. Click **Next**.
6. Enter the Connection Information you gathered. If your IT Department has informed you that your computer credentials are to be used for the username and password, you should be able to leave **User ID** and **Password** blank, and click the checkbox beside **Integrated Security**.
7. Click **Finish**.
8. When the **Advanced Information** screen appears, change nothing and click **Finish**.
9. You will be returned to the same window you were in at step 3.
10. Now, the name of your database should appear in the **Available Data Sources** list with a little plug icon beside it that indicates it is connected.
11. Proceed with creating a report.



“Try it Yourself!” Activity

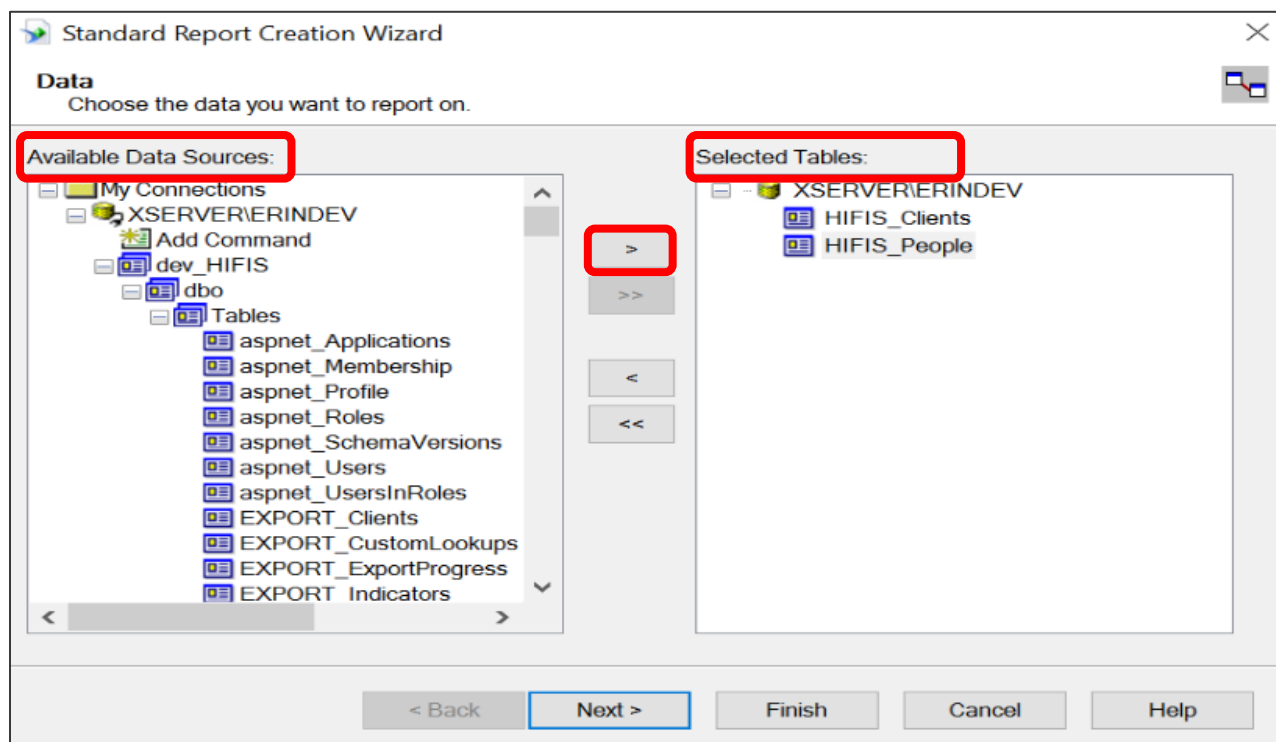
This activity will walk you through how to create a basic Crystal Report that provides a list of clients in the HIFIS database that are active. It is a great opportunity to explore the most essential features of Crystal Reports Developer.

If you follow all the steps of this activity, you will create a report that produces a client list, that is sorted by name, grouped by gender identity, and filtered by user inputs.

Creating a Crystal Report

The easiest way to create a report is to use the Report Creation Wizard.

1. Open Crystal Reports.
2. Select **File** from the main menu, then **New** then **Standard Report**.
3. If you successfully completed the set up outlined in the previous section you should see the name of your database under the **My Connections** section of **Available Data Sources**.
4. Click the plus sign to the left of the database name to expand it.
5. Click the plus sign to the left of **dbo** to expand it.
6. Click the plus sign to the left of **Tables** to expand it.



7. Now it is time to select the tables we want to use. If we take a look at the diagram for Client Details – Vitals ([Diagram 1](#)) we know that we need to include the following tables in our report:

- HIFIS_AboriginalIndicatorTypes
- HIFIS_CitizenshipTypes
- HIFIS_ClientStateTypes (tells us if they are active, deceased, or archived)
- HIFIS_Clients
- HIFIS_GenderTypes
- HIFIS_People
- HIFIS_VeteranStatesTypes

Click on each of these tables, and click the arrow that points to the box on the right (see screenshot on previous page). Once you have selected all the tables you want, click **Ok**.

Recall that we've decided we don't want to include everything about a client in this report, so we are not including the following tables:

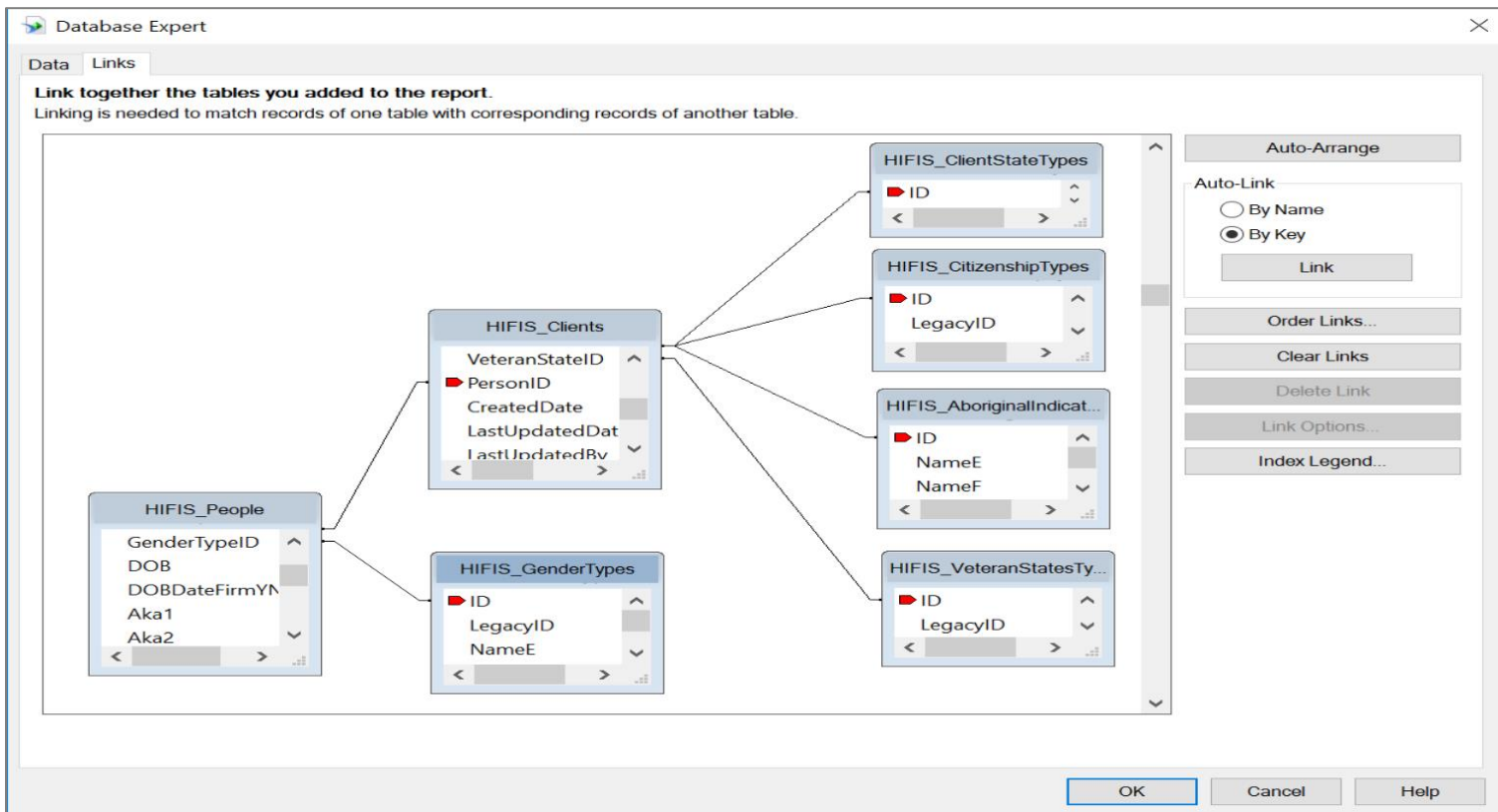
- HIFIS_CauseOfDeathTypes
- HIFIS_ClientHistoryChanges (tells us a history of their housing status over time)
- HIFIS_CountryTypes (tells us what country they were born in)
- HIFIS_EyeColorTypes
- HIFIS_GeoRegionTypes
- HIFIS_HairColorTypes
- HIFIS_ProvinceTypes (tells us what province they were born in if applicable)

8. If you have selected multiple tables, you will be presented with the **Link window**. Here you will tell Crystal Reports how the tables you selected are related. There is a good chance that Crystal Reports will take a guess at the table relationships and get it right, but you should always review it for accuracy.

A few notes about this step:

- You can click and drag the edges of the tables to make them bigger – this will allow you to see a list of all the fields in the table
- You can click and drag the tables around to make it easier to look at, and it will not break any of the links
- Primary Keys will have red tags beside them

- You can remove a link (relationship) by right clicking on it and selecting **Delete Link**
- To add a link (relationship) you can click on a field (like **clientID** in the **HIFIS_Clients** table) and drag and drop it on top of the field in another table that you want to link it to (like **clientID** in the **HIFIS_ClientHistoryChanges** table). Once you do this, a line will appear between the two tables



9. The **Fields window** will appear next. This window allows you to choose what database fields you want to appear in the report. This is optional. You don't have to decide right now – you can always add or remove fields later. We're going to do nothing, and click **Finish**.
10. The window will disappear and you will be presented with a blank report.
11. In the main menu select **File** and then ensure that **Save Data with Report** is unchecked. If it is checked, just click on it to uncheck it. This is important to do, because if you forget, you will be presented with an error message when you try to add this report to HIFIS later on.
12. Take this opportunity to save your report by going to **File > Save**.

13. Proceed to the next section to start adding data to the report!

Add Data to Report Sections

Anytime you create a blank Crystal Report you will be presented with the design tab of a blank report with 5 sections. Data will behave differently depending on which section you put it in. Any section can be suppressed (or hidden) by right-clicking on the section label to the left of the report body and selecting **Suppress**.

- Report Header: this section will only appear on the first page (unless you suppress it) and is used for the report title and any data summaries you want to include.
- Page Header: this section will appear on the top of every page (unless you suppress it) and can be used for headers, chapter titles, etc.
- Details: this section is the body of the report and will duplicate for every record in your data set. For example, if you placed **ClientID** in the Details section and ran the report, it would list every single **ClientID**.
- Page Footer: this section will appear at the bottom of every page (unless you suppress it) and can be used for page numbers, run dates, etc.
- Report Footer: this section will only appear at the end of the report (unless you suppress it) and can be used for charts, cross-tabs, or summaries.

To add data to a section:

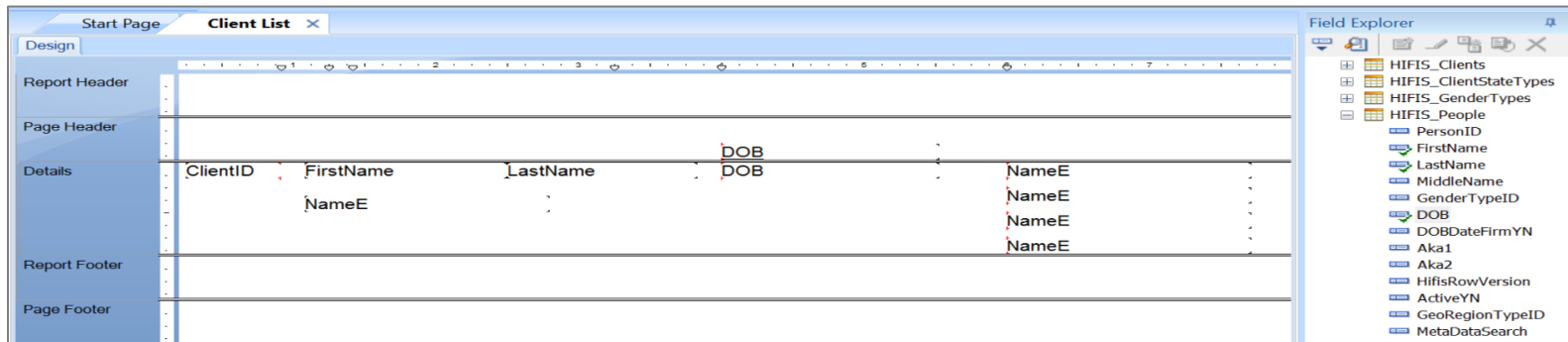
1. Look at the **Field Explorer** window – it is found on the right-hand side of the screen. If it isn't there, select **View** from the main menu near the top of the screen, then click on **Field Explorer**.
2. Click the plus sign beside database fields in the **Field Explorer** window to show the database tables and fields you have included in your report. If you have a lot of tables in your report this list can get very long! So, feel free to collapse and expand tables to make it easier to look around.
3. Next, we are going to start designing our report.

Click and drag the following fields into the details section of the report:

- HIFIS_AboriginalIndicatorTypes.NameE
- HIFIS_CitizenshipTypes.NameE
- HIFIS_Clients.ClientID
- HIFIS_ClientStateTypes.NameE
- HIFIS_GenderTypes.NameE
- HIFIS_People.DOB
- HIFIS_People.FirstName

- HIFIS_People.LastName
- HIFIS_VerteranStatesTypes.NameE

A heading will automatically appear in the Page Header for each field you add. A green check mark will appear beside the field in the Field Explorer to show that the fields have been included in the report.



A few notes about this step:

- You can expand the size of the Details section by clicking and dragging the bottom border up and down
- You can change the size of the fields by clicking and dragging the edges to make them take up more/less space
- You can rename the headings that have appeared in the Page Header above your data fields by double clicking on them
- You can remove the headings that have appeared in the Page Header by clicking on them and hitting the **Delete** button on your keyboard
- You can remove the fields you've placed in the details section by clicking on them and hitting the **Delete** button on your keyboard
- You can change the font, appearance, and positioning of your fields by right-clicking on them and selecting **Format Field**

Running Your Report

1. It's time to see what our report will look like!

To see what your report looks like when it is run you can:

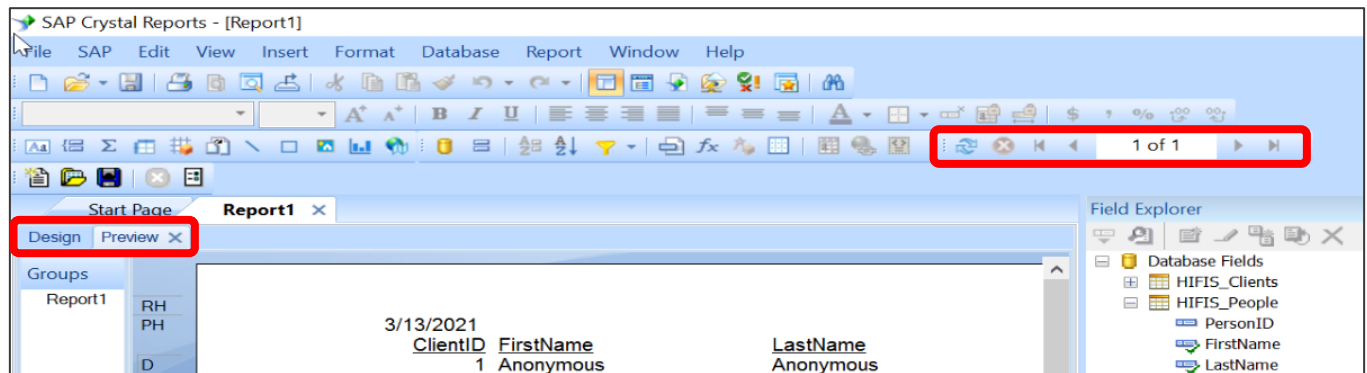
- Hit the **F5** key on your keyboard,
- Click the refresh icon from the toolbar, or



- Select **Report** from the main menu then **Refresh Report Data** from the dropdown.

It might take a couple seconds to generate, depending on how large your data set is.

2. Once the report is ready, a new tab will appear called **Preview**. Here you will see real data, arranged exactly as you have specified in the **Design** tab. Flip back and forth between the **Design** tab and the **Preview** tab as you work to see what your report looks like.



A few notes about this step:

- Although it is possible to edit your report in the **Preview** tab, it is recommended that you move back to the **Design** tab before making changes. If you try to add/move/remove fields in the **Preview** tab, Crystal Reports has to make the changes and recalculate information at the same time – and this can take a while, or even freeze the program if your report is very large.
- If your report takes up more than one page, use the arrows in the tool bar above the field **Explorer to look** at the other pages of your report.

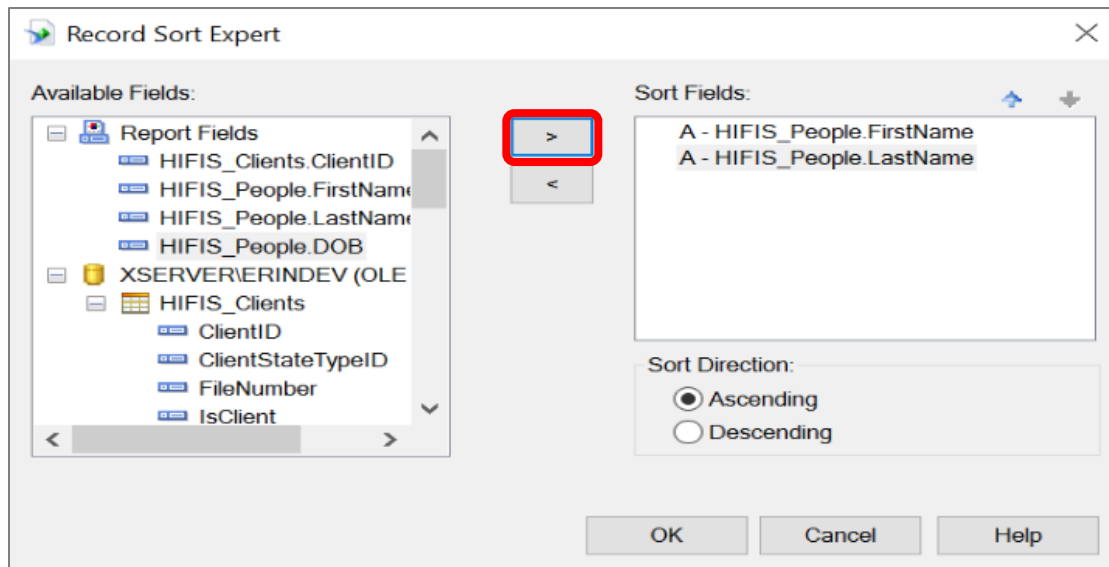
Sorting

Let's sort our report so that it is organized alphabetically by clients first name, then last name.

All of the tools in Crystal Reports are called "Experts" so to sort, we need to open the Record Sort Expert.

1. From the main menu go to **Report** then select **Record Sort Expert**
2. When the window appears (like in the image below) you will see a list of available fields on the left. Fields that are currently displayed in your report will always appear first. You can choose to sort by fields that you aren't displaying as well.

3. Click the little arrow in the middle of the window to choose the FirstName and LastName fields. Once they are moved over, you can click and drag them to re-arrange them if you want.
4. Underneath the **Sort Fields** box, you can choose the sort direction using the **Ascending / Descending** radio buttons.



5. When you are done click **Ok**.
6. Your report will now be sorted the next time you refresh the preview.

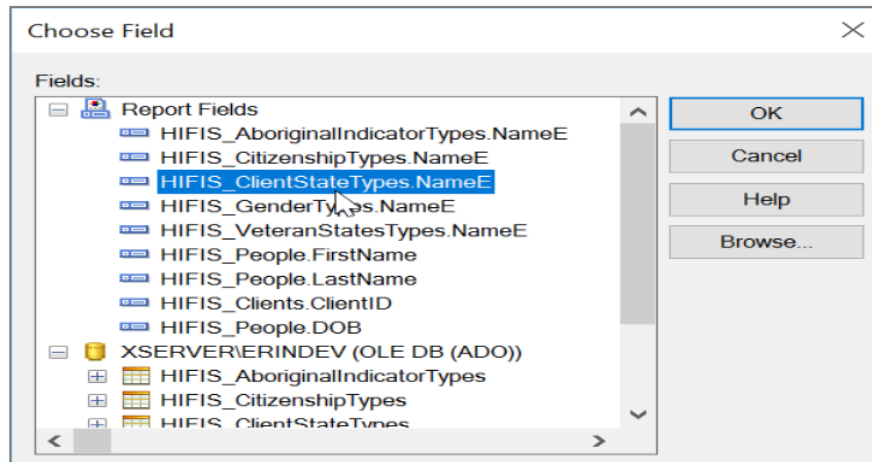
If you want to remove or modify your sort, simply return to the **Record Sort expert** and use the arrows to add or remove more sort fields.

Filtering

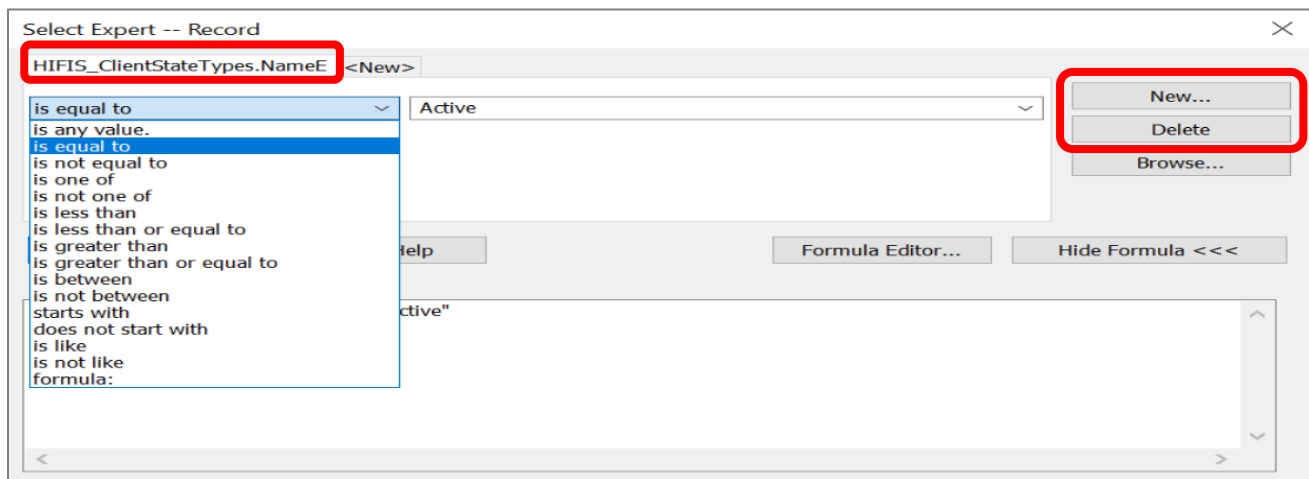
Let's sort our report to only show us clients who have an Active status. To do this we need to open the **Select Expert**.

1. From the main menu go to **Report** then choose **Select Expert**, then choose **Record**.

- When the window appears, choose **HIFIS_ClientStateTypes.NameE** and click **Ok**.



- The next window that appears is where we specify the filter conditions. Select **equal to** from the dropdown on the left and **Active** from the dropdown on the right.
- Click **Ok** when you are done.



- Your report will now be filtered the next time you refresh the preview.

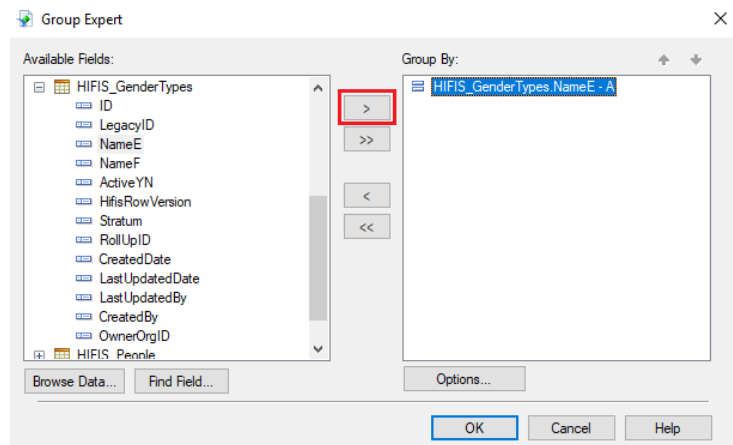
A few notes about this step:

- If you wish to remove the filter, return to the **Select Expert**, click on the name of the field you are filtering by, then click **Delete** on the right.
- If you want to add an additional filter, return to the **Select Expert** and click **New** on the right. Then complete the steps mentioned above for your next filter.

Grouping

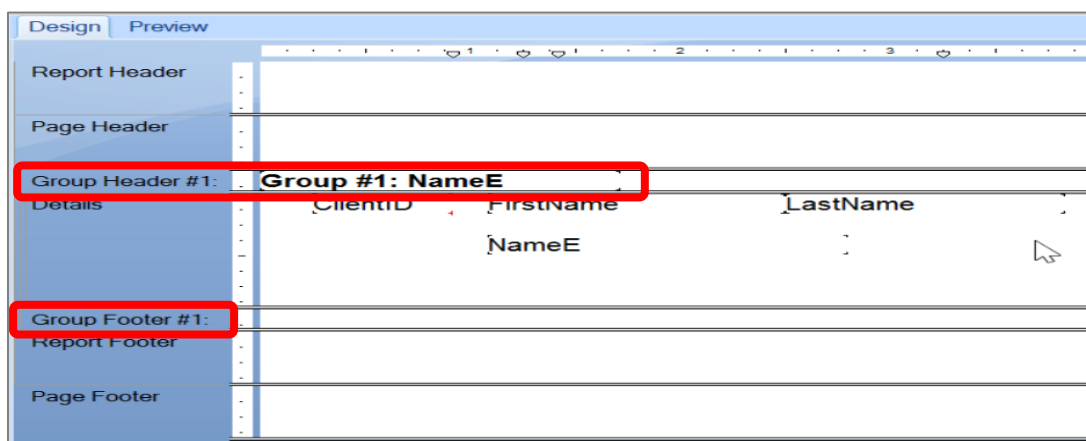
Now let's group our report by Gender Identity. To do this, we need to open the **Group Expert**.

1. From the main menu go to **Report** then choose **Group Expert**.
2. When the window appears, choose the HIFIS_GenderTypes.NameE field and click **Ok**.



Notes about groups:

- When you create a group, 2 new sections will appear in your report: Group Header and Group Footer. The Group Header will specify what field you are grouping by and the Group Footer will be blank.
- Groups will appear in the **Record Sort Expert** and will take precedence over any other sort conditions you previously made. The records within the group will be sorted based on the conditions selected using the **Record Sort Expert**.

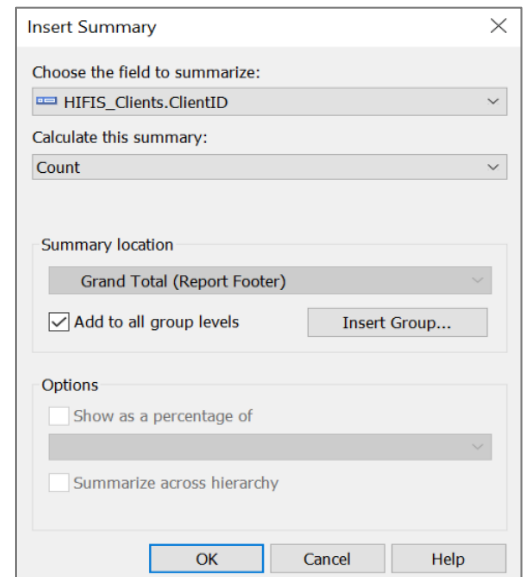


Summaries

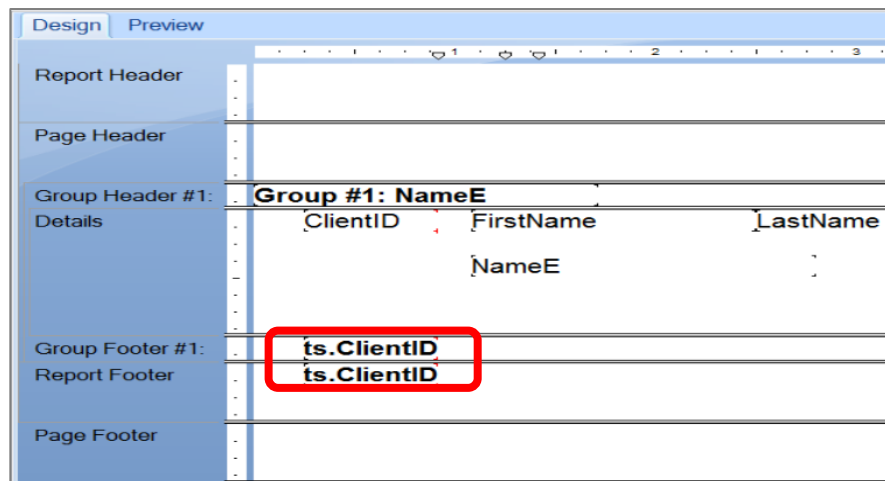
Now let's add a summary to count the number of clients in each group, as well as the report as a whole.

Summaries can be used in many ways to summarize the information shown in the report like providing counts or averages.

1. To add a summary to a report, select **Insert** from the main menu and then **Summary**.
2. In the **Insert Summary** window, select the field you want to summarize (ClientID in this case) and select the calculation you want (Count in this case).
3. We want the summary to appear in our groups as well as at the end of the report, so select the check box beside **Add to all group levels**
4. Click **OK**
5. The summary value(s) will automatically appear in the report footer, as well as the group footers (if you checked the box in step 3).
6. Refresh your report to see the numbers!



The 'Insert Summary' dialog box is shown. It has a title bar with a close button. The 'Choose the field to summarize:' dropdown is set to 'HIFIS_Clients.ClientID'. The 'Calculate this summary:' dropdown is set to 'Count'. The 'Summary location' dropdown is set to 'Grand Total (Report Footer)'. The 'Add to all group levels' checkbox is checked. There is an 'Insert Group...' button. The 'Options' section has two unchecked checkboxes: 'Show as a percentage of' and 'Summarize across hierarchy'. At the bottom are 'OK', 'Cancel', and 'Help' buttons.



The screenshot shows the 'Design' view of a report. The left pane shows the report structure with sections: Report Header, Page Header, Group Header #1, Details, Group Footer #1, Report Footer, and Page Footer. The main area shows the layout. The 'Group Header #1' section contains 'Group #1: NameE'. The 'Details' section contains fields for 'ClientID', 'FirstName', and 'LastName', with a 'NameE' label below them. The 'Group Footer #1' section contains two instances of 'ts.ClientID', one of which is highlighted with a red rectangle. The 'Report Footer' section is empty.

A few notes about this step:

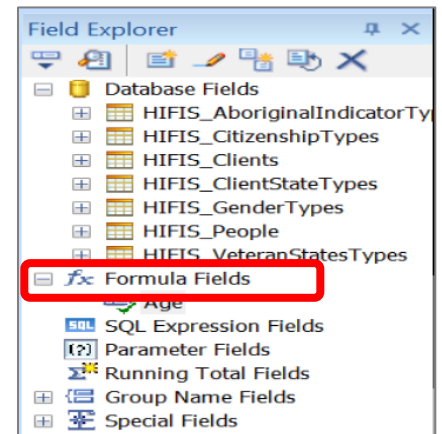
- You can click and drag the summary from the report footer to the report header if you want it to appear at the beginning of the report instead of the end.

- You can create a label for your summary by going to **Insert** in the main menu, then selecting **Text Object**. This will allow you to draw a static text box anywhere in your report and put some custom text in it (e.g. "Total Number of Clients:").

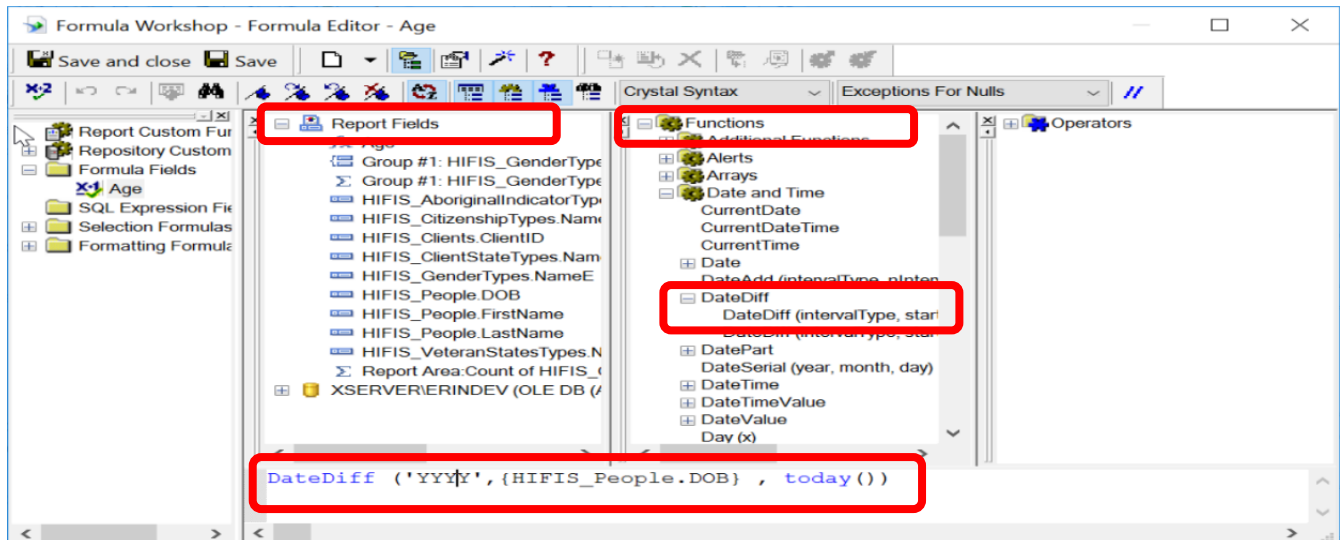
Formulas

Functions are a way to create a field that is calculated using other fields, such as calculating an age using a birthday. Let's try it!

1. Locate **Formula Fields** in the **Field Explorer**, right click on it, and select **New**
2. When prompted, give your function the name 'Age'
3. When the Formula Workshop appears, there will be a lot of info on the screen that may be overwhelming – stay with me! Make the window as big as you can by clicking and dragging the bottom right-hand side.
4. In the section that is third from the left, expand **Functions** by clicking the plus sign.
5. Expand **Date and Time** by clicking the plus sign.
6. Expand **DateDiff** by clicking the plus sign.
7. Double click the first item listed under **DateDiff**. You will see it appear in the white space near the bottom of the window. This is a template for your formula.
8. Now you have to fill in the formula – just like you would with Microsoft Excel!
9. In the first space between the opening bracket and the comma, type 'YYYY'...make sure you include the apostrophes.



10. In the second space between the two commas, click to place your cursor there. Then expand **Report Fields** in the section that is second from the left (just to the left of the **Function** section). Find **HIFIS_People.DOB** and double click on it. It should appear in your formula (you can also type it if you make sure you include curly brackets around it).
11. In the last space between the comma and the closing bracket, type **Today**. Do not put apostrophes around it.
12. Click **Save and Close** in the top right-hand corner.



13. Your formula will now appear in the **Field Explorer** underneath **Formula Fields**. Click and drag it into the **Details** section of your report.

14. Refresh the preview and you will see an age calculated for all your clients!

There are countless things you can do with formulas – too many to describe in this guide. For more information on how to create formulas in Crystal Reports, download the SAP Crystal Reports 2016 User Guide from <https://www.sap.com>.

Parameters

Adding parameters to reports allows a user to make selections that change the data that is returned in a report (specifying a client, date, or organization for example).

Although there are countless options for creating parameters in Crystal Reports Developer, the HIFIS application can only understand a select few. ***If you try to make a parameter that looks at a data point not listed below, the report will not work properly when you upload it to the HIFIS application.***

When you create the parameters listed in this section, you must give them the same Parameter Name and Parameter Type shown in the table below.

HIFIS compatible parameters are:

User Action	Parameter Type	Accepted Parameter Name(s)
Specify a date	Date or DateTime	Any
Specify one or more Service Providers	Number	ServiceProvider or ServiceProviders
Specify one or more Programs	Number	Program or Programs
Specify one or more Activities (Admissions, Case Management, Goods and Services, etc.)	Number	Activity or Activities
Specify one or more Clients	Number	Client or Clients
Specify one or more Person	Number	Person or People
Specify one or more Questionnaires	Number	Questionnaire or Questionnaires
Specify one or more Full SPDAT types	Number	SPDATtype or SPDATtypes
Specify one or more VI-SPDAT types	Number	VItypes or VItypes

There are also two parameters you can create that look at the current HIFIS session to fetch their information. If you decide to use them, give them the same Parameter Name as listed in the table, as well as the Parameter Type Number.

Parameter Name	Description
CURRENTUSERID	Will automatically populate with the HIFIS_UserProfiles.UserID value for the currently logged on user.
CURRENTORGANIZATIONID	Will automatically populate with the HIFIS_Organizations.OrganizationID value for the currently logged on user.

A couple other things to keep in mind about parameters, is that HIFIS does not support the following:

- A dynamic list of parameter values (it will present a text box for users to type in and never a dropdown)
- Creating a sub-report that has its own parameters (sub-reports should refer to fields that already exist in the parent report, or not be dependent on the parent report at all)
- Editable parameters that can be changed while looked at a report (you must return to the Report Manager in HIFIS and run it again)

Creating a Date Parameter

Let's try create a parameter that allows a user to specify which client records they want to see based on the creation date.

1. Open the **Field Explorer** by selecting **View** from the main menu, then selecting **Field Explorer**.
2. In the **Field Explorer** find and right-click on the **Parameter Fields** then select **New**.
3. When the **Create New Parameter** window opens, type in a name for the parameter. As mentioned in the previous sections, date or datetime parameters can have any name you like and they will still work.
4. For the Type select Date.
5. Don't change anything else and click **Ok**.

Edit Parameter: CreatedDate

Edit a parameter and list of values.

Name: CreatedDate Type: Date List of Values: Static

Value Field: (None) Description Field: (None)

Value: Click here to add item

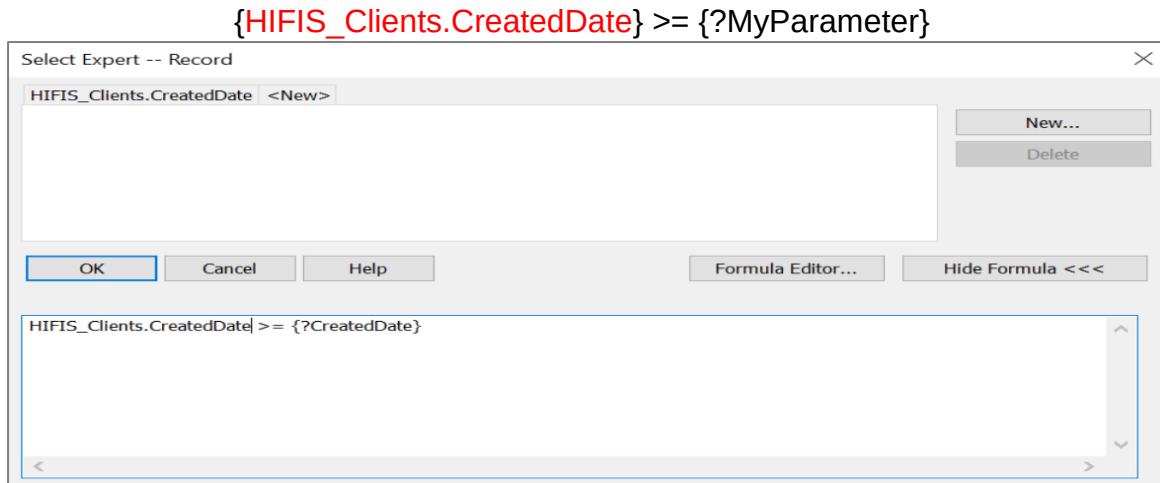
Description:

Value Options:

Option	Setting
Show on (Viewer) Panel	Editable
Prompt Text	Enter CreatedDate:
Prompt With Description Only	False
Optional Prompt	False
Default Value	
Allow custom values	True

OK Cancel Help

6. Click and drag the Parameter into the Report Header or the Page Header of your report.
7. Open the **Select Expert** by selecting **Report** from the main menu, and then selecting **Select Expert** and then **Record**.
8. When the **Select Expert** asks you to choose a field select the **HIFIS_Clients.CreatedDate** field.
9. In the next window type the following into the empty box near the bottom of the screen (replace ParameterName with the name you gave your parameter):



Note about dates: when dates are discussed in report writing, the more recent the date, the 'bigger' it is. So what we are saying here, is that the report will only show clients created on or after the parameter date.

10. Click **Ok**.

11. Now, your report will prompt the user to select a date before running the report, and will only show clients created on or after that date.

Creating a Dropdown Parameter

Let's try creating a parameter that allows a user to specify a specific client they want to see.

1. Open the **Field Explorer** by selecting **View** from the main menu, then selecting **Field Explorer**.
2. In the **Field Explorer** find and right-click on the **Parameter Fields** then select **New**.

- When the **Create New Parameter** window opens, type in 'Client' as the name for the parameter.

Dialog box titled "Edit Parameter: Client". It contains fields for Name (Client), Type (Number), and List of Values (Static). Below these are Value Field and Description Field, both set to (None). There is a section for Value Options with a list of settings, including "Allow custom values" which is checked. At the bottom are OK, Cancel, and Help buttons.

- For the **Type** select **Number**.
- Don't change anything else and click **Ok**.
- Click and drag the Parameter into the Report Header or the Page Header of your report.
- Open the **Select Expert** by selecting **Report** from the main menu, and then selecting **Select Expert** and then **Record**.

Dialog box titled "Select Expert -- Record". It shows a field selection area with "HIFIS_Clients.ClientID" selected. Below it, a dropdown menu shows "is equal to". To the right of this is a text box containing "{?Client}". On the right side are buttons for "New...", "Delete", and "Browse...". At the bottom are buttons for "OK", "Cancel", "Help", "Formula Editor...", and "Hide Formula <<<".

- When the **Select Expert** asks you to choose a field select the **HIFIS_Clients.ClientID** field.
- In the next window select '**is equal to**' on the left and the parameter **{?Client}** on the right.

10. Click **Ok**.

11. Now, your report will prompt the user to select a client before running the report, and will only show that client's information.

Creating a Parameter with a Static List of Values

Next we will try creating a parameter that presents a user with a static list of values. These types of parameters are great to use if the parameter options are not likely to change, or if you want to limit a user's choices.

In this example we will be allowing a user's to specify the clients they want to see based on their state (i.e. Active, Inactive, Deceased). If you have been following along to all the steps of this activity, you would have created a filter based on client state already. Remove it before creating this parameter. You can do this by returning to the **Select Expert**, clicking on *HIFIS_ClientStateTypes.NameE* (across the top), then clicking **Delete** on the right. You will also want to do the same for *HIFIS_Clients.ClientID*, as well as deleting the **Client Parameter** created in the previous example.

Let's begin to create our parameter.

1. Open the **Field Explorer** by selecting **View** from the main menu, then selecting **Field Explorer**.
2. In the **Field Explorer** find and right-click on the **Parameter Fields** then select **New**.
3. When the **Create New Parameter** window opens, type in any name you like, such as 'ClientState'.
4. For the **Type** select **Number**. All parameters that present a static list of choices to a user must have a type of Number.
5. Ensure that **Static** is selected under **List of Values**.
6. Under **Value Field** select *HIFIS_ClientStateTypes.ID*.
7. Under **Description Field** select *HIFIS_ClientStateTypes.NameE*.
8. Just underneath the **Value Field** dropdown, click the **Actions** button and select **Append all database values**.
9. In the **Value Options** section, you can change what the prompting text says by typing in the area to the right of the line that says **Prompt Text**. Make a prompt that says something like "Select the client type you want to see."

10. Do not change anything else and click **Ok**.

11. Click and drag the Parameter into the Report Header or the Page Header of your report.

12. Open the **Select Expert** by selecting **Report** from the main menu, and then selecting **Select Expert** and then **Record**.

13. When the **Select Expert** asks you to choose a field select the **HIFIS_ClientStateTypes.ID** field.

14. In the next window select '**is equal to**' on the left and the parameter **{?ClientState}** on the right (it will be the name of the parameter you created).

15. Click **Ok**.

16. Now, your report will prompt the user to select a client state before running the report, and will only show clients with that state.

HIFIS Modules – Data Descriptions

Administration

Application Settings

The settings and values found in the Application Settings section of the Administration module are stored in the **HIFIS_Settings** table.

Audit Log

See [Diagram 49](#)

The Audit Log is an accountability tool that can be used to monitor activity in the HIFIS system. Although there is no single place in the HIFIS Application where users can see the full audit log there are a couple places users can go (if they have the rights).

- If a user goes to a client's profile and clicks the icon to the left of their name it will bring them to their Client Activity Log.
- If a user goes to a user's profile (under Administration > Users) there is a tab called Activity Log.

Behaviours to be aware of:

- Broadcasts do not appear in the audit log.
- When users access, print, or export reports it does not appear in the audit log.

Tips for writing reports on this section:

- The field **HIFIS_UserProfiles.LinkedUserTemplateID** is not used.

Custom Tables

See [Diagram 19](#)

The Custom Tables section of the Administration Module is used to create customized data entry fields when the necessary fields don't exist in HIFIS.

Behaviours to be aware of:

- Users can have multiple Custom Tables attached to a single module.
- Users can complete a custom table multiple times for a single client (if configured that way).

Tips for writing reports on this section:

- The **HIFIS_CustomLinks** table is the table that shows which clients have completed which Custom Table.
- The **HIFIS_CustomData** table holds the responses for every custom table that has been completed.
- Documents that have been attached to a Custom Table record have a **DocumentTypeID** of 15.

Dropdowns or multi-select data points included in this section:

- The **Module** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_ModuleTypes** table.
- The **Service Providers** dropdown shows a list of all active Service Providers.

Express Goods & Services Templates

[See Diagram 31](#)

The Express Goods and Services Templates section of the Administration Module is used to configure templates that create Goods or Services Transactions with some of the information already completed.

For more information on [Goods and Services](#), see the section in this guide under the [Client Management](#) chapter.

Food Bank Items

[See Diagram 26](#)

The Food Bank Items section of the Administration module is used to configure the types of Food Bank Items that can be issued.

For more information on [Food Bank](#) activities, see the section in this guide under the [Client Management](#) chapter.

Housing Continuum

[See Diagram 47](#)

The Housing Continuum is used to identify housing types and assign them to categories like Unsheltered Homelessness, Sheltered Homelessness, House etc. It can be used to ensure standardization of definitions across the system.

Behaviours to be aware of:

- The Housing Continuum is used (along side the clients Housing History records) to determine the Housing Status of clients. This determination appears under the Coordinated Access section as well as in the client's profile (under their profile picture)

Tips for writing reports on this section:

- Each time you create a report that talks about a client's state of housing and homelessness, you should include the Housing Continuum database tables to determine their state of housing instead of using a formula. This way every report will say the same thing.

Dropdowns or multi-select data points included in this section:

- The **House Types** dropdown can be modified using the House lookup table. The values for this dropdown are stored in the **HIFIS_HouseTypes** table.

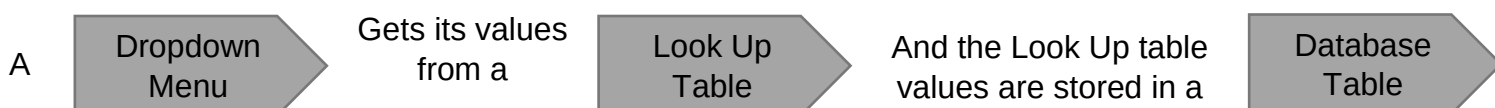
Look Up Tables

The Look-up Tables section of the Administration Module is used to configure the numerous dropdown menus and multi-select fields found throughout HIFIS.

A Look Up table is a list of values that are used to populate dropdown menus in HIFIS such as Gender Types or Housing Types. They can be presented as single select dropdowns or multi-select fields.

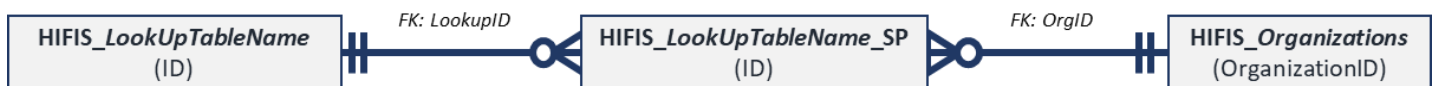
Behaviours to be aware of:

- Each module in HIFIS can contain zero or many dropdowns. Some of these dropdowns can be customized by HIFIS Administrators and some cannot.
- Some dropdown menus do not point to a look up table, instead they look at other modules to populate their values. For example, the Case Worker dropdown menus look at all the users in HIFIS, and when users add a family member to a family it looks at all the Clients in HIFIS.
- Each Service Provider can have its own set of values for many dropdowns. For example, a HIFIS Administrator may want the Reason for Service dropdown menu to be different for each Service Provider, depending on what services the provider offers.
- Essentially, a dropdown menu in HIFIS gets its dropdown values from a look up table. The look up table values are stored in a database table.



Tips for writing reports on this section:

- Each database table that represents a customizable look-up table has a sibling table with the same name ending in SP. The table with the name ending in SP lists which look-up table values a particular service provider has access to. For example, the **HIFIS_ReasonForServiceTypes_SP** table lists all the Service Providers who have access to that dropdown menu, and which dropdown values they can use. For every single row in the **HIFIS_ReasonForServiceTypes** table there are zero or many rows in the **HIFIS_ReasonForServiceTypes_SP** table.
- Unless you are writing a report specifically about how your look-up tables are set up, you probably do not need to reference the table ending in SP at all.
- For simplicity, the tables ending in SP have been excluded from all diagrams in this guide – but remember that every customizable look-up table has one! The relationships are depicted below.



Note that the name of the look-up table may differ slightly from the corresponding database table name. For information about specific dropdown menus and their corresponding look-up tables, go to the module specific section in this guide, or to the [Look-up Table Quick Reference](#) chapter.

Mandatories

[See Diagram 44](#)

The Mandatories section of the Administration Module allows HIFIS Administrators to configure certain data points as mandatory or disable them all together.

Behaviours to be aware of:

- Only a select group of data points in HIFIS can be made mandatory or disabled.

Tips for writing reports on this section:

- Be careful not to confuse the **HIFIS_MandatoryModuleTypes** table with the **HIFIS_ModuleTypes** table.

Programs

[See Diagram 48](#)

A Program is a tag that can be attached to services or activities in HIFIS to indicate that they are related to a singular funding source or service operation.

Behaviours to be aware of:

- A Program can be related to one or many services or activities.
- A Program can be used by one or many Service Providers.

Tips for writing reports on this section:

- Pay close attention to table names when writing reports using this module. Most of the tables you will need have titles that combine the words 'Program', 'Services', and 'Provider'. It's easy to get them mixed up and use the wrong one.

Dropdowns or multi-select data points included in this section:

- The **Program Type** dropdown can be modified using the Program lookup table. The values for this dropdown are stored in the **HIFIS_ProgramTypes** table.
- The **Service Provider** dropdown shows a list of active Service Providers.
- The **Services** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_ServiceTypes** table.
- The **Time Unit** dropdown can be modified using the Time Unit lookup table. The values for this dropdown are stored in the **HIFIS_TimeUnitTypes** table.

Questionnaires (a.k.a. Surveys)

[See Diagram 51](#)

The Questionnaires section of the Administration module is used to create Surveys that can be completed for a client. Note that the terms Questionnaires and Surveys are used interchangeably in HIFIS, and in this guide as well.

For more information on Surveys, see the [Surveys](#) section in this guide under the [Client Management](#) chapter.

Reports

[See Diagram 46](#)

The Reports module used to store and access Crystal Reports which allow users to pull data from HIFIS in a variety of customizable ways.

Behaviours to be aware of:

- You must assign each report a Report Category when you add it to HIFIS.
- Users will only be able to see reports if they have the rights to the categories that the Report has been designated.

Tips for writing reports on this section:

- See the [Rights Templates](#) and [Users](#) section of this guide for more information about who has access to reports and what that looks like in the database.

Dropdowns or multi-select data points included in this section:

- The **Report Categories** dropdown can be modified using the Report Categories lookup table. The values for this dropdown are stored in the **HIFIS_ReportCategoriesTypes** table.
- The **Service Providers** dropdown shows a list of all Active Service Providers.

Rights Templates

[See Diagram 42](#)

Rights Templates are used to apply the same set of user rights to multiple users at a time. User rights govern how a user interacts with HIFIS, and indicate whether a client can access, create, edit, or delete information.

Behaviours to be aware of:

- There are 721 different actions a user can have the right to perform at a single organization.
- Anytime a rights template is modified, the user rights for any user with that template are updated accordingly.
- A user can be assigned rights individually or using a template.

Tips for writing reports on this section:

- The table **HIFIS_Rights** lists all the possible actions a user can perform.

- Each right in the **HIFIS_Rights** table has a domain operation type. There are 5 domain operation types which explain an 'action' the user can take: GetList, Get, Insert, Update, and Remove. When you assign rights in the HIFIS application, you will see these listed as Display List, Display, Add, Edit, and Delete respectively.
- Many (but not all) rights in the **HIFIS_Rights** table have a domain service type. You can think of these as 'Categories' that are used to group rights together when appropriate.
- The **HIFIS_User_Organization_Rights** table links a rights template (from the **HIFIS_Template_Rights** table) to its associated rights (from the **HIFIS_User_Rights** table).
- The **HIFIS_User_Organization_Rights** table also links a rights template and its associated rights to a user and their organization(s) (from the **HIFIS_User_Organization** table).

Dropdowns or multi-select data points included in this section:

- The **Owner** dropdown displays a list of all active Service Providers. The values for this dropdown are stored in the **HIFIS_Organizations** table.
- The **Report Categories** dropdown can be modified using the Report Categories lookup table. The values for this dropdown are stored in the **HIFIS_ReportCategoriesTypes** table.
- The **Service Providers** dropdown displays a list of all Active Service Providers. The values for this dropdown are stored in the **HIFIS_Organizations** table.

Rooms and Beds

[See Diagram 24](#)

The Rooms and Beds module is used to manage the various rooms and beds for a particular Service Provider.

Behaviours to be aware of:

- Note that a bed cannot exist unless it is in a room.
- Beds will still be counted as available under the Bed Availability screen in the Admissions module even if the Service Provider is set to inactive. The bed itself must be marked as inactive to remove it from the count.

Tips for writing reports on this section:

- Use the **HIFIS_BedStatusHistory** table to see what the status of a bed was at a certain time.

Dropdowns or multi-select data points included in this section:

- The **Bed Status** dropdown can be modified using the Bed Status lookup table. The values for this dropdown are stored in the **HIFIS_BedStatusTypes** table.
- The **Bed Type** dropdown can be modified using the Bed lookup table. The values for this dropdown are stored in the **HIFIS_BedTypes** table.

Service Providers

[See Diagram 41](#)

The Service Providers section under the Administration module is used to configure various settings for Service Providers. A Service Provider is an organization in the housing and homelessness response system.

Behaviours to be aware of:

- The terms Service Providers and Organizations are used interchangeability throughout the database, and this guide.
- All Service Providers will appear under the Directory of Services.

Tips for writing reports on this section:

- All Service Providers have a **PlaceID** and are listed in the **HIFIS_Places** table.

Dropdowns or multi-select data points included in this section:

- The **City** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_CityTypes** table.
- The **Cluster** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_Cluster** table.
- The **Copy Lookups From** dropdown shows a list of all active Service Providers.
- The **Copy Mandatories From** dropdown shows a list of all active Service Providers.
- The **Country** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_CountryTypes** table.
- The **Genders Served** dropdown can be modified using the Gender lookup table. The values for this dropdown are stored in the **HIFIS_GenderTypes** table.
- The **Geographic Region** dropdown can be modified using the Geo Region lookup table. The values for this dropdown are stored in the **HIFIS_GeoRegion** table.

- The **Other Attributes** dropdown can be modified using the Org Attribute lookup table. The values for this dropdown are stored in the **HIFIS_OrgAttributeTypes** table.
- The **Primary Service Provider** dropdown shows a list of all active Service Providers.
- The **Province/Territory** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_ProvinceTypes** table.
- The **Referrer Category Type** dropdown can be modified using the **Referrer Categ** lookup table. The values for this dropdown are stored in the **HIFIS_ReferrerCategTypes** table.
- The **Service Provider Type** dropdown can be modified using the Service Provider Type lookup table. The values for this dropdown are stored in the **HIFIS_ServiceProviderTypes** table.
- The **Service(s) Offered** dropdown can be modified using the Services Offered lookup table. The values for this dropdown are stored in the **HIFIS_ServicesOfferedTypes** table.
- The **Target Clientele** dropdown can be modified using the Target Clientele lookup table. The values for this dropdown are stored in the **HIFIS_TargetClienteleTypes** table.

Users

[See Diagram 43](#)

The Users module is used to manage Users of HIFIS.

Behaviours to be aware of:

- A User is a Person and they will appear in the People module.
- If a User exists in the People Module before becoming a HIFIS User, creating them as a User will result in a duplicate person. These records cannot be merged.

Tips for writing reports on this section:

- Contact Information for Users is stored the same way it is stored for People and Clients. See the section on [Contact Information](#) for more details.
- See the [Rights Templates](#) section of this guide for more information on Rights Templates.
- See the [Audit Log](#) section of this guide for more information on a user's activity.

Dropdowns or multi-select data points included in this section:

- The **Default Service Provider** dropdown shows a list of Service Providers added to the Users account.
- The **Gender** dropdown can be modified using the Gender lookup table. The values for this dropdown are stored in the **HIFIS_GenderTypes** table.
- The **Means of Communication** dropdown can be modified using the Digital Contact lookup table. The values for this dropdown are stored in the **HIFIS_DigitalContactTypes** table.
- The **Report Categories** dropdown can be modified using the Report Categories lookup table. The values for this dropdown are stored in the **HIFIS_ReportCategories** table.
- The **Roles** dropdown can be modified using the People Role lookup table. The values for this dropdown are stored in the **HIFIS_PeopleRoleTypes** table.
- The **Service Providers** dropdown shows a list of Active Service Providers.
- The **User Languages** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_LanguageTypes** table.

Client Information

Client Details – Vitals

[See Diagram 1](#)

The Vitals tab of the Client Details section in the Client Information module displays the information that is entered during client creation.

Behaviours to be aware of:

- Every client has exactly one record in the **HIFIS_People** table. However, not every record in the **HIFIS_People** table refers to a client, people can also be landlords, emergency contacts, doctors, users, and more!
- A client's File Number is customizable during client creation but if it is left blank it is defined as the client's ID (**HIFIS_Clients.ClientID**) with zeros in front for a total of 10 digits (for example, **ClientID** 1234 would be 0000001234).

Tips for writing reports on this section:

- A client's name, date of birth, gender, and geographic region information is stored in the **HIFIS_People** table. When you are writing your report, make sure you include both the **HIFIS_Clients** table and the **HIFIS_People** tables.

- If you pull all the information contained in the **HIFIS_Clients** table, you will see physical appearance information – which is not displayed under the vitals tab.
- Clients can be marked as Hidden by users with the appropriate rights. Consider this when you write reports – the report will not automatically hide clients with Hidden profiles!
- Clients can be marked as Inactive by users with the appropriate rights. Consider this when you write reports – the report will not automatically hide clients with Inactive profiles from those who don't have rights to see them.

Dropdowns or multi-select data points included in this section:

- If the client is marked as deceased you have the option to specify **Cause of Death**. You can modify this dropdown using the Cause of Death look-up table. The values for this dropdown are stored in the **HIFIS_CauseOfDeathTypes**.
- The **Citizenship/Immigration Status** dropdown can be modified using the Citizenship lookup table. The values for this dropdown are stored in the **HIFIS_CitizenshipTypes** table.
- The **Client State** dropdown doesn't appear during client creation, but is visible under the Vitals tab of the Client Details. It cannot be modified. The values for this dropdown are stored in the **HIFIS_ClientStateTypes** table.
- If the **Enforced Consent** feature is enabled, you will be prompted to add consent during client creation. The Consent Type dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_ConsentTypes** table.
- The **City** dropdown only appears if the user selects Canada under the Country of Birth dropdown. The City dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_CityTypes** table.
- The **Country of Birth** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_CountryTypes** table.
- The **Gender** dropdown can be modified using the Gender look up table. The values for this dropdown are stored in the **HIFIS_GenderTypes** table.
- The **Geographic Region** dropdown can be modified using the Geo Region look up table. The values for this dropdown are stored in the **HIFIS_GeoRegionTypes** table.
- The **Indigenous Status** dropdown can be modified using the Indigenous Indicator look up table. The values for this dropdown are stored in the **HIFIS_AboriginalIndicatorTypes** table.

- The **State/Province/Territory** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_ProvinceTypes** table.
- The **Veteran Status** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_VeteranTypes** table.

Client Details – Languages

[See Diagram 3](#)

The Languages tab of the Client Details section of the Client Information module is used to record the languages a client uses to communicate.

Behaviours to be aware of:

- The user can indicate any (or all) of the languages as a service language

Tips for writing reports on this section:

- Both clients and non-clients in HIFIS can have language records. When you pull information from the **HIFIS_People_Languages** table it will contain records for clients and non-clients alike. You will need to include the **HIFIS_People** table and the **HIFIS_Clients** tables in your report if you want to be able to specify which records pertain to clients.

Dropdowns or multi-select data points included in this section:

- The **Language** dropdown can be modified using the Language look up table. The values for this dropdown are stored in the **HIFIS_LanguageTypes** table.

Client Details – Comments

See [Diagram 2](#), [Diagram 27](#), and [Diagram 28](#)

The Comments tab of the Client Details section of the Client Information Module is used to record miscellaneous notes about a client.

Behaviours to be aware of:

- Comments can be added in many modules throughout HIFIS

Tips for writing reports on this section:

- Most comments entered into any module of HIFIS are stored in the **HIFIS_Comments** table. You will be able to tell where in HIFIS the comment was entered using the **CommentTypeID**. For example, any comments entered into the Comments tab of the Client's Details have a **CommentTypeID** of 1.

Dropdowns or multi-select data points included in this section:

- None

Client Details - Physical Appearance

[See Diagram 2](#)

The Physical Appearance tab of the Client Details section of the Client Information Module is used to record physical features that can be used to identify a client.

Behaviours to be aware of:

- None

Tips for writing reports on this section:

- The word colour is not spelt the Canadian way in the database, it is spelt color. It is spelt the Canadian way in the HIFIS application.
- Some of the information entered under the Physical Appearance tab is stored in the **HIFIS_Clients** table and some is stored in the **HIFIS_Clients_Distinguishing_Features** tables. Depending on what information you are looking for, you may only need to include the **HIFIS_Clients** table in your report.

Dropdowns or multi-select data points included in this section:

- The **Hair Colour** dropdown can be modified using the Hair Colour lookup table. The values for this dropdown are stored in the **HIFIS_HairColorTypes** table.

- The **Eye Colour** dropdown can be modified using the Eye Colour lookup table. The values for this dropdown are stored in the **HIFIS_EyeColorTypes** table.
- The **Distinguishing Feature** dropdown can be modified using the Distinguishing Feature lookup table. The values for this dropdown are stored in the **HIFIS_DistinguishingFeatureTypes** table.

Client Details - Contact Information

[See Diagram 3](#)

The Contact Information tab of the Client Details section of the Client Information Module is used to record methods of communication that can be used to contact a client directly.

Behaviours to be aware of:

- Both clients and non-clients in HIFIS can have contact information records.

Tips for writing reports on this section:

- When you pull information from the **HIFIS_DigitalContacts** table it will contain records for clients and non-clients alike. You will need to include the **HIFIS_People** table and the **HIFIS_Clients** tables in your report if you want to be able to specify which records pertain to clients.

Dropdowns or multi-select data points included in this section:

- The **Means of Communication** dropdown can be modified using the Digital Contact lookup table. The values for this dropdown are stored in the **HIFIS_DigitalContactTypes** table.

Consent

[See Diagram 2](#)

The Consent section of the Client Information Module is used to keep track of which clients have provided consent for the release of their personal information.

Behaviours to be aware of:

- Consents are a type of document, and as such, will appear when you access client documents under the Documents module.
- Clients must have a consent of type Coordinated Access to appear in the Coordinated Access module under the Front Desk module.

Tips for writing reports on this section:

- Attachments for consents are stored in the **HIFIS_Documents** table amongst other documents. You will be able to tell which documents in the **HIFIS_Documents** table are consents using the **DocumentTypeID**. For example, any documents that are consents have a **DocumentTypeID** of 12.
- If a client has inherited consent there is a field in the **HIFIS_Consent** table called **ParentConsentID** which references the **ConsentID** of the parent or guardian.

Dropdowns or multi-select data points included in this section:

- The **Consent Type** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_ConsentTypes** table

Contacts

[See Diagram 4](#)

The Contacts section of the Client Information Module is used to record a list of people that are close contacts of the client. This can include family, friends, and professionals (both people and clients).

Behaviours to be aware of:

- Contacts must be added as a person under the People module to be added as a contact. They must also have a role of Emergency Contact.
- You may not be able to find the person you are looking for when you add a contact for a client unless the Clients in People Search feature is turned on under the HIFIS Application Settings.
- When you add a contact to a client profile it creates a group under the **HIFIS_Groups** table
- Two rows corresponding to the aforementioned group will be created in the **HIFIS_People_Groups** table – one referring to the client, and one referring to the contact.

Tips for writing reports on this section:

- Groups that refer to a contact will have a **GroupTypeID** of 5 (Emergency Contact).

Dropdowns or multi-select data points included in this section:

- The **Relationship** dropdown can be modified using the People Relationship look-up table. The values for this dropdown are stored in the **HIFIS_PeopleRelationshipTypes** table.

Documents

See [Diagram 2](#), [Diagram 3](#), [Diagram 12](#), [Diagram 14](#), [Diagram 27](#), and [Diagram 39](#)

The Documents section of the Client Information Module provides a place for users to upload documents in a variety of formats and attach them to a client profile.

Behaviours to be aware of:

- Different sections of different modules have documents, such as the People section of the Front Desk module and the Incidents section of the Client Management module.

Tips for writing reports on this section:

- Some documents can be marked as confidential by users. Consider this when writing reports that may list documents. If a document is confidential, the user may prefer that no information about the document appear in a report, including its name.

Dropdowns or multi-select data points included in this section:

- None

Education

[See Diagram 5](#)

The Education section of the Client Information Module is used to track details about the academic achievements of clients.

Behaviours to be aware of:

- In order for a place to show up in the School dropdown of the Education module it must be added into the Directory of Services with a place type of School.

Tips for writing reports on this section:

- Use the **HIFIS_ClientEducationLevels.placeID** field to link education records to the educational institution.

Dropdowns or multi-select data points included in this section:

- The **School** dropdown shows a list of places from the Directory of Services with a type of School.
- The **Education Level** dropdown can be modified using the Education Level look-up table. The values for this dropdown are stored in the **HIFIS_EducationLevelTypes** table.

Family

[See Diagram 4](#)

The Family section of the Client Information Module is used to track family members and involvement for a client.

Behaviours to be aware of:

- When you create a family it creates a group under the **HIFIS_Groups** table with a **GroupTypeID** of 1 (Family).
- A row for each family member who is a part of the aforementioned group will be created in the **HIFIS_People_Groups** table.
- By default, the first client added to the family is considered the family head.

Tips for writing reports on this section:

- Recall that if a client has an emergency contact, they are considered a group. Because of this, you may find that a client is an active member of 2 groups at once.

Dropdowns or multi-select data points included in this section:

- The **Family Role** dropdown can be modified using the Family Relationship lookup table. The values for this dropdown are stored in the **HIFIS_GroupRoleTypes** table.
- The **Relationship to Family Head** dropdown can be modified using the People Relationship lookup table. The values for this dropdown are stored in the **HIFIS_PeopleRelationshipTypes** table.

Financial Profile – Incomes

[See Diagram 6](#)

The Income tab of the Financial Profile section of the Client Information Module is used to record the client's income (or lack thereof).

Behaviours to be aware of:

- Information entered into this section will populate the graphs that appear beneath it in the application.

Tips for writing reports on this section:

- Clients can have multiple sources of income. If you are pulling data for a large number of clients you may only want to highlight primary sources of income.

Consider pulling only income records that are marked as Primary using the **PrimaryYN** field in the **HIFIS_ClientIncomes** table.

Dropdowns or multi-select data points included in this section:

- The **Employer Type** dropdown can be modified using the Employer lookup table. The values for this dropdown are stored in the **HIFIS_EmployerTypes** table.
- The **Employment Type** dropdown can be modified using the Employment lookup table. The values for this dropdown are stored in the **HIFIS_EmploymentTypes** table.
- The **Income Type** dropdown can be modified using the Income lookup table. The values for this dropdown are stored in the **HIFIS_IncomeTypes** table.
- The **Pay Frequency** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_PayFrequencyTypes** table.

Financial Profile – Expenses

[See Diagram 7](#)

The Expenses tab of the Financial Profile section of the Client Information Module is used to record the client's expenses (or lack thereof).

Behaviours to be aware of:

- Information entered into this section will populate the graphs that appear beneath it in the application.

Tips for writing reports on this section:

- Clients can have multiple expenses. If you are pulling data for a large number of clients you may only want to highlight essential expenses. Consider pulling only expense records that are marked as Essential using the **IsEssentialYN** field in the **HIFIS_ClientExpenses** table.

Dropdowns or multi-select data points included in this section:

- The **Expense Type** dropdown can be modified using the Expense lookup table. The values for this dropdown are stored in the **HIFIS_ExpenseTypes** table.
- The **Pay Frequency** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_PayFrequencyTypes** table.

Financial Profile – Assets and Debts

[See Diagram 8](#)

The Assets and Debts tab of the Financial Profile section of the Client Information Module is used to record the client's assets and debts.

Behaviours to be aware of:

- Information entered into this section will populate the graphs beneath it.

Tips for writing reports on this section:

- Information about a client's Assets and Debts is held in the **HIFIS_LiabilitiesOrAssests** table. This table is spelt incorrectly in the database, so it will be incorrectly spelt throughout this guide.

Dropdowns or multi-select data points included in this section:

- The **Asset Type** dropdown can be modified using the Asset lookup table. The values for this dropdown are stored in the **HIFIS_AssetTypes** table.
- The **Country** (under Asset) dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_CountryTypes** table.
- The **Country** (under Debt) dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_CountryTypes** table.
- The **Debt Type** dropdown can be modified using the Liability lookup table. The values for this dropdown are stored in the **HIFIS_LiabilityTypes** table.

Health Information – Health Issue

[See Diagram 40](#)

The Health Issue tab under the Health Information section of the Client Information Module is used to record when a client has health concerns.

Behaviours to be aware of:

- By adding health issues for a client, you can link it to other records such as medications.

Tips for writing reports on this section:

- You can find the toggles listed below in the **HIFIS_HealthIssues** table:
 - Self Reported
 - Suspected

- Diagnosed
- Contagious

Dropdowns or multi-select data points included in this section:

- The **Health Issue** dropdown can be modified using the Health Issue lookup table. The values for this dropdown are stored in the **HIFIS_HealthIssueTypes** table.

Health Information – Medication

See [Diagram 9](#) and [Diagram 40](#)

The Medication tab under the Health Information section of the Client Information Module is used to record when a client has medication they need to take.

Behaviours to be aware of:

- Users have the option to link a medication record to health issue, but you must create the health issue first under the Health Issue tab.
- Pharmacies must be created in the Directory of Services with a place type of Pharmacy.
- Prescriber's must be created in the People module with a role of Pharmacist.

Tips for writing reports on this section:

- If you want to know which health issue is related to a medication, they should refer to the **HealthIssueID** field in the **HIFIS_Medications** table.

Dropdowns or multi-select data points included in this section:

- The **Health Issue** dropdown shows a list of health issues that have been entered into the Health Issues tab of the Health Information module.
- The **Pharmacy** dropdown shows a list of places from the Directory of Services that have a place type of Pharmacy.
- The **Prescriber** dropdown shows a list of people from the People module who have Pharmacist as a role.
- The **Recurrence** dropdown can be modified using the Recurrence lookup table. The values for this dropdown are stored in the **HIFIS_RecurrenceTypes** table.
- The **Disposal Method** dropdown can be modified using the Medication Disposal lookup table. The values for this dropdown are stored in the **HIFIS_MedicationDisposalTypes** table.

Health – Dietary Requirements

[See Diagram 9](#)

The Dietary Requirements tab of the Health Information section of the Client Information Module enables users to add Dietary Requirements records for clients that list food items that they avoid or require.

Behaviours to be aware of:

- None

Tips for writing reports on this section:

- You can distinguish between foods that are avoided and foods that are required using the **AvoidedDietYN** field of the **HIFIS_ClientDiets** table.

Dropdowns or multi-select data points included in this section:

- The **Dietary Requirement** Category dropdown can be modified using the Diet Category lookup table. The values for this dropdown are stored in the **HIFIS_DietCategoryTypes** table.
- The **Food Item** dropdown can be modified using the Diet Food Item lookup table. The values for this dropdown are stored in the **HIFIS_DietFoodItems** table.

Housing History

See [Diagram 10](#), [Diagram 14](#), and [Diagram 16](#)

The Housing History section of the Client Information Module is used to track the housing and homelessness history of clients (aside from their admissions).

Behaviours to be aware of:

- Shelter Admissions do not show up in housing history unless you hit the toggle button.
- Creating a housing placement and marking a client as moved in results in their housing information showing up in the Housing History section.

Tips for writing reports on this section:

- Shelter Admissions are not stored in the **HIFIS_Clients_Houses** table like housing history items, but housing history records with a **HousingTypeID** of 14 (Shelter) are.

Dropdowns or multi-select data points included in this section:

- The **City** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_CityTypes** table.

- The **Country** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_CountryTypes** table.
- The **Geographic Region** dropdown can be modified using the Geo Region lookup table. The values for this dropdown are stored in the **HIFIS_GeoRegionTypes** table.
- The **Housing Type** dropdown can be modified using the House lookup table. The values for this dropdown are stored in the **HIFIS_HouseTypes** table.
- The **State/ Province/ Territory** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_ProvinceTypes** table.

Housing History – Risk of Homelessness

[See Diagram 11](#)

The Risk of Homelessness section of the Housing History section of the Client Information Module can be used to record a client's current state of housing at a point in time.

Behaviours to be aware of:

- Clients can have multiple Risk of Homelessness records that contradict each other.

Tips for writing reports on this section:

- None

Dropdowns or multi-select data points included in this section:

- The **At-Risk Status** dropdown can be modified using the At-Risk Status lookup table. The values for this dropdown are stored in the **HIFIS_AtRiskStatusTypes** table.
- The **Caseworker** dropdown is a list of all Users.

Identification

[See Diagram 12](#)

The Identification section of the Client Information Module allows users to add identification for clients such as Drivers Licenses or Health Cards.

Behaviours to be aware of:

- Identification records can be added to both People and Clients.
- Identification with attachments will appear in the Documents module.

Tips for writing reports on this section:

- If the Identification Record has an attachment (such as a scanned image of the identification) then a record will also exist in the **HIFIS_PeopleIdentificationAttachments** table. This table will reference the **DocumentId** of the attachment. The attachment will be added as a document in the **HIFIS_Documents** table.
- Identification records have a **DocumentTypeID** of 1.

Dropdowns or multi-select data points included in this section:

- The **Identification Type** dropdown can be modified using the Identification lookup table. The values for this dropdown are stored in the **HIFIS_IdentificationTypes** table.

Indigenous Status

See [Diagram 1](#) and [Diagram 29](#)

The Indigenous Status section of the Client Information Module allows a user to record additional attributes when a client self-identifies as Indigenous.

Behaviours to be aware of:

- A user can modify a clients Indigenous Status in the Vitals tab of the Client Details or in the Indigenous Status module.
- The user will not be able to see the additional attributes list unless the client's status is changed to anything other than Non-Indigenous or Unknown.

Tips for writing reports on this section:

- The database may refer to Indigenous as Aboriginal in some places.

Dropdowns or multi-select data points included in this section:

- The **Band Name** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_BandNameTypes** table.
- The **Home Reserve** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_HomeReserveTypes** table.

- The **Indigenous Status** dropdown can be modified using the Indigenous Indicator lookup table. The values for this dropdown are stored in the **HIFIS_AboriginalIndicatorTypes** table.
- The **Province/ Territory** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_ProvinceTypes** table.

Profile Picture

Profile pictures are a type of Identification. When you add a profile picture to a client's profile an identification record is created with the type **Personal Picture**. The information is stored in the same tables as all other Identification.

See the section on Identification for more information.

Various Factors – Contributing Factors

See [Diagram 15](#) and [Diagram 27](#)

The Contributing Factors tab of the Various Factors section of the Client Information Module is a tool to indicate factors that contribute to a client's vulnerability.

Behaviours to be aware of:

- If a client has Contributing Factors records, they can be featured in other areas of HIFIS, such as Case Management.

Tips for writing reports on this section:

- Link clients to their Contributing Factors using the **HIFIS_Client_ContributingFactor** table.

Dropdowns or multi-select data points included in this section:

- The **Contributing Factor** dropdown can be modified using the Contributing Factor lookup table. The values for this dropdown are stored in the **HIFIS_ContributingFactorTypes** table.

Various Factors – Behavioural Risk Factors

[See Diagram 15](#)

The Behavioural Risk Factors tab of the Various Factors section of the Client Information Module is as a way indicate behaviours that may impact other clients or staff.

Behaviours to be aware of:

- None

Tips for writing reports on this section:

- Behavioural Factors can have a probability type, which is referenced using the **ProbabilityTypeID** field of the **HIFIS_Client_BehaviouralFactor** table.
- Link clients to their Behavioural Risk Factors using the **HIFIS_Client_BehaviouralFactor**.

Dropdowns or multi-select data points included in this section:

- The **Behavioural Factor** dropdown can be modified using the Behavioural Factor lookup table. The values for this dropdown are stored in the **HIFIS_BehaviouralFactorTypes** table.
- The **Severity** dropdown can be modified using the Probability lookup table. The values for this dropdown are stored in the **HIFIS_ProbabilityTypes** table.

Various Factors – Watch Concerns

[See Diagram 15](#)

The Watch Concerns tab of the Various Factors section of the Client Information Module is used to record factors that can contribute to a client experiencing homelessness or housing instability.

Behaviours to be aware of:

- None

Tips for writing reports on this section:

- Watch Concerns can have a probability type, which is referenced using the **ProbabilityTypeID** field of the **HIFIS_Client_WatchConcerns** table.
- Link the clients to their watch concerns using the **HIFIS_Client_WatchConcerns** table.

Dropdowns or multi-select data points included in this section:

- The **Severity** dropdown can be modified using the Probability lookup table. The values for this dropdown are stored in the **HIFIS_ProbabilityTypes** table.
- The **Watch Concern** dropdown can be modified using the Watch Concern Types lookup table. The values for this dropdown are stored in the **HIFIS_WatchConcernTypes** table.

Various Factors – Life Events

[See Diagram 15](#)

The Life Events tab of the Various Factors section of the Client Information Module is used to record a client's life events such as marriage, justice system involvement, employment, or career events, etc.

Behaviours to be aware of:

- None

Tips for writing reports on this section:

- Link the clients to their Life Events using the **HIFIS_Client_WatchConcerns** table.

Dropdowns or multi-select data points included in this section:

- The **Life Event** dropdown can be modified using the Life Events lookup table. The values for this dropdown are stored in the **HIFIS_LifeEventsTypes** table.

Vehicles

[See Diagram 13](#)

The Vehicles section of the Client Information module can be used to record vehicles that clients own.

Behaviours to be aware of:

- Vehicles can be added to both People records (under Front Desk > People) and Client records. Both can have multiple vehicles.

Tips for writing reports on this section:

- All the information about vehicles in HIFIS are stored in the **HIFIS_PeopleCars** table.

Dropdowns or multi-select data points included in this section:

- None

Veteran

See [Diagram 1](#) and [Diagram 17](#)

The Veteran Status section of the Client Information module is used to record additional attributes when a client identifies as a Veteran.

Behaviours to be aware of:

- A user can modify a clients Veteran Status in the Vitals tab of the Client Details or in the Veteran Status module.
- The user will not be able to see the additional attributes list unless the client's status is changed to anything other than Non-Veteran or Unknown/Not Asked.

Tips for writing reports on this section:

- The main database table that holds information related to veterans is called **HIFIS_ArmyServicePeriod**.

Dropdowns or multi-select data points included in this section:

- The **Armed Conflict** dropdown can be modified using the Armed Conflicts lookup table. The values for this dropdown are stored in the **HIFIS_ArmedConflictTypes** table.
- The **Element** dropdown can be modified using the Armed Forces Element lookup table. The values for this dropdown are stored in the **HIFIS_ArmedForcesElementTypes** table.
- The **Other Service Details** dropdown can be modified using the Veterans Attribute lookup table. The values for this dropdown are stored in the **HIFIS_VeteranAttributeTypes** table.
- The **Rank** dropdown can be modified using the Army Rank lookup table. The values for this dropdown are stored in the **HIFIS_ArmyRankTypes** table.
- The **Reason for Being Discharged From Service** dropdown can be modified using the Reason For Discharge (Veterans) lookup table. The values for this dropdown are stored in the **HIFIS_ReasonForDischargeVeteranTypes** table.
- The **Role** dropdown can be modified using the Army Role lookup table. The values for this dropdown are stored in the **HIFIS_ArmyRoleTypes** table.

Client Management

Admissions (or Stays)

See [Diagram 21](#) and [Diagram 24](#) and [Diagram 25](#)

The Admissions section of the Client Management module is used to track a client's stays at a shelter.

Behaviours to be aware of:

- Admissions records for a client can be viewed under the Front Desk or from the Client Management section of a client's profile.
- You can also view stays in the Housing History Module if you have turned on the 'Show Stays' toggle.
- The Bed Availability tab of the admissions module does not take reservations into consideration, so Reserved Beds are still considered available.
- Beds will still be counted as available under the Bed Availability screen in the Admissions module even if the Service Provider is set to inactive. The bed must be marked as inactive to remove it from the count.

Tips for writing reports on this section:

- Admissions, also known as stays, are a type of service with a **ServiceTypeID** of 1.
- All admissions will have rows of data in the **HIFIS_Services**, **HIFIS_Client_Services**, **HIFIS_Stays**, and the **HIFIS_StaysRoomsBedsHistory** tables.
- Clients can move from bed to bed throughout their stay. The **HIFIS_StaysRoomsBedsHistory** table shows all the rooms and beds that have ever been occupied on a granular level.
- To replicate the information found in the Bed Availability section of the Admissions Module you will have to write a report that looks at the **HIFIS_Beds** table and determines which are occupied using the **HIFIS_StaysRoomsBedsHistory** table.
- For tips on writing reports for Reservations (which are seen under the Reservation tab of the Admissions Module) see the section of this report titled [Reservations](#).

Dropdowns or multi-select data points included in this section:

- The **Program** dropdown shows all programs listed in the Administration module and configured for admissions.

- The **Reason for Service** dropdown can be modified using the Reason for Service lookup table. The values for this dropdown are stored in the **HIFIS_ReasonForServiceTypes** table.
- The **Referred From** dropdown shows a list of places from the Directory of Services.

Appointments

See [Diagram 18](#) and [Diagram 28](#)

The Appointments section of the Client Management module is used to schedule appointments for service delivery.

Behaviours to be aware of:

- An appointment can include additional attendees that can be clients or People (must be created in the People module).
- To indicate a Location for an appointment the Location must exist in the Directory of Services.

Tips for writing reports on this section:

- None

Dropdowns or multi-select data points included in this section:

- The **Appointment Type** dropdown can be modified using the Appointment lookup table. The values for this dropdown are stored in the **HIFIS_AppointmentTypes** table.
- The **Location** dropdown shows a list of places from the Directory of Services.
- The **With** dropdown shows a list of people from the People module.

Calls and Visits Log

See [Diagram 20](#)

The Calls and Visits Log section of the Client Management module is used to record when someone makes contact with a client.

Behaviours to be aware of:

- Calls and Visit Log records are not considered Services but they do count as an activity that contributes to the Activity Policy (used in Front Desk > Coordinated Access as well as in the client's profile under their profile picture).

Tips for writing reports on this section:

- Calls and Visits records are stored in the database table called **HIFIS_Client_ContactEventTypes**.

Dropdowns or multi-select data points included in this section:

- The **Geographic Region** dropdown can be modified using the Geo Region lookup table. The values for this dropdown are stored in the **HIFIS_GeoRegionTypes** table.
- The **Log Type** dropdown can be modified using the Type of Contact lookup table. The values for this dropdown are stored in the **HIFIS_ContactEventTypes** table.
- The **Nature of Contact** dropdown can be modified using the Nature of Contact lookup table. The values for this dropdown are stored in the **HIFIS_NatureOfContactTypes** table.

Case Management

See [Diagram 27](#) and [Diagram 28](#)

The Case Management section of the Client Management module allows a user to record goals and case management activities associated with the client.

Behaviours to be aware of:

- An open case can only have one desired outcome and one case worker (must be a user).

Tips for writing reports on this section:

- Case Management is a type of service and has a **ServiceTypeID** of 38.
- If a client has multiple open cases, users have the option to create a Multiple Goal Session. When they do this, it creates a session in each of the open cases the user identifies (user selects the goals for the cases they want to add a session to). These sessions are stored separately in the **HIFIS_Sessions** table like all other sessions. There are no links between them and any edits performed after creation, only apply to the session that was edited. Essentially, creating a Multiple Goal session simply duplicates the information in multiple cases.
- Documents that have been attached to a Case Management case have a **DocumentTypeID** of 2.

Dropdowns or multi-select data points included in this section:

- The **Activity** dropdown can be modified using the Session Activity Types lookup table. The values for this dropdown are stored in the **HIFIS_SessionActivityTypes** table.

- The **Agency Involved/Referral** dropdown can be modified using the Referrer Categ lookup table. The values for this dropdown are stored in the **HIFIS_ReferrerCategType** table.
- The **Caseworker** dropdown shows a list of all HIFIS users.
- The **Contributing Factors** dropdown shows a list of Contributing Factors that have been added to the client's profile via the Various Factors module.
- The **Family Members** dropdown shows a list of Family Members that have been added to the client's profile via the Family module.
- The **Goal** dropdown can be modified using the Desired Outcome Type lookup table. The values for this dropdown are stored in the **HIFIS_DesiredOutcomeTypes** table.
- The **Responsibility** dropdown can be modified using the Responsibility lookup table. The values for this dropdown are stored in the **HIFIS_ResponsibilityTypes** table.
- The **Status** dropdown can be modified using the Case State lookup table. The values for this dropdown are stored in the **HIFIS_CaseStateTypes** table.

Chores

[See Diagram 21](#)

The Chores section of the Client Management module is used to track any chores assigned to a client during their stay at a Service Provider.

Behaviours to be aware of:

- Chores can be created and attached to exactly one client.
- Each record must be attached to exactly one open stay record.

Tips for writing reports on this section:

- The main table that holds information about chores is **HIFIS_Chores**.

Dropdowns or multi-select data points included in this section:

- The **Chore Type** dropdown can be modified using the Chore lookup table. The values for this dropdown are stored in the **HIFIS_ChoreTypes** table.
- The **Stay Information** dropdown will show the client's current stay.

Conflicts

[See Diagram 22](#)

The Conflicts section of the Client Management module is used to record an ongoing interpersonal conflict.

Behaviours to be aware of:

- Conflicts Records must be attached to a client and exactly one counterpart (who can be a person or another client).

Tips for writing reports on this section:

- The main table that holds information about conflicts is **HIFIS_Conflicts**.

Dropdowns or multi-select data points included in this section:

- The **Conflict Type** dropdown can be modified using the Conflict lookup table. The values for this dropdown are stored in the **HIFIS_ConflictTypes** table.
- The **Counterpart Name** dropdown shows a list of People and Clients.
- The **Intensity** dropdown can be modified using the Intensity lookup table. The values for this dropdown are stored in the **HIFIS_Intensity** table.
- The **Location Type** dropdown can be modified using the **Referrer Categ** lookup table. The values for this dropdown are stored in the **HIFIS_ReferrerCategTypes** table.
- The **Probability** dropdown can be modified using the Probability lookup table. The values for this dropdown are stored in the **HIFIS_ProbabilityTypes** table.
- The **Referred From** dropdown shows a list of places from the Directory of Services.
- The **Referred To** dropdown shows a list of places from the Directory of Services.
- The **Relationship** dropdown can be modified using the Relationship lookup table. The values for this dropdown are stored in the **HIFIS_RelationshipTypes** table.

Food Banks

[See Diagram 26](#)

The Food Banks section of the Client Management module is used to record when a client is provided with Food Items.

Behaviours to be aware of:

- When you create a Food Bank Transaction record a record is created in the **HIFIS_Services** table.
- Only once food bank items are added to the transaction are corresponding records added to the **HIFIS_FoodBank** table.
- There is a look-up table in the Administration module called “Food Item” that is not used.

Tips for writing reports on this section:

- Food Bank transactions have a **ServiceTypeID** of 36.
- The **HIFIS_FoodBankItemTypes** table is not used and contains no information.
- There is a **ProductCode** field in the **HIFIS_FoodBankItems** table that is a user inputted data point and not a link to another database table.

Dropdowns or multi-select data points included in this section:

- The **Case Management Activity** dropdown shows a list of Case Management records for the client.
- The **Food Bank Item** dropdown shows a list of Food Bank Items that have been configured in the Administration Module.
- The **Program** dropdown shows a list of Programs configured in the Administration module for Food Banks.
- The **Reason for Service** dropdown can be modified using the Reason for Service lookup table. The values for this dropdown are stored in the **HIFIS_ReasonForServiceTypes** table.
- The **Referred From** dropdown shows a list of places from the Directory of Services.
- The **Referred To** dropdown shows a list of places from the Directory of Services.

Goods and Services

See [Diagram 31](#) and [Diagram 32](#)

The Goods and Services section of the Client Management module is used to record all goods and services provided to a client by a specific Service Provider.

Behaviours to be aware of:

- When you create a Goods and Services Transaction a record is added to the **HIFIS_Services** table as well as the **HIFIS_Goods_Activites** table.

- Clients must have an open Case Management Case with a at least 1 session in order to link a Case Management Activity to the transaction.

Tips for writing reports on this section:

- Goods and Services are a type of service and have a **ServiceTypeID** of 31.
- In the database, Services (as in Goods and Services) are called Activities, so as to not mistake them with the broader concept of services in HIFIS.
- The **HIFIS_Activities_ReportCategories** table is not used.
- The **HIFIS_Goods_ReportCategories** table is not used.
- Express Goods and Service Templates are stored in the **HIFIS_Activities_Items** and **HIFIS_Goods_Items** tables.
- When you add a comment during an express goods or service transaction, that comment is stored in the **HIFIS_Services** table.

Dropdowns or multi-select data points included in this section:

- The **Case Management Activity** dropdown shows a list of Case Management Sessions for the client.
- The **Good** dropdown can be modified using the Goods lookup table. The values for this dropdown are stored in the **HIFIS_GoodsTypes** table.
- The **Program** dropdown shows a list of programs that are configured in the Admissions module.
- The **Reason for Service** dropdown can be modified using the Reason for Service lookup table. The values for this dropdown are stored in the **HIFIS_ReasonForServiceTypes** table.
- The **Referred From** dropdown shows a list of places from the Directory of Services.
- The **Referred To** dropdown shows a list of places from the Directory of Services.
- The **Service** dropdown can be modified using the Services lookup table. The values for this dropdown are stored in the **HIFIS_ActivityTypes** table.
- The **Unit of Measure** dropdown can be modified using the Unit of Measure lookup table. The values for this dropdown are stored in the **HIFIS_UnitOfMeasureTypes** table.

Group Activities

[See Diagram 30](#)

The Group Activities section of the Client Management module is used to record service delivery that is scheduled for a certain time and place, and to indicate which clients attended.

Behaviours to be aware of:

- Once created, you can add clients as attendees and add people as external contacts. In order for non-users to be added as external contacts, you must go to Admissions>Application Settings and turn **off** the “Clients in People Search” toggle.
- Adding clients to a group activity and marking them as attended does not create a record in the **HIFIS_Client_Services** table.
- When you create a group activity in HIFIS a record is added to the **HIFIS_Services** table as well as the **HIFIS_GroupActivities** table.

Tips for writing reports on this section:

- Group Activities are a type of service and have a **ServiceTypeID** of 42.
- Group Activity comments can be found in the **HIFIS_Services** table.

Dropdowns or multi-select data points included in this section:

- The **Group Activity** dropdown can be modified using the Group Activities lookup table. The values for this dropdown are stored in the **HIFIS_GroupActivityTypes** table.
- The **Location** dropdown shows a list of places from the Directory of Services.
- The **Program** dropdown shows a list of programs configured in the Administration module.
- The **Reason for Service** dropdown can be modified using the Reason for Service lookup table. The values for this dropdown are stored in the **HIFIS_ReasonForServiceTypes** table.
- The **Referred From** dropdown shows a list of places from the Directory of Services.
- The **Referred To** dropdown shows a list of places from the Directory of Services.

Housing Loss Prevention

See [Diagram 10](#) , [Diagram 14](#), and [Diagram 16](#)

The Housing Loss Prevention section of the Client Management module is used to record when a client is at imminent risk of losing their housing.

Behaviours to be aware of:

A housing loss prevention record is a Housing Placement record in disguise. When you begin Housing Loss Prevention for a client, this is what happens in the database:

- A Housing Placement record is created in the **HIFIS_HousingPlacements** table using the open housing history record.
- Associated records are created in the **HIFIS_Services** and **HIFIS_Client_Services** tables.
- The service type of the service record in the **HIFIS_Services** table is set to Housing Loss Prevention.
- The field called **HouseRetentionID** in the **HIFIS_HousePlacements** table is filled with the **ClientHouseID** from the **HIFIS_Clients_Houses** table.
- Any follow-ups, documents, or subsidies recorded in the Housing Loss Prevention record are stored in the same tables they would be stored for any Housing Placement.

Tips for writing reports on this section:

- Housing Loss Prevention records are a type of service with a **ServiceTypeID** of 43.

See the next section on [Housing Placements](#) for more information.

Housing Placements

See [Diagram 10](#) , [Diagram 14](#), and [Diagram 16](#)

The Housing Placement section of the Client Management module is used to record the process and intermediate milestones a client experiences while seeking, securing, and acquiring housing.

Behaviours to be aware of:

- Once you attach the Housing Unit to the Clients Housing Placement (and indicate that they have moved in) then a record is created in the **HIFIS_Clients_Houses** table and the Housing Placement address will automatically appear in the client's Housing History record.

- If you delete the Housing Placement record using the Client Service Delete tool, the address will be removed from the Housing History records.
- In order for House Types to appear in the Housing Type(s) Sought multi-select field they must be marked as Placeable in the Look-ups table of the Administration module.

Tips for writing reports on this section:

- Housing Placements are a type of service and have a **ServiceTypeID** of 35.

Dropdowns or multi-select data points included in this section:

- The **Caseworker** dropdown shows a list of **HIFIS_Users**.
- The **Family Members** dropdown shows a list of family members from the clients profile.
- The **Housing Type(s) Sought** dropdown can be modified using the House lookup table (must be marked as placeable). The values for this dropdown are stored in the **HIFIS_HouseTypes** table.
- The **Program** dropdown shows a list of Programs configured in the Administration module for use with Housing Placements.

Attempts

[See Diagram 14](#)

A user can add multiple placement attempts to a client's housing placement record prior to them moving into housing.

Behaviours to be aware of:

- Once a client has been marked as moved into housing, or the housing placement is ended, no more attempts can be made.

Tips for writing reports on this section:

- The main table that holds information about Housing Placement Attempts is the **HIFIS_HousePlacementAttempt** table.

Dropdowns or multi-select data points included in this section:

- The **Caseworker** dropdown shows a list of HIFIS Users.
- The **Reason Housing Not Secured** dropdown can be modified using the Reason Housing Not Secured lookup table. The values for this dropdown are stored in the **HIFIS_ReasonHousingNotSecuredTypes** table.

Documents

See [Diagram 2](#), [Diagram 3](#), [Diagram 12](#), [Diagram 14](#), [Diagram 27](#), and [Diagram 39](#)

A user can attach documents to a housing placement record.

Behaviours to be aware of:

- Documents that have been attached to a Housing Placement (or Housing Loss Prevention) record are stored the same way any documents for a client is stored.

Tips for writing reports on this section:

- Documents that have been attached to a Housing Placement have a **DocumentTypeID** of 11.

Dropdowns or multi-select data points included in this section:

- None

Follow-ups

[See Diagram 16](#)

A user can record follow-ups performed while a client is in housing.

Behaviours to be aware of:

- Follow-ups are stored in 2 tables: the **HIFIS_FollowUps** table and the **HIFIS_Followup_Housing** table. The **HIFIS_FollowUps** table is connected to the **HousePlacementID** and the **HIFIS_Followup_housing** table is connected to the **ClientHouseID**.

Tips for writing reports on this section:

- The comments a user enters when creating the follow-up are always stored in the **HIFIS_FollowUps** table.
- The **HIFIS_FollowUps.ClientHouseID** field is not used.

Dropdowns or multi-select data points included in this section:

- The **All clients still in housing** dropdown can be modified using the Still in Housing lookup table. The values for this dropdown are stored in the **HIFIS_StillInHousing** table.
- The **Clients that have left housing** dropdown shows a list of all clients attached to the housing placement.

- The **Reason left housing** dropdown can be modified using the Reason Left House lookup table. The values for this dropdown are stored in the **HIFIS_ReasonLeftHousingTypes** table.

Subsidies

See [Diagram 14](#) and [Diagram 48](#)

Housing Subsidies can be attached to a Housing Placement or Housing Loss Prevention record.

Behaviours to be aware of:

- Housing Subsidies can be attached to exactly one program.

Tips for writing reports on this section:

- Subsidies are a type of service and have a ServiceTypeID of 40.

Dropdowns or multi-select data points included in this section:

- The **Pay Frequency** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_PaymentFrequencyTypes** table.
- The **Program** dropdown shows all programs listed in the Administration module and configured for subsidies.
- The **Reason for Service** dropdown can be modified using the Reason for Service lookup table. The values for this dropdown are stored in the **HIFIS_ReasonForServiceTypes** table.

Incidents

See [Diagram 39](#)

The Incidents section of the Client Management module is used to record specific events involving clients, people, and/or staff.

Behaviours to be aware of:

- If the Incident record indicates that police were involved, more input fields will appear.

Tips for writing reports on this section:

- Documents that have been attached to an Incident record have a **DocumentTypeID** of 3.

Dropdowns or multi-select data points included in this section:

- The **Disposition** dropdown can be modified using the Disposition lookup table. The values for this dropdown are stored in the **HIFIS_DispositionTypes** table.
- The **Emergency Services** dropdown can be modified using the Emergency Service lookup table. The values for this dropdown are stored in the **HIFIS_EmergnecyServicesTypes** table.
- The **Involved** dropdown shows a list of all clients, people, and users.
- The **Nature of Incident** dropdown can be modified using the Incident lookup table. The values for this dropdown are stored in the **HIFIS_IncidentTypes** table.
- The **Witnesses** dropdown shows a list of all clients, people, and users.

Medication Dispensing

[See Diagram 40](#)

The Medication Dispensing section of the Client Management module is used to track when Medications are dispensed that have been created in the Health Information section of a client's profile.

For more information, see the [Medication](#) section under the Client Information chapter of this guide.

Reservations

[See Diagram 25](#)

The Reservations section under the Admission section of the Client Management module is used to ensure beds are available for specific clients who have not made it to the shelter yet.

Behaviours to be aware of:

- Reservations do not impact the bed availability counter found in the Admissions section of the Front Desk.

Tips for writing reports on this section:

- Reservations are considered a type of service and have a **ServiceTypeID** of 33.

Dropdowns or multi-select data points included in this section:

- The **Reason for Service** dropdown can be modified using the Reason for Service lookup table. The values for this dropdown are stored in the **HIFIS_ReasonForServiceTypes** table.
- The **Referred From** dropdown shows a list of places from the Directory of Services.

- The **Reservation Status** dropdown can be modified using the Reservation Status lookup table. The values for this dropdown are stored in the **HIFIS_ReservationStatusTypes** table.

Service Restrictions

[See Diagram 37](#)

The Service Restrictions section of the Client Management module is used to inform users when a client cannot have access to certain modules and organizations.

Behaviours to be aware of:

- A user can book a client into a shelter even when there is a restriction in place if they add a historical book in and then undo last book out. This will create a contradiction in database records.

Tips for writing reports on this section:

- None

Dropdowns or multi-select data points included in this section:

- The **Modules** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_ServiceRestrictionsModuleTypes** table.
- The **Reason for Restriction** dropdown can be modified using the Reason Restricted lookup table. The values for this dropdown are stored in the **HIFIS_ReasonBarredTypes** table.
- The **Requested By** dropdown shows a list of all users.
- The **Service Providers** dropdown shows a list of all active Service Providers.

SPDAT

[See Diagram 35](#)

The SPDAT section of the Client Management module is used to store completed Service Prioritization Decision Assistance Tool assessments.

Behaviours to be aware of:

- Only the most recent assessment completed for a client will appear in the Coordinated Access section of the Front Desk.

Tips for writing reports on this section:

- SPDATs are a type of service and have a **ServiceTypeID** of 39.

- If you just need to pull the total score of a client's assessment, then you just need the **HIFIS_Client_Services**, **HIFIS_SPDAT_Intake** table and the **HIFIS_SPDAT_ScoringSummary** table, and can ignore the other SPDAT tables.

Dropdowns or multi-select data points included in this section:

- The **Caseworker** dropdown shows a list of users.
- The **Prescreen Period** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_SPDAT_PrescreenPeriodTypes** table.
- The **Program** dropdown shows all programs listed in the Administration module and configured for SPDATs.
- The **Where do you sleep most often?** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_SPDAT_HistoryOfHousingTypes** table for single or youth assessments, and the **HIFIS_SPDAT_HistoryOfHousingFamilyTypes** table for family assessments.

Storage

[See Diagram 54](#)

The Storage section of the Client Management module is used to track when client's belongings are being stored by the Service Provider.

Behaviours to be aware of:

- None

Tips for writing reports on this section:

- Storage is a type of service and has a **ServiceTypeID** of 32.
- The **HIFIS_StorageOutcomeTypes** table is not used.
- The **HIFIS_StoredItems.StorageOutcomeTypeID** field is not used.

Dropdowns or multi-select data points included in this section:

- None

Surveys

[See Diagram 51](#)

The Surveys section of the Client Management module is used to complete Administrator created surveys with clients.

Behaviours to be aware of:

- The terms Questionnaires and Surveys are used interchangeably in HIFIS, and in this guide as well.
- Surveys must be created in the Questionnaires section of the Administration module before they can be used.

Tips for writing reports on this section:

- Be careful not to confuse the Survey tables with the tables for PiT Questionnaires.

Dropdowns or multi-select data points included in this section:

- None

Turn Aways

[See Diagram 36](#)

The Turn Aways section of the Client Management module is used to record when a client is not provided a service that is requested.

Behaviours to be aware of:

- Anonymous Turn Aways result in the creation of a row in the **HIFIS_Anonymous** table.

Tips for writing reports on this section:

- Turn Aways are a type of service and have a **ServiceTypeID** of 34.

Dropdowns or multi-select data points included in this section:

- The **Age Group** dropdown can be modified using the Age Category lookup table. The values for this dropdown are stored in the **HIFIS_AgeCategoryTypes** table.
- The **Gender** dropdown can be modified using the Gender lookup table. The values for this dropdown are stored in the **HIFIS_GenderTypes** table
- The **Reason for Service** dropdown can be modified using the Reason for Service lookup table. The values for this dropdown are stored in the **HIFIS_ReasonForServiceTypes** table
- The **Reason for Turn Aways** dropdown can be modified using the Reasons for Turn Aways lookup table. The values for this dropdown are stored in the **HIFIS_ReasonForTurnawayTypes** table
- The **Referred From** dropdown shows a list of places from the Directory of Services.

- The **Referred To** dropdown shows a list of places from the Directory of Services.

VAT

[See Diagram 34](#)

The VAT section of the Client Management module is used to record the results of completed Vulnerability Assessment Tools.

Behaviours to be aware of:

- The VAT database tables were built off of the SPDAT tables, but many of them were not needed, so there are a lot of unused tables with VAT in the name.

Tips for writing reports on this section:

- VATs are a type of service and have a **ServiceTypeID** of 41.
- Documents that have been attached to a VAT have a **DocumentTypeID** of 16.
- The **HIFIS_VAT_Intake.AssessmentPeriodTypeID** field is not used.
- The **HIFIS_VAT_Intake.PrescreenPeriodID** field is not used.
- The **HIFIS_VAT_AssessmentPeriodTypes** table is not used.
- The **HIFIS_VAT_PrescreenPeriodTypes** table is not used.
- The **HIFIS_VAT_CommonPlaceTypes** table is not used.
- The **HIFIS_HealthCareTypes** table is not used.
- The **HIFIS_HistoryOfHousingTypes** table is not used.
- The **HIFIS_HisotryOfHousingFamilyTypes** table is not used.

Dropdowns or multi-select data points included in this section:

- The **Caseworker** dropdown shows a list of all users.
- The **Program** dropdown shows all programs listed in the Administration module and configured for VATs.

Waiting Lists

[See Diagram 38](#)

The Waiting List section of the Client Management module is used to track when clients are waiting for a particular service.

Behaviours to be aware of:

- None

Tips for writing reports on this section:

- The main table that holds information about Waiting Lists is the **HIFIS_WaitingLists** table.

Dropdowns or multi-select data points included in this section:

- The **List Type** dropdown can be modified using the Waiting List lookup table. The values for this dropdown are stored in the **HIFIS_WaitListTypes** table.
- The **Priority** dropdown can be modified using the Waiting Request Priority lookup table. The values for this dropdown are stored in the **HIFIS_WaitingRequestPriorityTypes** table.
- The **Reason Being on List** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_WaitingRequestReasonTypes** table.
- The **Service Providers** dropdown shows a list of all active Service Providers.
- The **Status** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_WaitingRequestStatusTypes** table.

Communications

Broadcasts

The Broadcasts section of the Communications module is used to send a message to all users currently logged in to HIFIS, as well as those that login within 2 hours.

Broadcasts are not stored anywhere in the HIFIS database when they are issued, including the Audit Log.

Bulletins

[See Diagram 33](#)

The Bulletins section of the Communications module is used to share messages across and between organizations.

Behaviours to be aware of:

- The author of a bulletin can attach zero or many clients to a bulletin.
- Unlike messages, you cannot attach Users or People to a bulletin.
- The author of a bulletin can share a bulletin with other service providers, but only if they have access to bulletins at that service provider.

Tips for writing reports on this section:

- The database table called **HIFIS_Bulletins_Users** is not used.

Dropdowns or multi-select data points included in this section:

- The **Client Name(s)** dropdown shows a list of all clients.
- The **Owner** dropdown shows a list of all Service Providers the bulletin author has rights to.
- The **Priority** dropdown can be modified using the Bulletin Priority lookup table. The values for this dropdown are stored in the **HIFIS_BulletinPriorityTypes** table.
- The **Requested By** dropdown shows a list of all users
- The **Service Provider** dropdown shows a list of all Service Providers the bulletin author has rights to.

Messaging

[See Diagram 43](#)

The Messaging section of the Communications module allows users to send messages between each other.

Behaviours to be aware of:

- Users or People can be attached to messaging using the **Regarding** dropdown.
- Clients can also be attached to messages using the **Regarding** dropdown, but only if the **Clients in People Search** feature is enabled under **Administration > Application Settings**.

Tips for writing reports on this section:

- When a client is attached to a message it links to the **HIFIS_People** table, not the **HIFIS_Clients** table as you might expect.

Dropdowns or multi-select data points included in this section:

- The **Priority** dropdown can be modified using the Message Priority lookup table. The values for this dropdown are stored in the **HIFIS_MessagePriorityTypes** table.
- The **Regarding** dropdown shows a list of Users, People, and Clients (if Clients in People Search is enabled under Application Settings).
- The **Send To** dropdown shows a list of all users.

Front Desk

Block Operations

The Block Operations section of the Front Desk Module is used to book multiple clients out of a shelter at once.

This section does not have any dedicated database tables. However, you may notice it appear in the [Audit Log](#), or as a Reason for Discharge for [Admissions](#).

Coordinated Access

The Coordinated Access section of the Front Desk module presents the user with a Unique Identifier List. The Unique Identifier List includes anyone experiencing homelessness in a community who have recently interacted with a Service Provider.

The List does not require any user input to be generated – it pulls information from every client profile in HIFIS to provide a summary (as long as they have an active consent with the type Coordinated Access).

The List not stored in any one database table. However, anytime certain things change in a client's profile, the change is noted in the **HIFIS_ClientHistoryChanges** table.

This table tracks changes in client vitals as well as their state of housing.

Directory of Services

See [Diagram 5](#), [Diagram41](#), and [Diagram 50](#)

The Directory of Services section of the Front Desk module is used for tracking Places.

Behaviours to be aware of:

- Service Providers must be created in the Administration Module whereas all other Places can be created in the Directory of Services Module
- The Directory of Services is used to populate dropdowns all across HIFIS such as **Referred To/ Referred From** dropdowns, or any dropdowns relating to a specific organization (like a pharmacy or a school).
- The Place Type field may determine which dropdowns the Place shows up in.
- The Referrer Category Type is used to group a list of Referral Places to make it easier for users to select a referral place from a list. For example, in any Referral

Dropdown the values will be listed alphabetically by Referrer Category and then by Place Name (i.e., Pharmacy – Alpha, Pharmacy – Beta).

Tips for writing reports on this section:

- The **HIFIS_Addressess.GeoRegionID** field is not used because an address can have more than one Geographic Region. For each address there will be zero or many rows in the **HIFIS_Addresses_GeoRegion** table – one for every Geographic Region that was added to the Place during its creation.
- Contacts for a Place can be both users or people – both will be linked to a Place using their **PersonID**.

Dropdowns or multi-select data points included in this section:

- The **City** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_CityTypes** table.
- The **Contact List** dropdown is populated with both people and users. The values for this dropdown are stored in the **HIFIS_People** table.
- The **Country** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_CountryTypes** table.
- The **Geographic Region** dropdown can be modified using the Geo Region lookup table. The values for this dropdown are stored in the **HIFIS_GeoRegionTypes** table.
- The **Place Type** dropdown can be modified using the Place lookup table. The values for this dropdown are stored in the **HIFIS_PlaceTypes** table.
- The **Province/Territory** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_ProvinceTypes** table.
- The **Referrer Category Type** dropdown can be modified using the Referrer Categ lookup table. The values for this dropdown are stored in the **HIFIS_ReferrerCategTypes** table.
- The **Services Offered** dropdown can be modified using the Services Offered lookup table. The values for this dropdown are stored in the **HIFIS_ServicesOfferedTypes** table.

Housing Units

[See Diagram 41](#)

The Housing Units section of the Front Desk module is used to track occupancy in specific units that are typically managed by a specific service provider.

Behaviours to be aware of:

- You must create a Housing Unit in order to create a Housing Placement.
- You can attach photos and maintenance records to a Housing Unit (they are described in their own sections of this guide).

Tips for writing reports on this section:

- None

Dropdowns or multi-select data points included in this section:

- The **City** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_CityTypes** table.
- The **Country** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_CountryTypes** table.
- The **Features** dropdown can be modified using the House Attribute lookup table. The values for this dropdown are stored in the **HIFIS_HouseAttributeTypes** table.
- The **Geographic Region** dropdown can be modified using the Geo Region lookup table. The values for this dropdown are stored in the **HIFIS_GeoRegion** table.
- The **Housing Type** dropdown can be modified using the House lookup table. The values for this dropdown are stored in the **HIFIS_HouseTypes** table.
- The **Landlord** dropdown shows a list of People in the People module with the role of Landlord.
- The **Occupancy Status** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_OccupancyStatusTypes** table.
- The **Province/Territory** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_ProvinceTypes** table.
- The **Service Provider** dropdown shows a list of all Active Service Providers.
- The **Status** dropdown can be modified using the House Status lookup table. The values for this dropdown are stored in the **HIFIS_HouseStatusTypes** table.

Housing Maintenance

[See Diagram 45](#)

The Housing Maintenance section of the Front Desk module allows for tracking of housing maintenance performed on Housing Units in HIFIS.

Behaviours to be aware of:

- You can view Housing Maintenance records by going to **Front Desk > Housing > Housing Maintenance** but to add Housing Maintenance you have to go to **Front Desk > Housing > Housing Units** and open the record for the specific unit.

Tips for writing reports on this section:

- None

Dropdowns or multi-select data points included in this section:

- The **Contractor** dropdown shows a list of People and Users in HIFIS.
- The **Maintenance Work** dropdown can be modified using the Maintenance lookup table. The values for this dropdown are stored in the **HIFIS_MaintenanceTypes** table.

Housing Photos

[See Diagram 45](#)

Photos can be uploaded and attached to a Housing Unit record. These records are found in the **HIFIS_HousePhotos** table.

Landlords

The Landlords list under the Housing section of the Front Desk module is simply a list of all People who have a role of landlord. They are displayed along with a count of the units they own and their contact information.

For more information on this, see the [People](#) section of this guide.

People

[See Diagram 3](#)

The People section of the Front Desk module is used to add people of significance to HIFIS when they are not HIFIS Users.

Behaviours to be aware of:

- The roles assigned to a person dictates what dropdowns or multi-select fields they appear in.

Tips for writing reports on this section:

- See the Client Information Chapter sections on [Contact Information](#), [Languages](#) and [Vehicles](#) – the database tables are the same for People as they are for Clients and Users.

Dropdowns or multi-select data points included in this section:

- The **Gender** dropdown can be modified using the Gender lookup table. The values for this dropdown are stored in the **HIFIS_GenderTypes** table.
- The **Roles** dropdown can be modified using the People Roles lookup table. The values for this dropdown are stored in the **HIFIS_PeopleRoleTypes** table.

PiT Count

Completed Surveys

[See Diagram 52](#) and [Diagram 53](#)

The Completed Surveys section of the PiT Module is where completed PiT Surveys are listed.

Behaviours to be aware of:

- None

Tips for writing reports on this section:

- Completed PiT Surveys are stored in the **HIFIS_PiTSurvey** table – don't confuse this with the **HIFIS_ClientQuestionnaires** table (which holds completed non-PiT surveys).

Events

See [Diagram 52](#) and [Diagram 53](#)

The Events section of the PiT Module is used to track when Point-In-Time Counts take place.

Behaviours to be aware of:

- None

Tips for writing reports on this section:

- PiT Events are stored in the **HIFIS_PiTQuestionnaires** table – there is no table in this module with Events in the name.

Dropdowns or multi-select data points included in this section:

- The **City** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_CityTypes** table.
- The **Province** dropdown cannot be modified. The values for this dropdown are stored in the **HIFIS_ProvinceTypes** table.

Locations

See [Diagram 52](#) and [Diagram 53](#)

The Locations section of the PiT Module is simply a link to the Directory of Services. See the [Directory of Services](#) section of this guide under the Administration chapter for more information.

Questions Templates

See [Diagram 52](#) and [Diagram 53](#)

The Question Templates section of the PiT Module allows users to view the current PiT Survey template, disable questions, and add extra questions if they wish.

All communities have the same base template and values.

Shifts

See [Diagram 52](#) and [Diagram 53](#)

The Shifts section of the PiT Module is used to organize volunteers and survey locations.

Behaviours to be aware of:

- None

Tips for writing reports on this section:

- The **HIFIS_PITShifts** has two connections to the **HIFIS_Organizations** table: one via the **ReportingOrgID** field, and one via the **OwnerOrgID** field.

Dropdowns or multi-select data points included in this section:

- The Service Provider dropdown shows a list of all places in the Directory of Services.
- The Surveyor dropdown shows a list of all users with a role of PiT Volunteer.

Volunteers

See [Diagram 52](#) and [Diagram 53](#)

The Volunteers section of the PiT Module is simply a link to the list of Users. See the Users section of this guide under the Administration chapter for more information.

Miscellaneous

Created By/Updated By

Anytime a table has a Created By or Updated By field it is referring to the User that created the record, or the user that updated the record most recently. This can be determined by linking the field to the **UserID** field in the **HIFIS_UserProfiles** table.

TableName.CreatedBy = HIFIS_UserProfiles.UserID

TableName.UpdatedBy = HIFIS_UserProfiles.UserID

Database Diagrams

This chapter provides a visual representation of database tables that make up HIFIS and the relationships between them.

Review the [Database Concepts & Terminology](#) chapter prior to looking at these diagrams.

A few notes about the diagrams:

- Some sections of HIFIS modules have so many database tables that store pertinent information that a single section could have multiple diagrams that pertain to it
- Some sections of HIFIS modules use the same tables to store information so some sections in the [HIFIS Modules – Data Definitions](#) chapter will refer to the same diagram(s)
- Certain database tables will be repeated in all the diagrams where they are relevant
- Each diagram doesn't depict all the possible relationships for a table, just the ones relevant to section(s) it is representing

Diagram 1

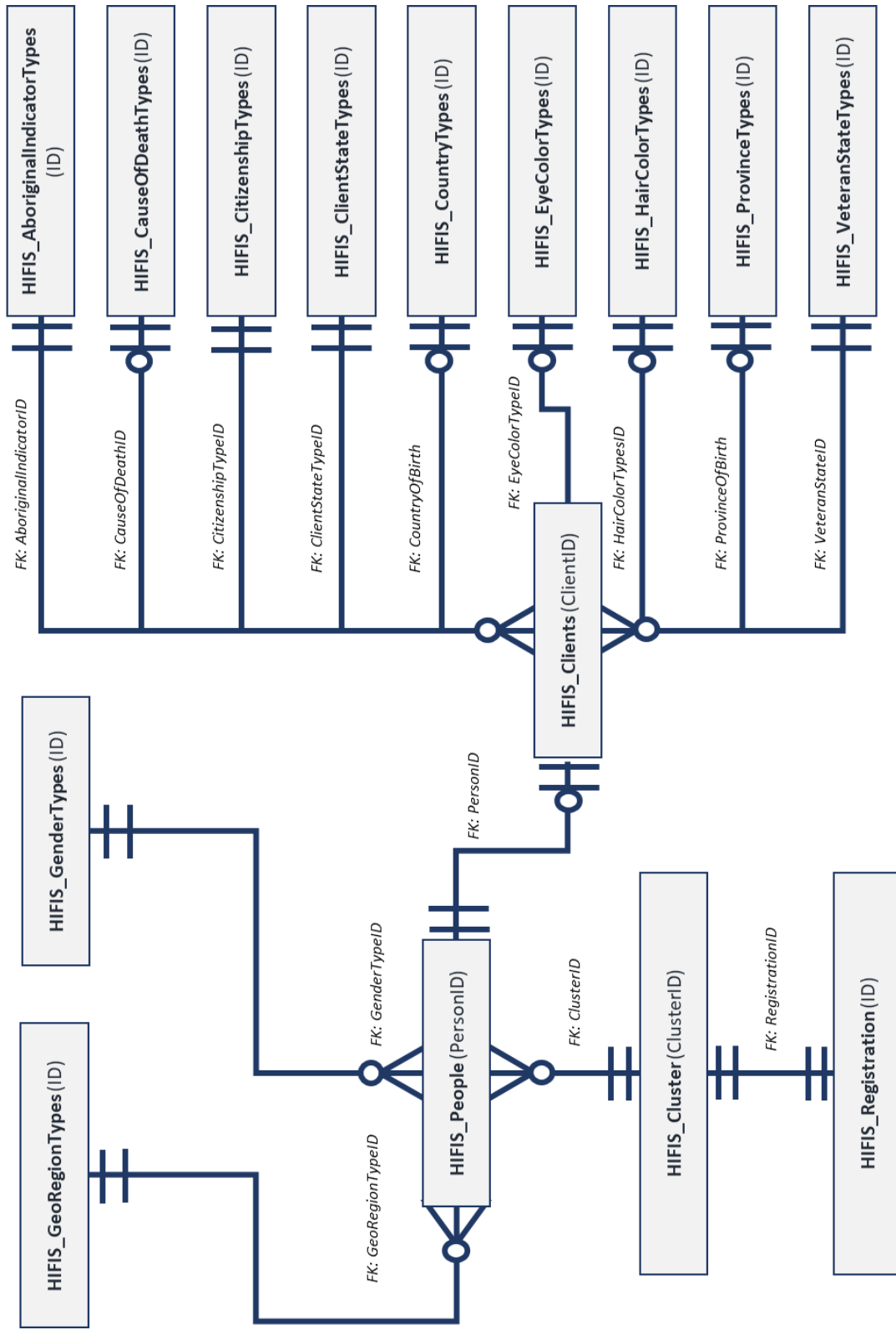


Diagram 2

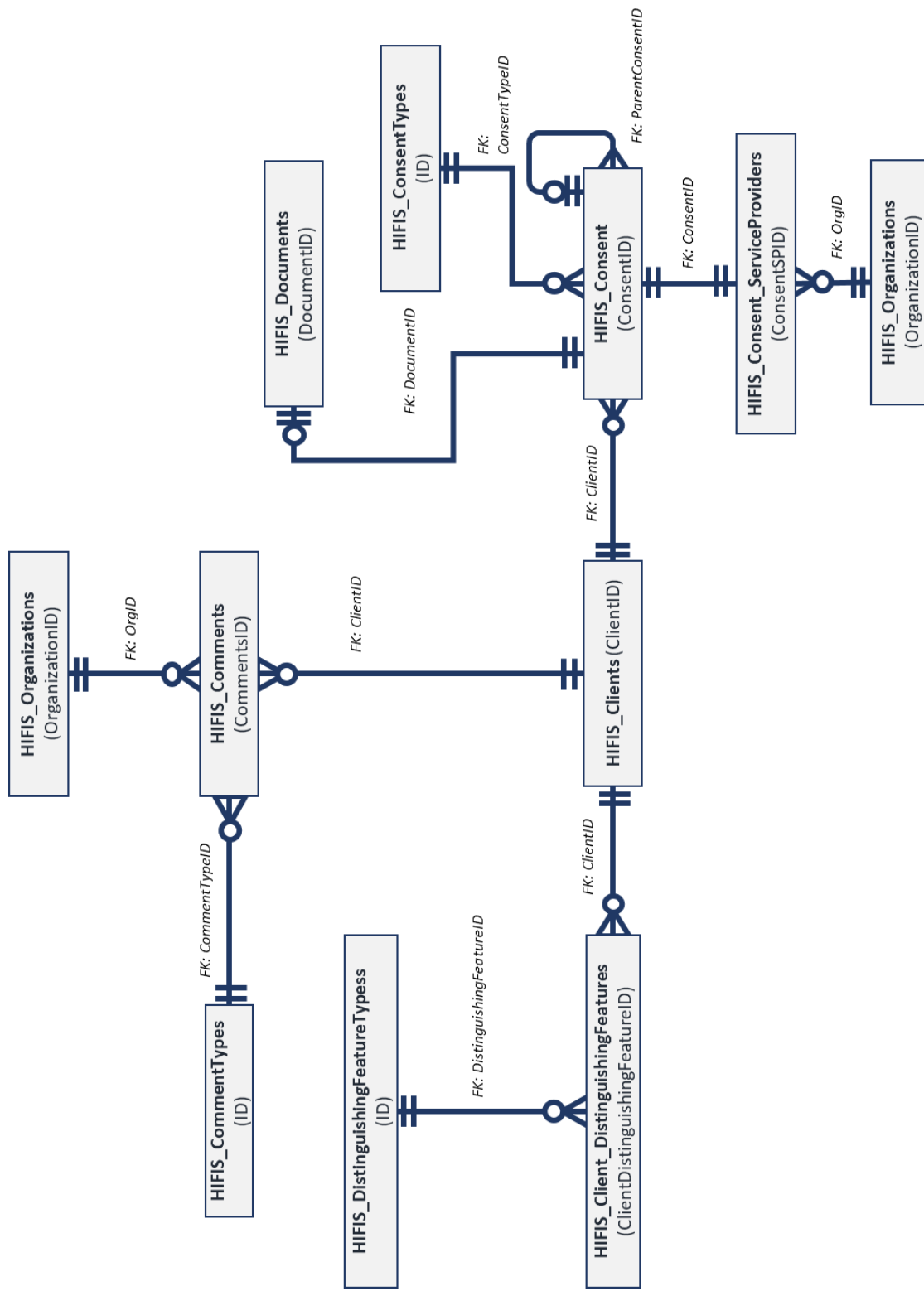


Diagram 3

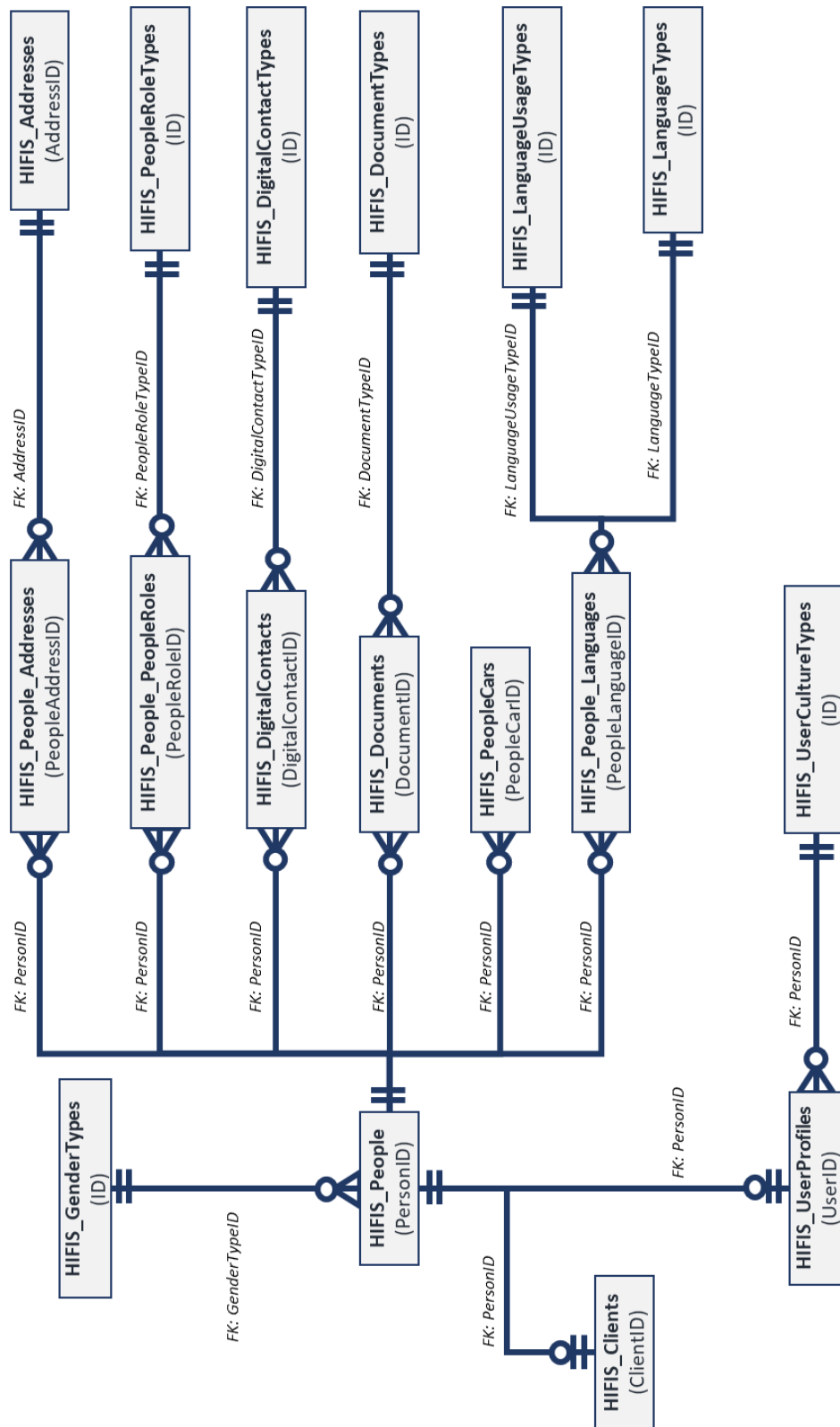


Diagram 4

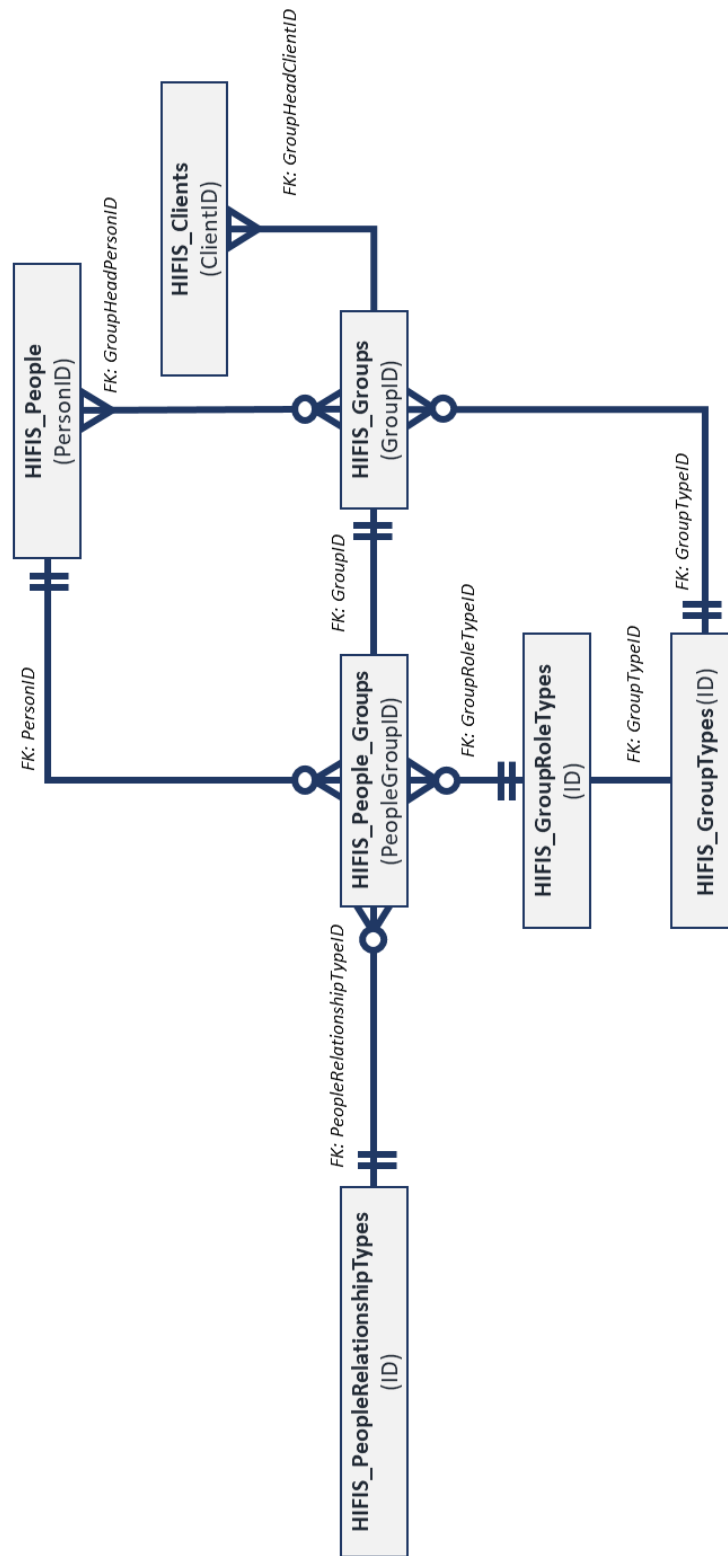


Diagram 5

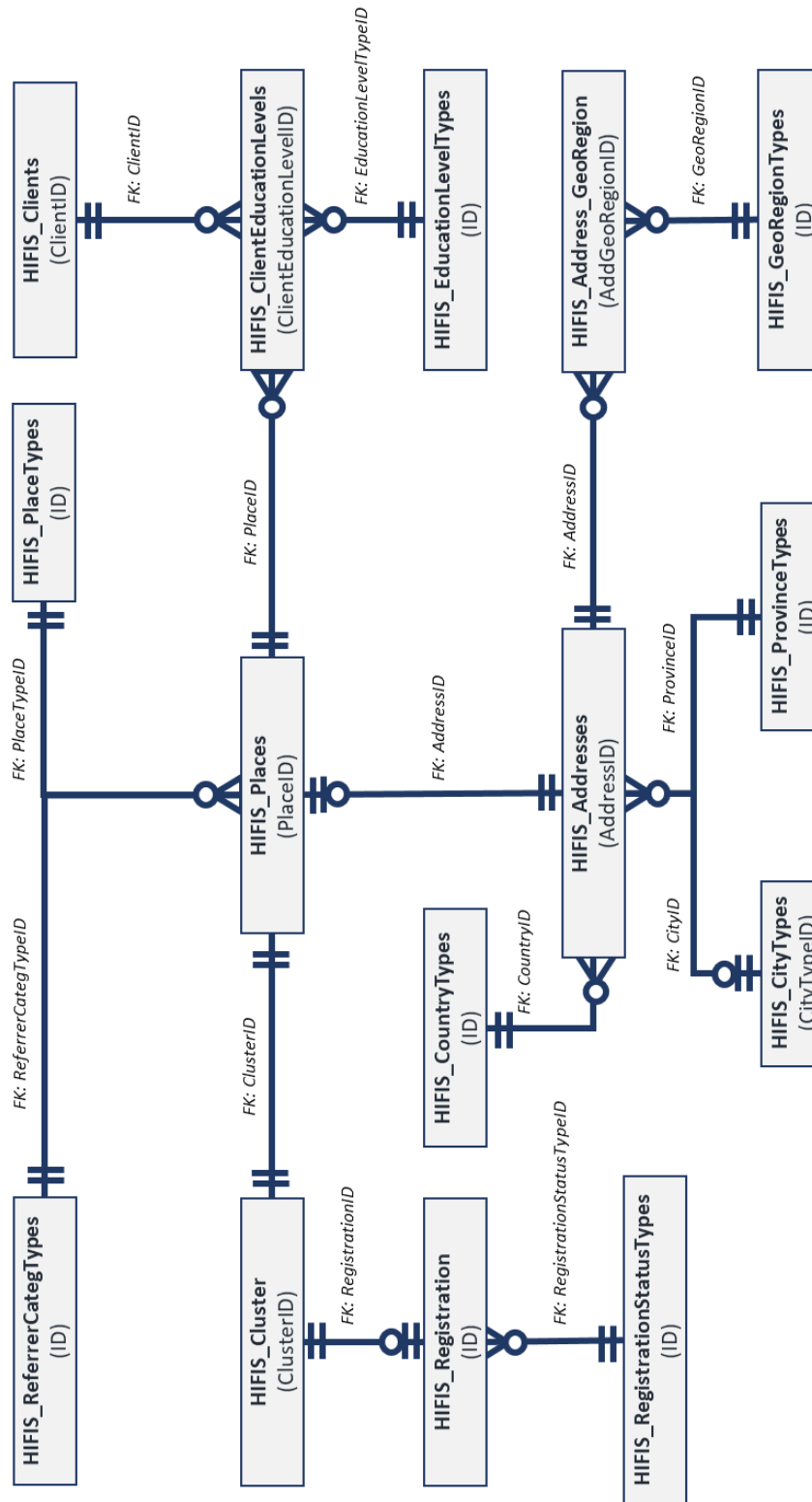


Diagram 6

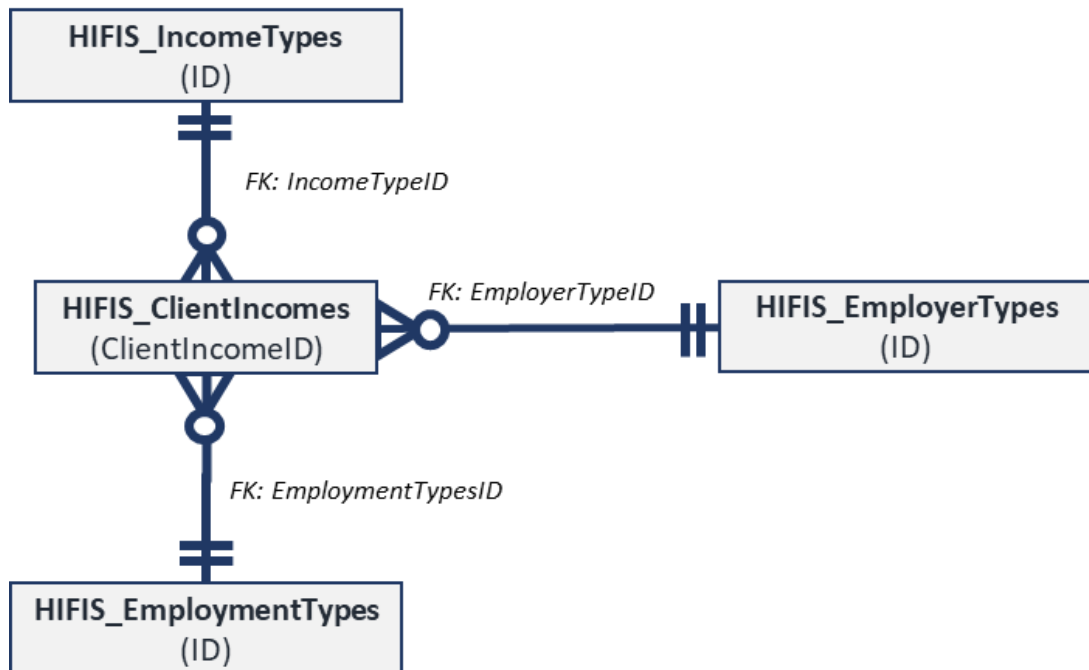


Diagram 7

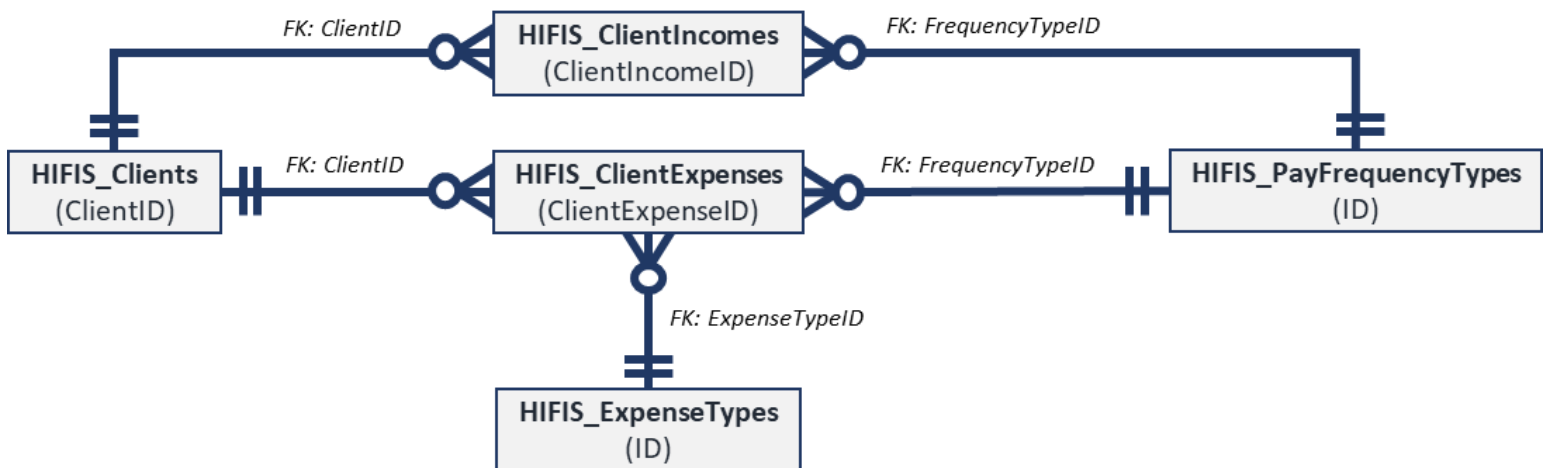


Diagram 8

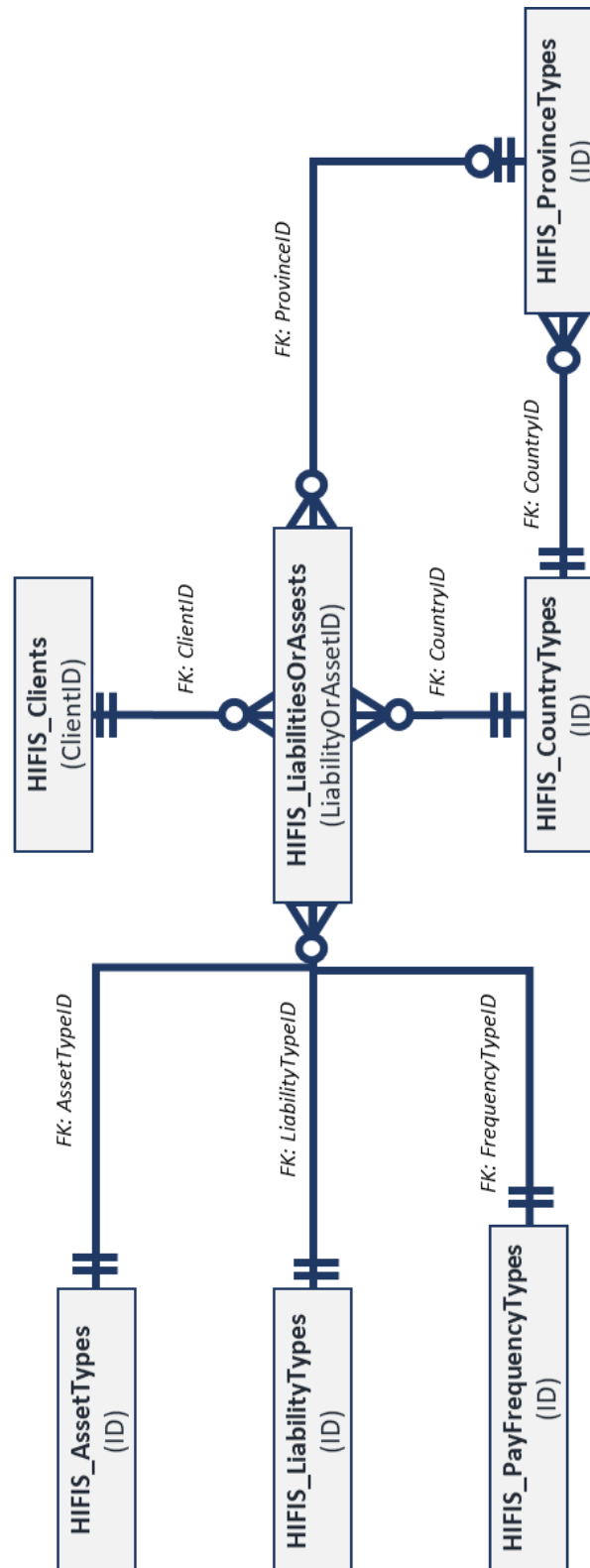


Diagram 9

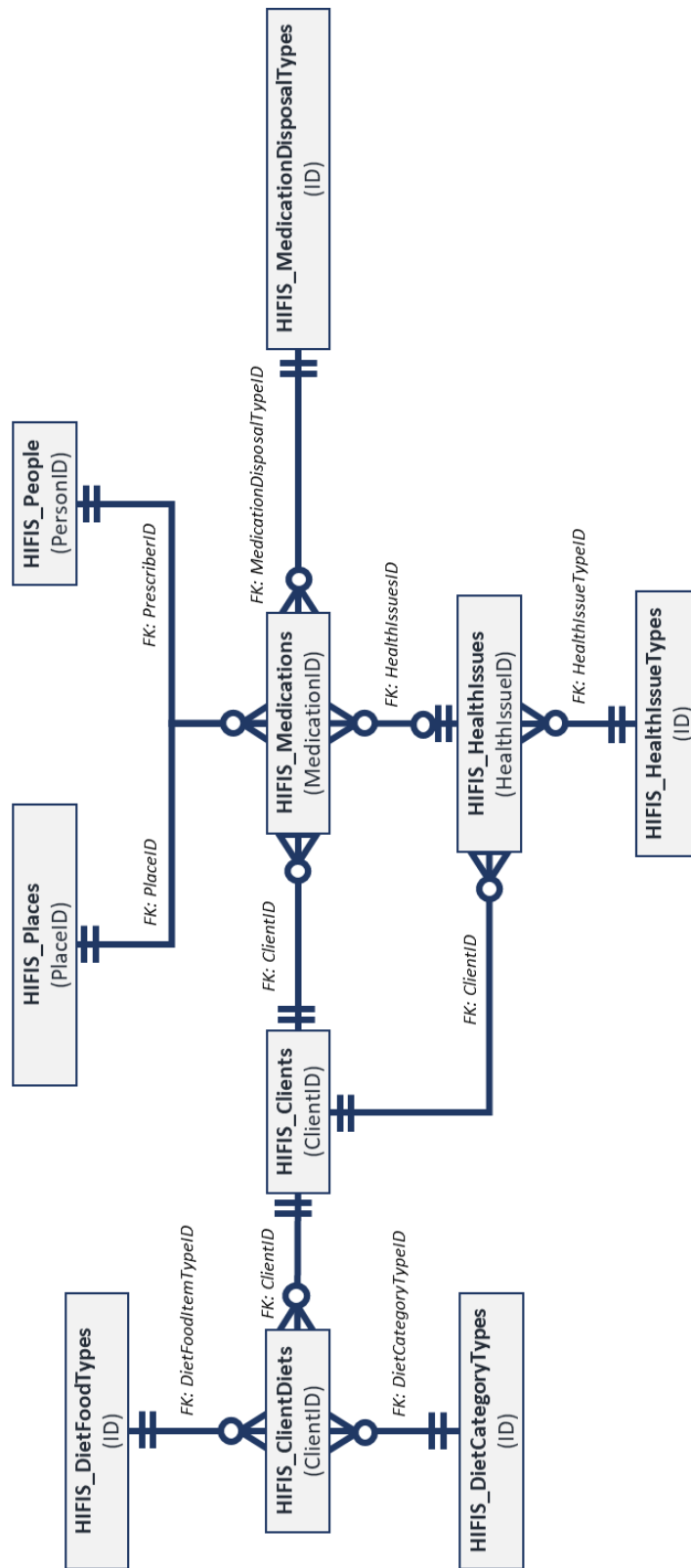


Diagram 10

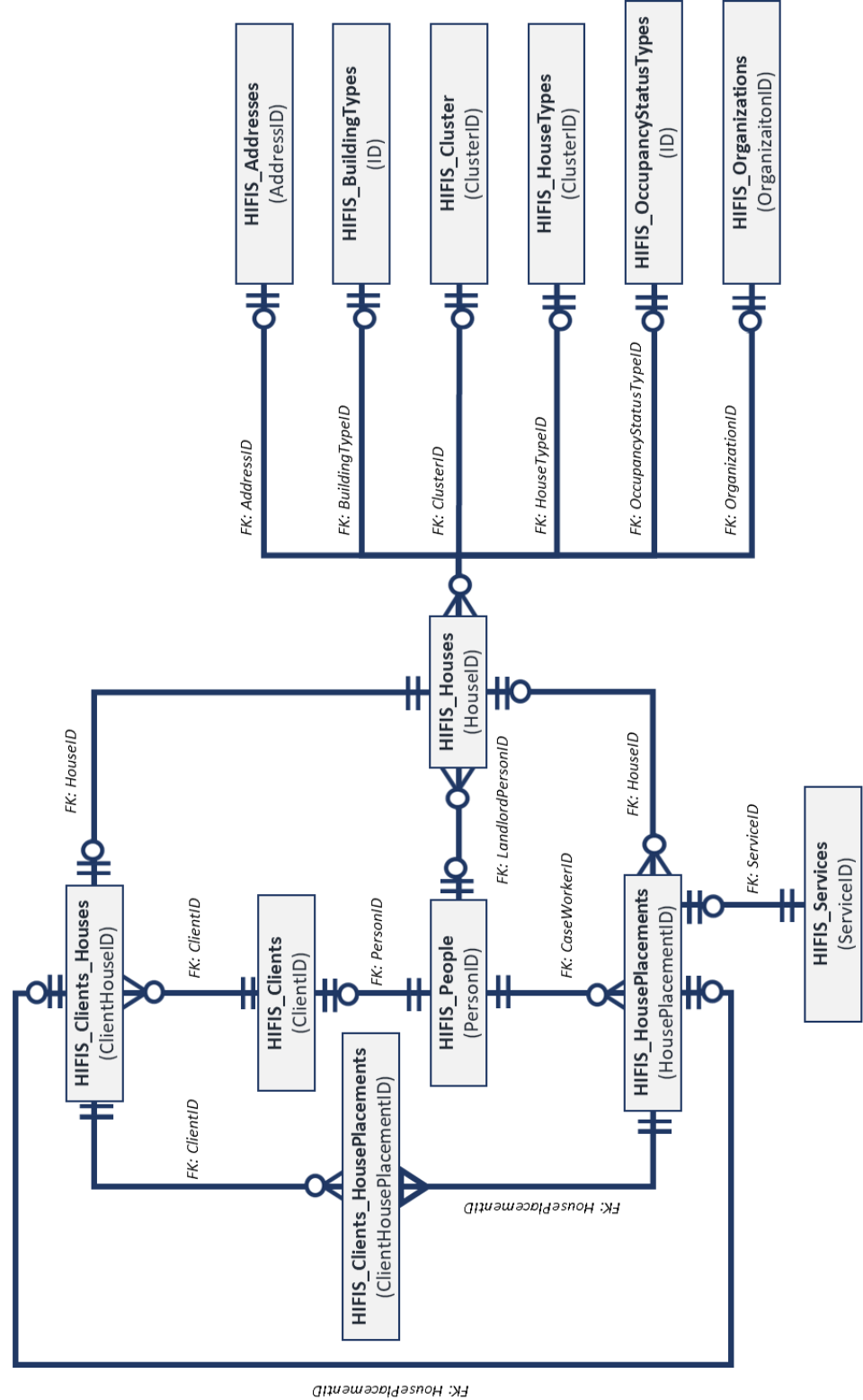


Diagram 11

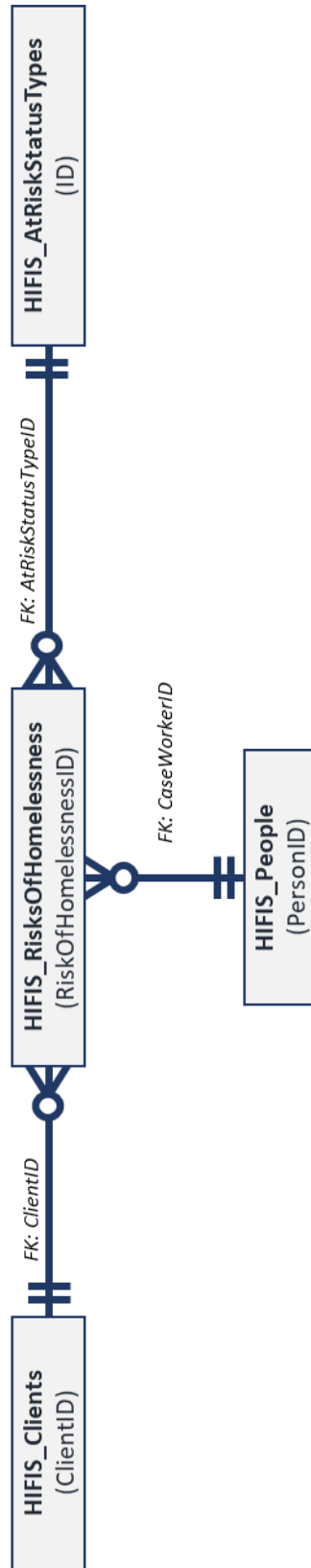


Diagram 12

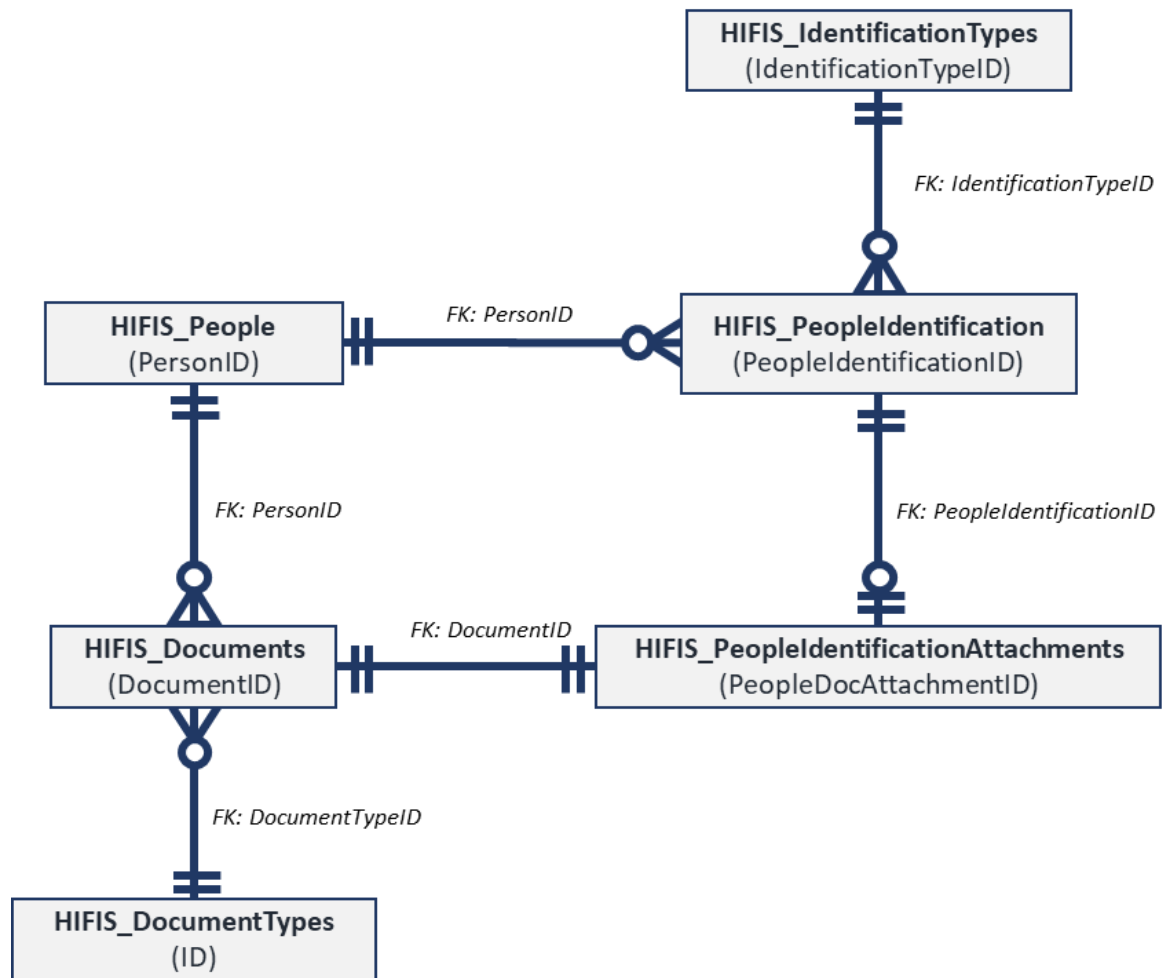


Diagram 13

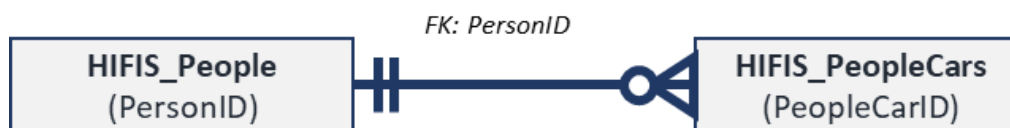


Diagram 14

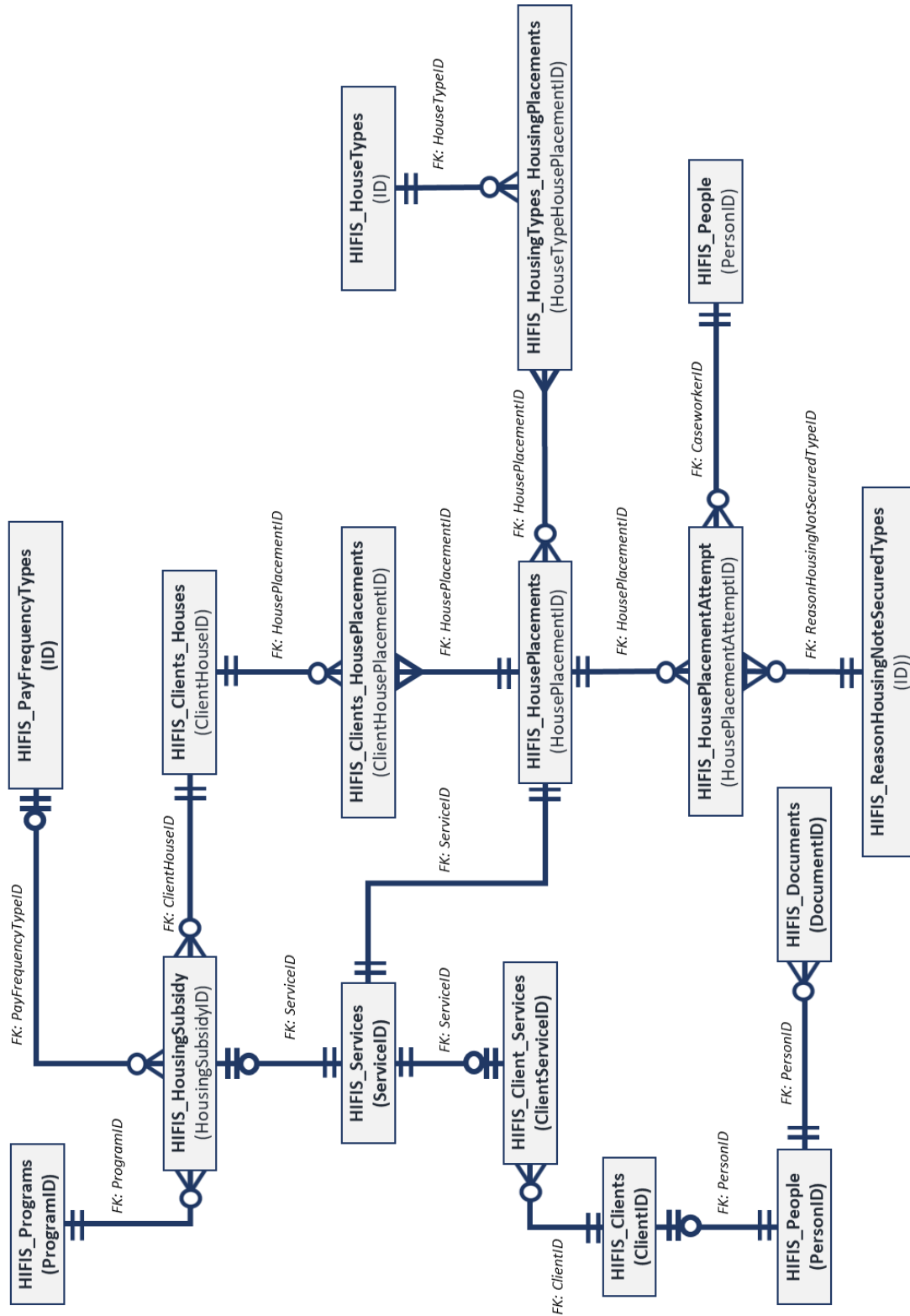


Diagram 15

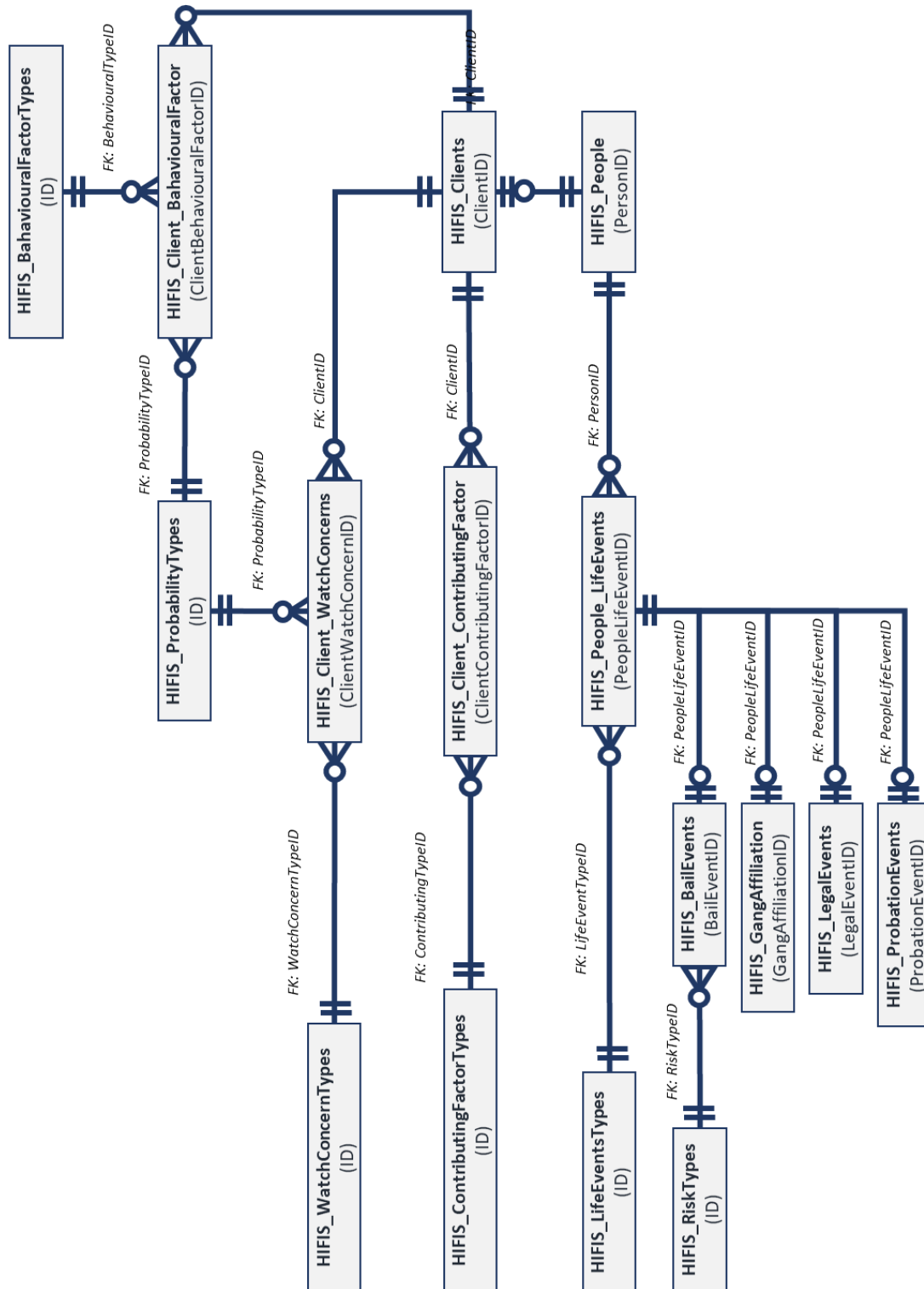


Diagram 16

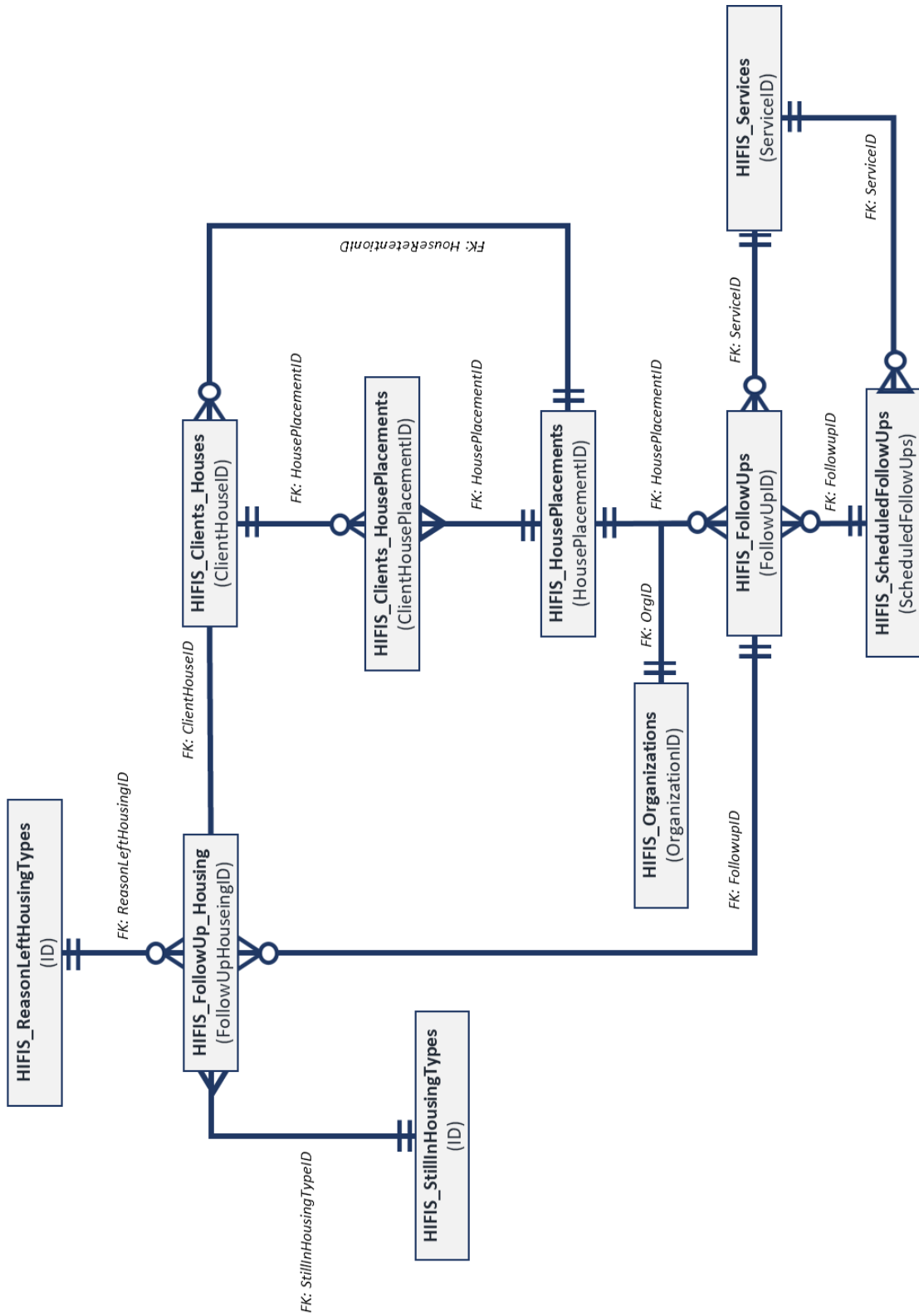


Diagram 17

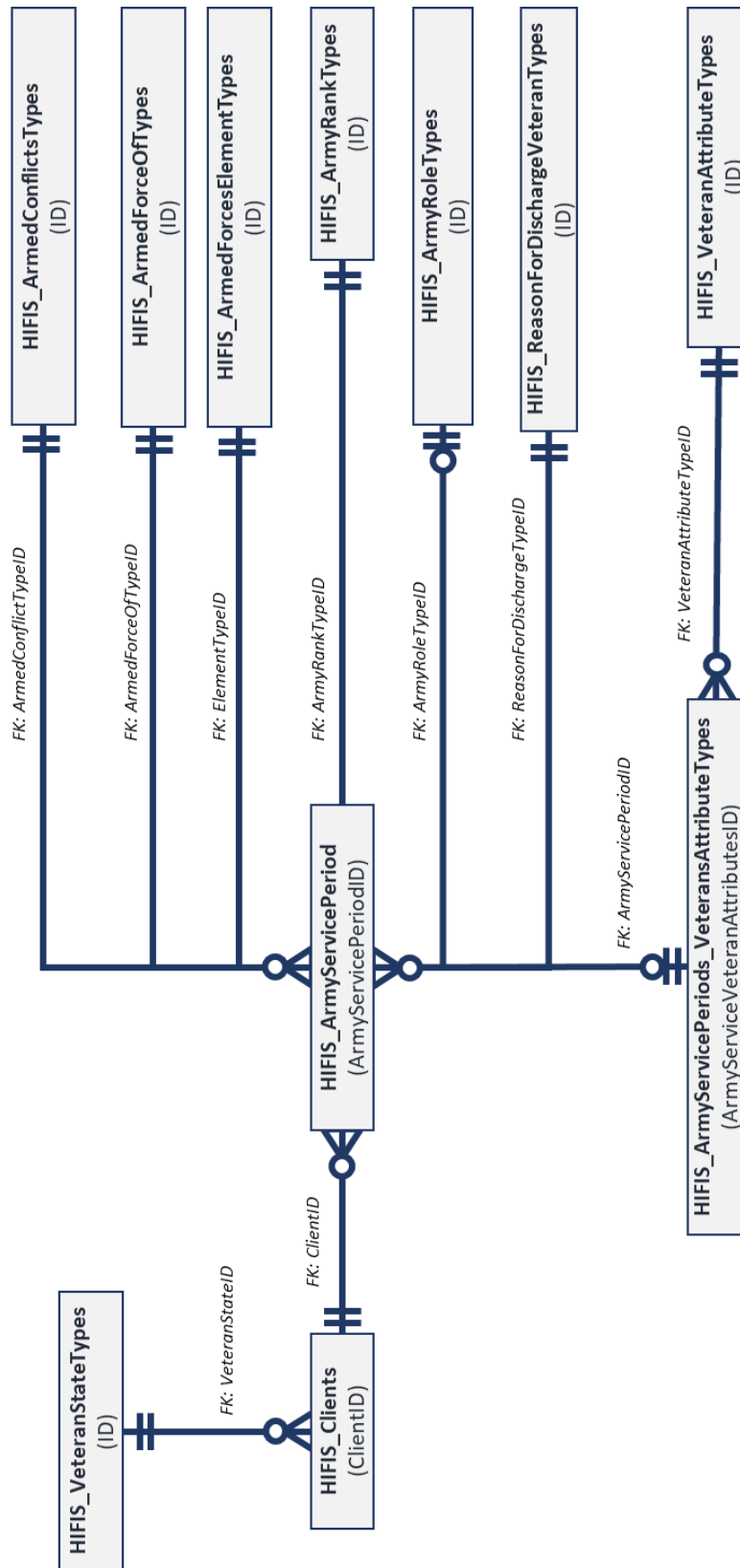


Diagram 18

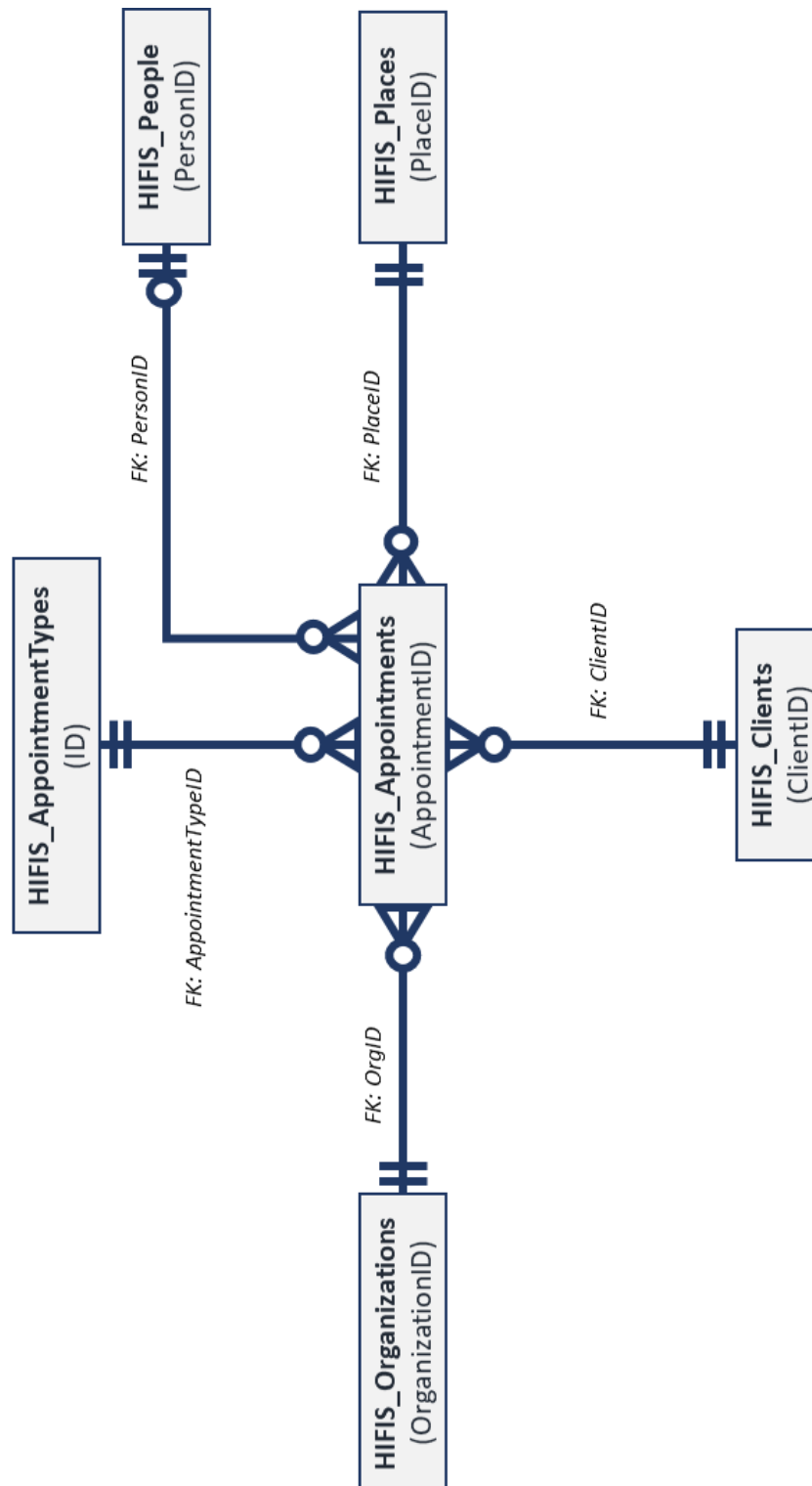


Diagram 19

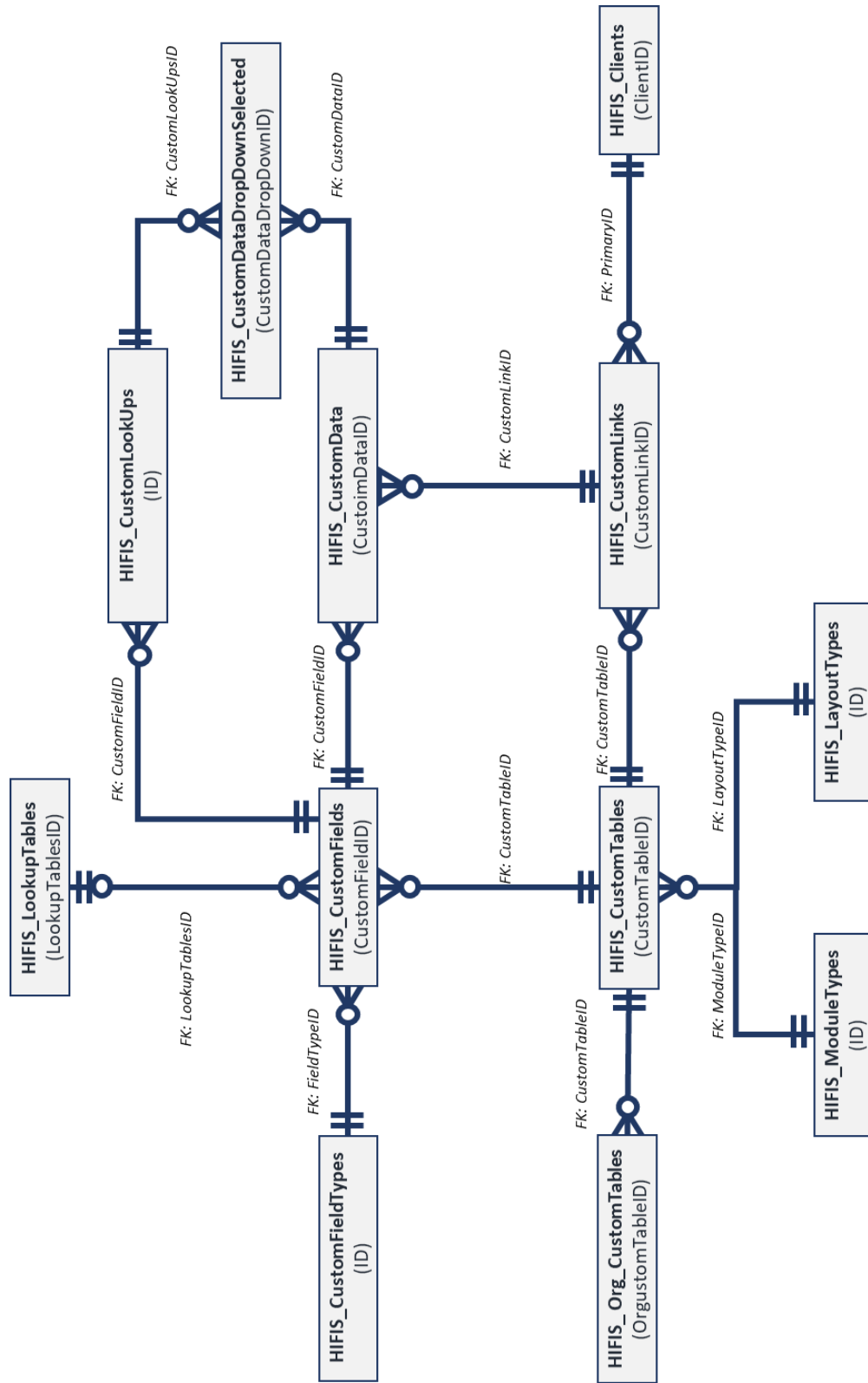


Diagram 20

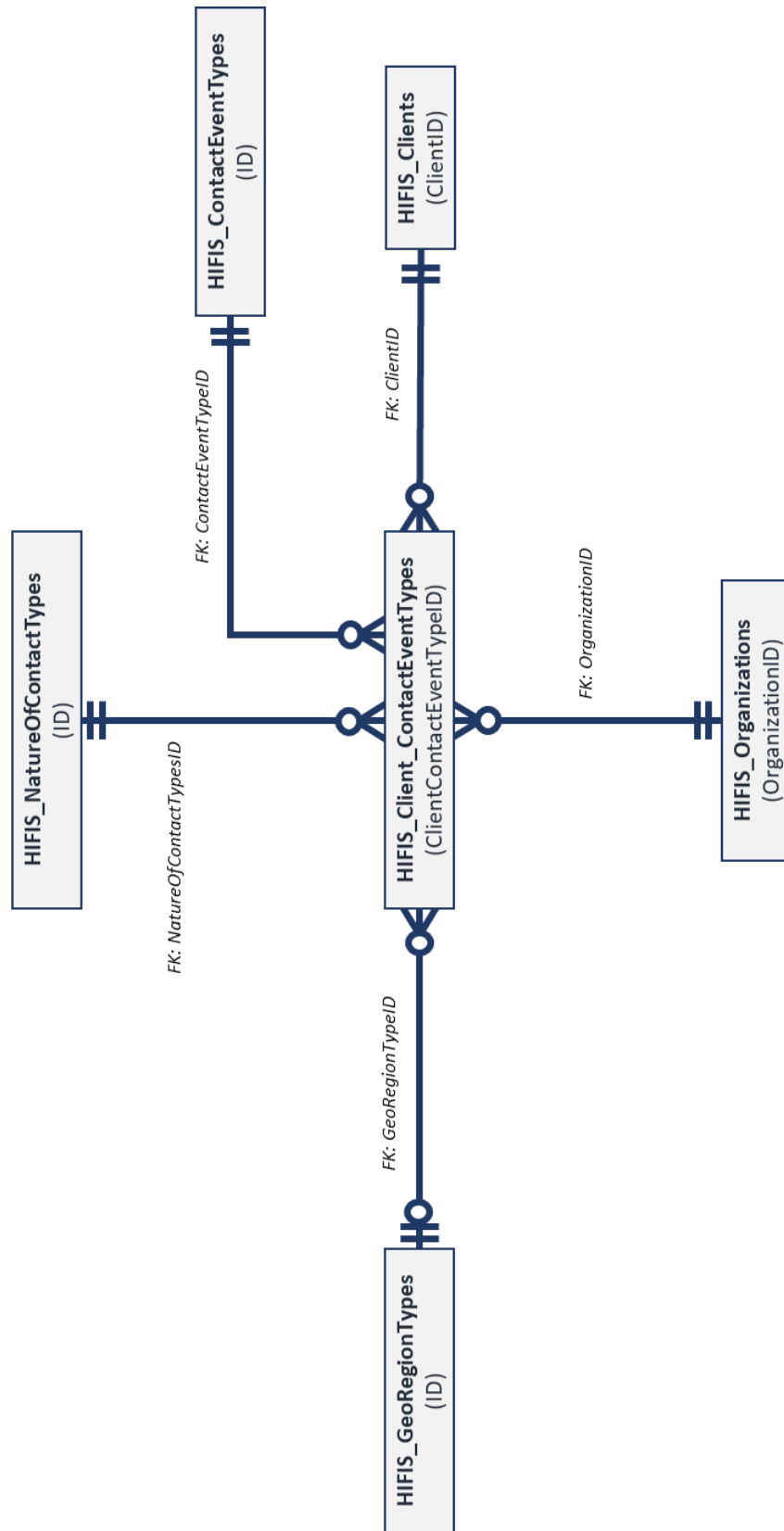


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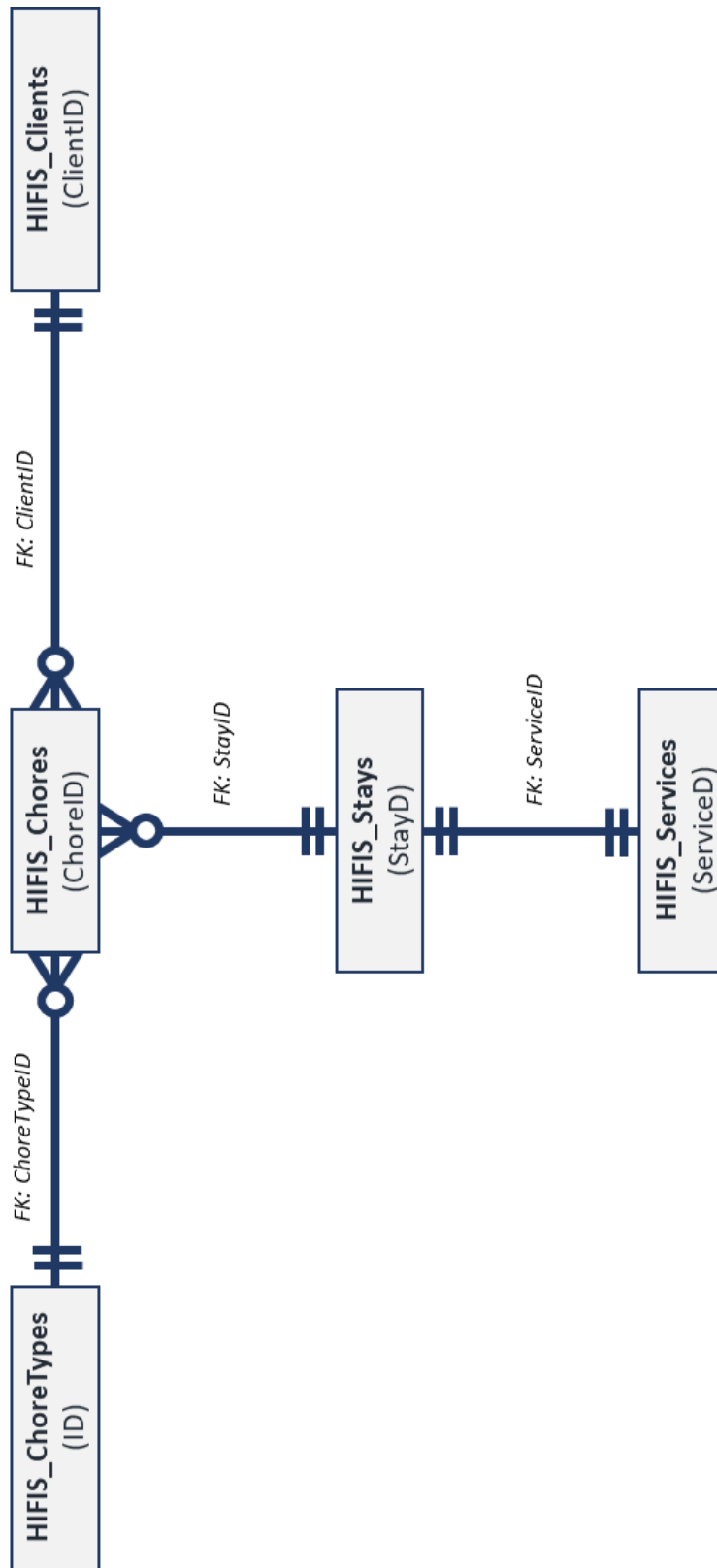


Diagram 22

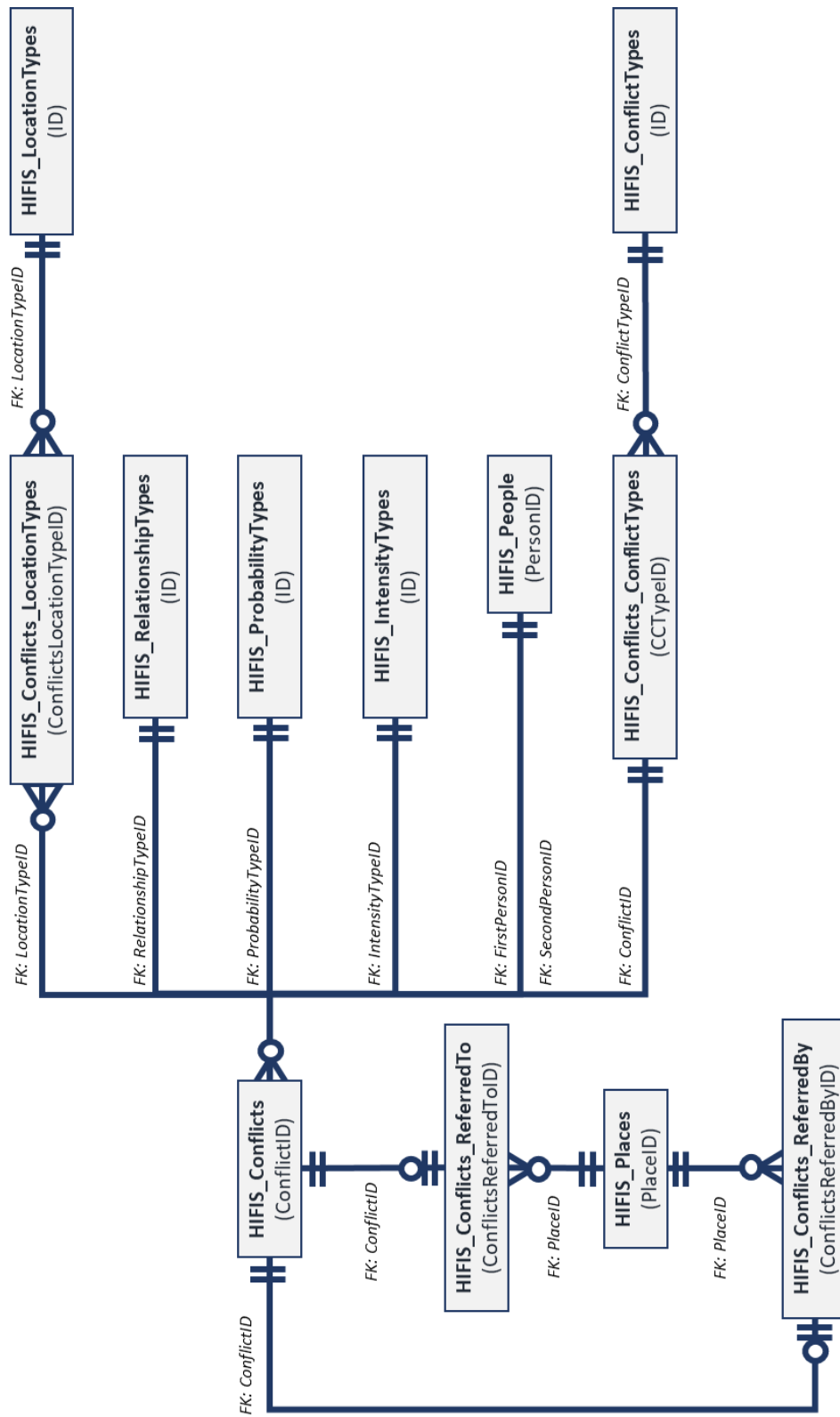


Diagram 23

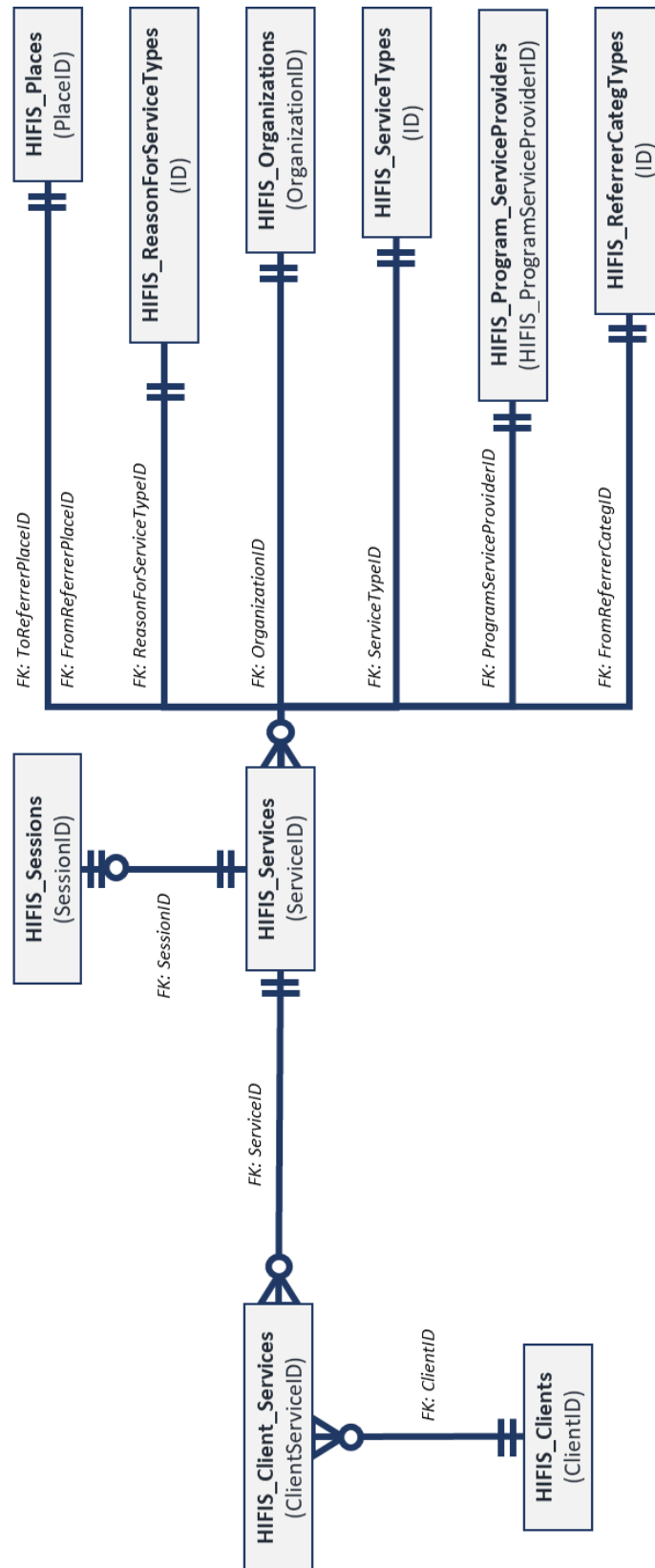


Diagram 24

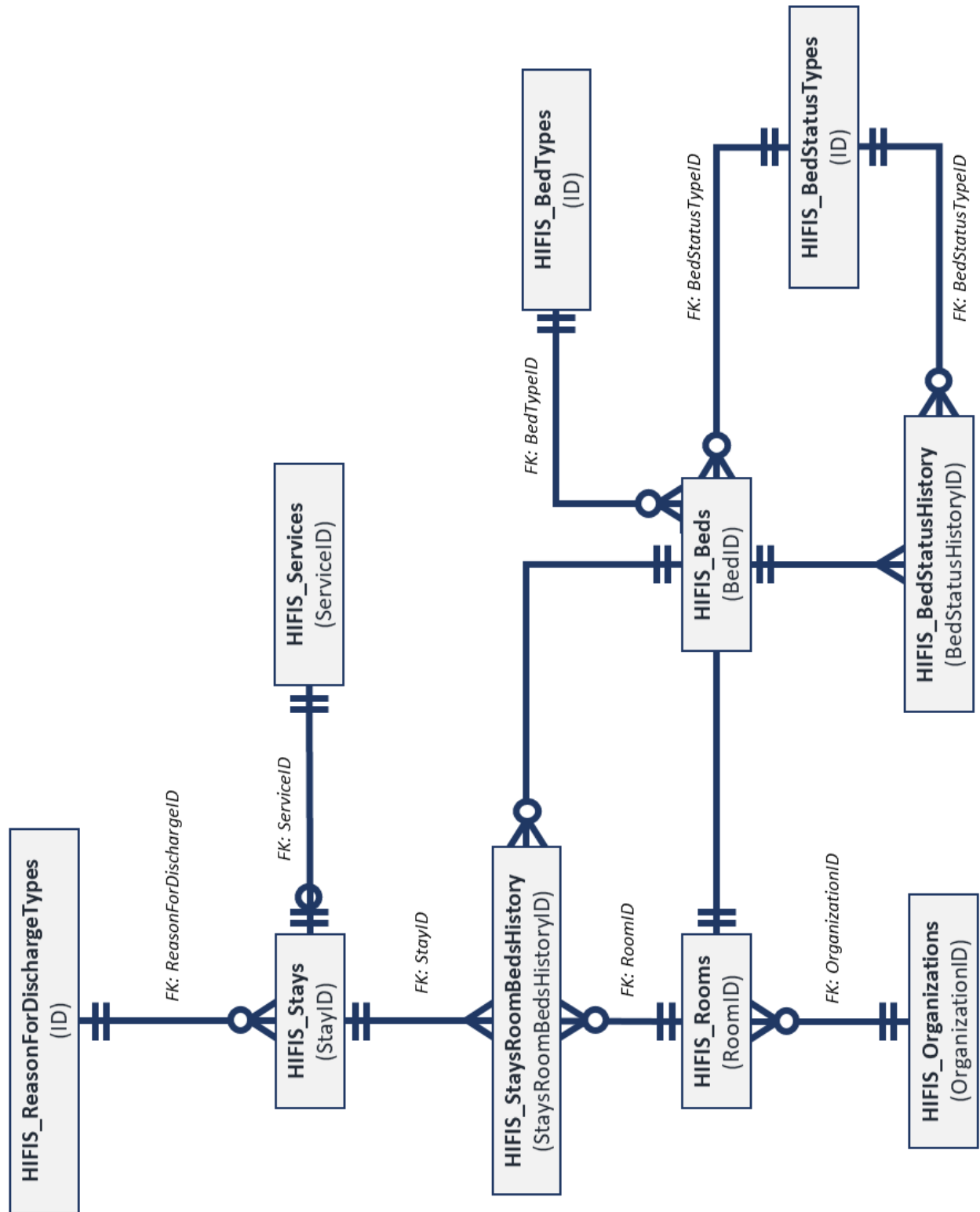


Diagram 25

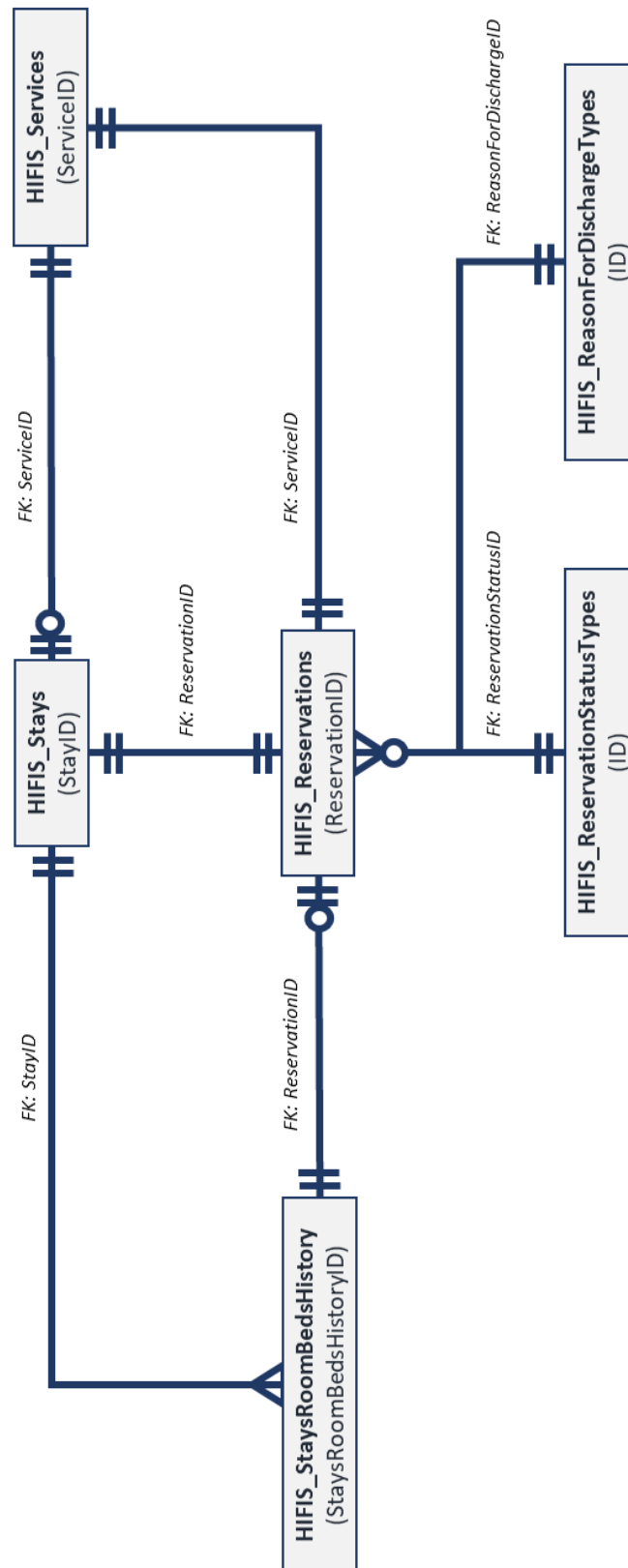


Diagram 26

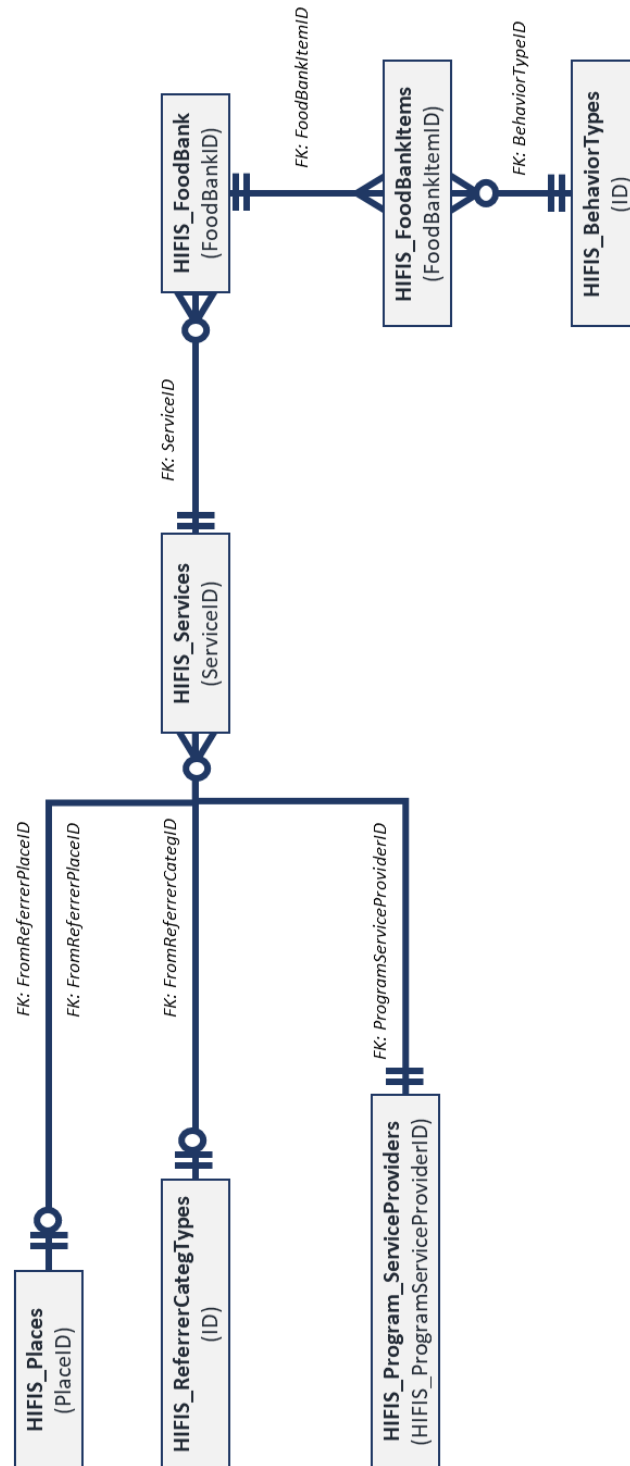


Diagram 27

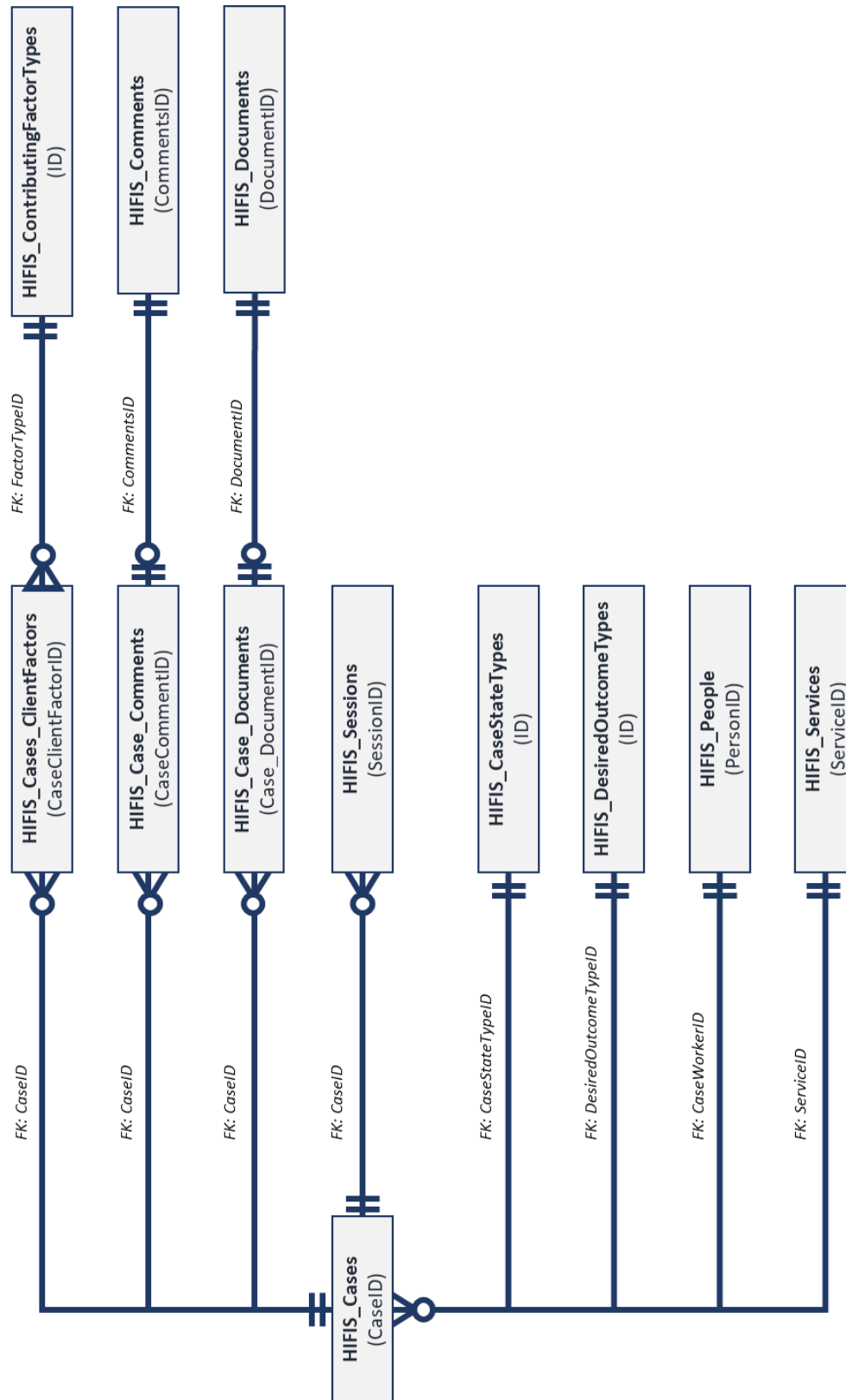


Diagram 28

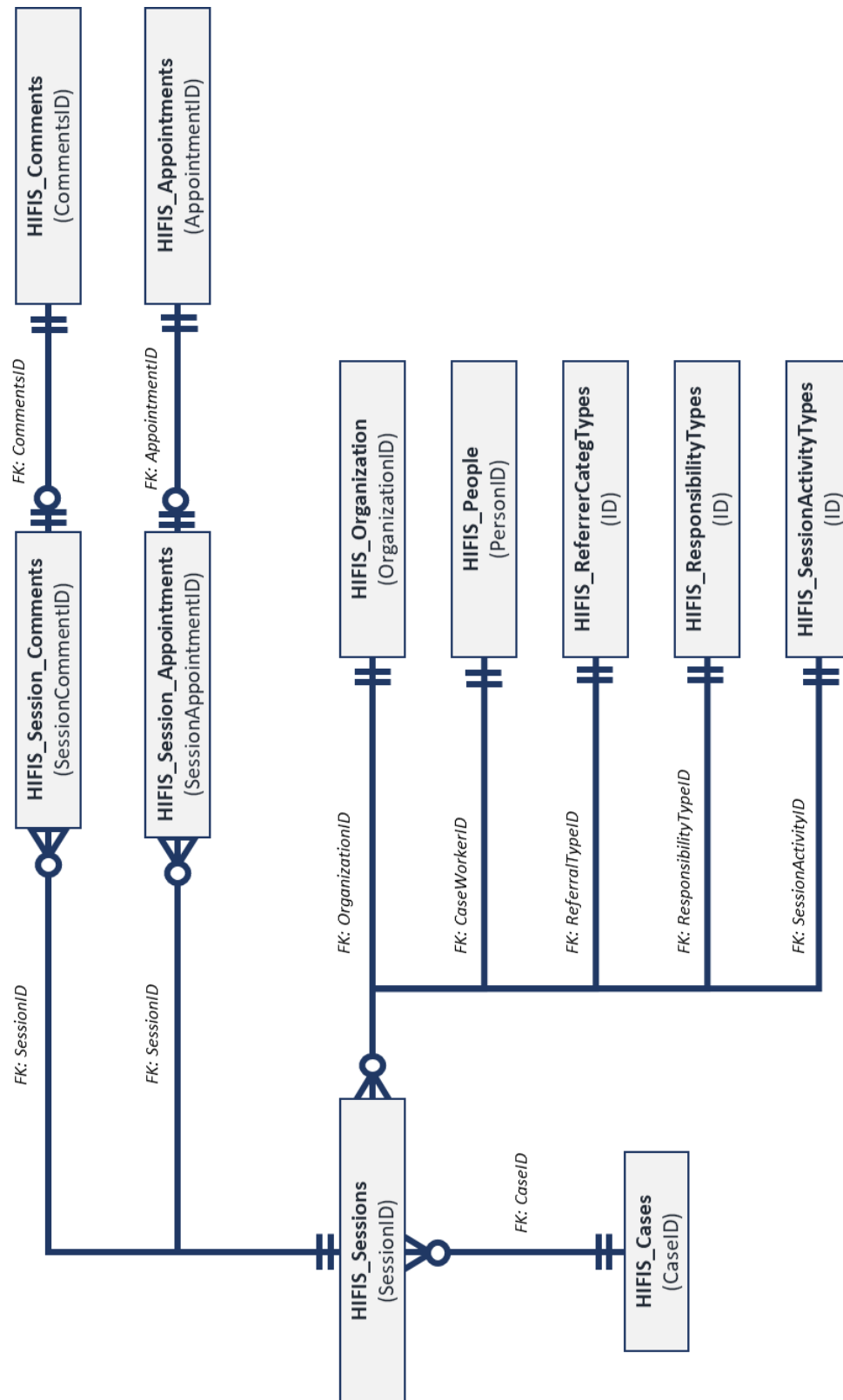


Diagram 29

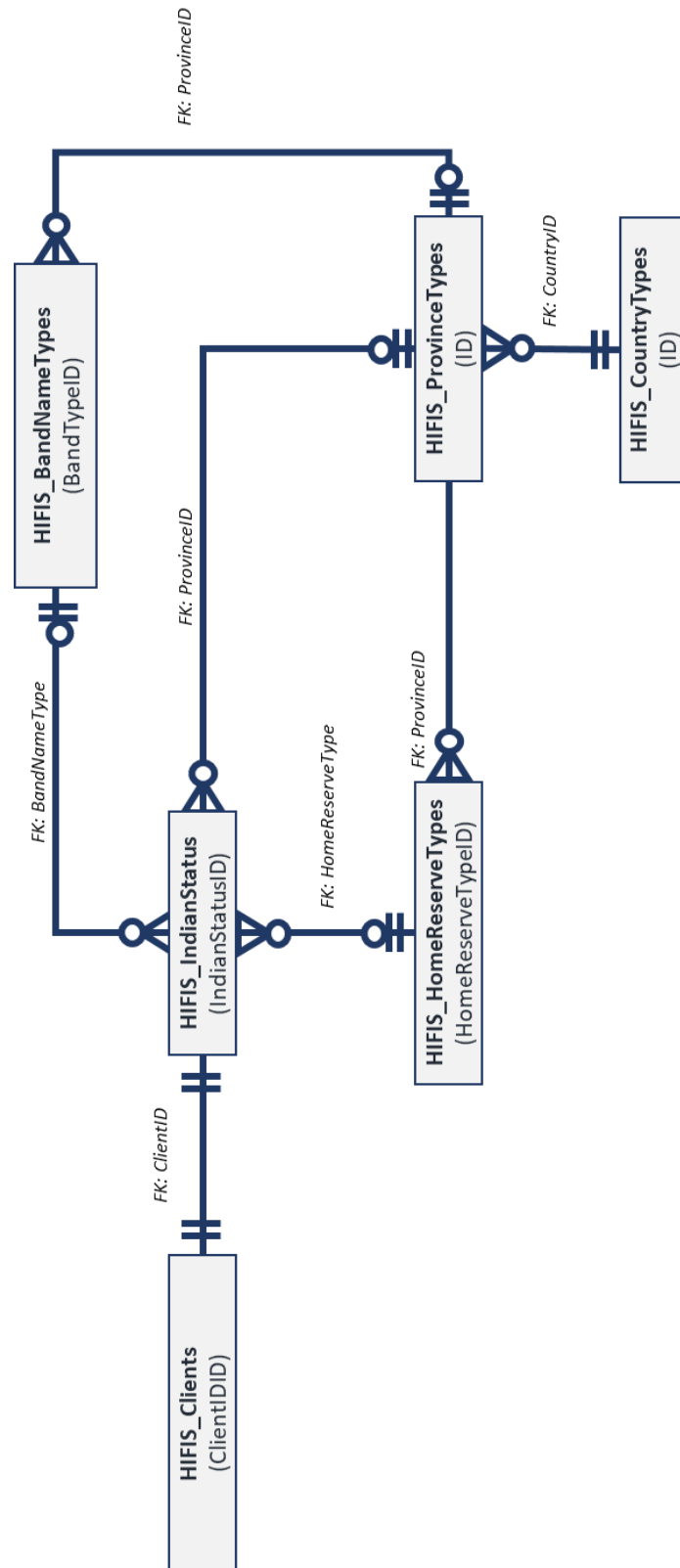


Diagram 30

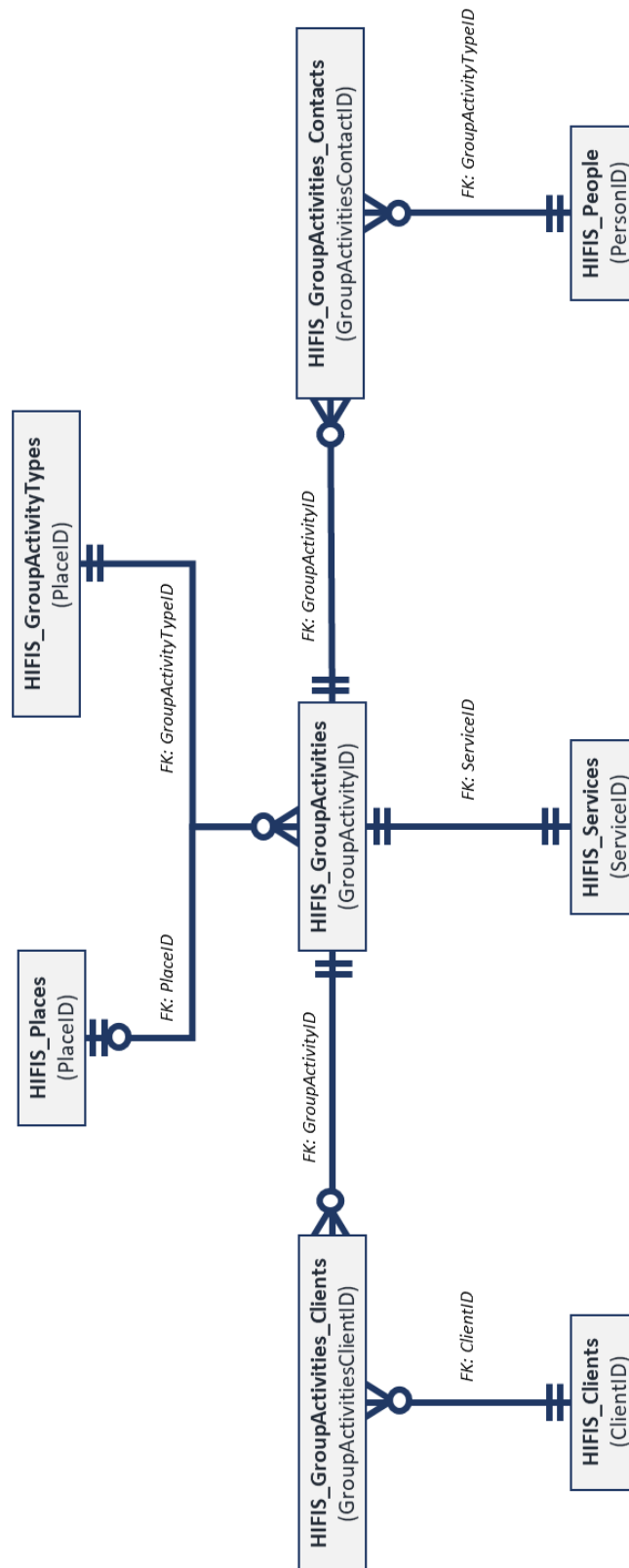


Diagram 31

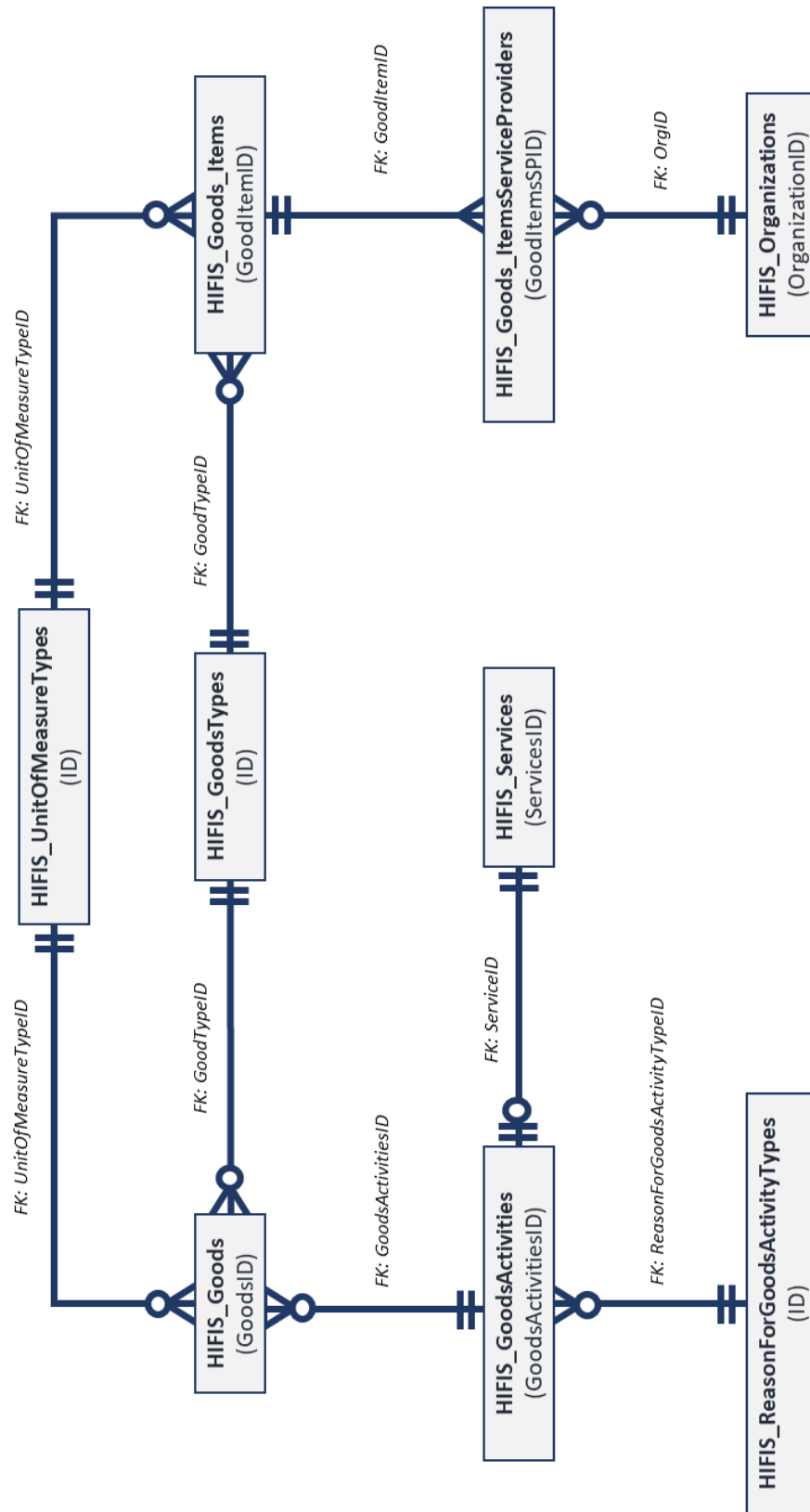


Diagram 32

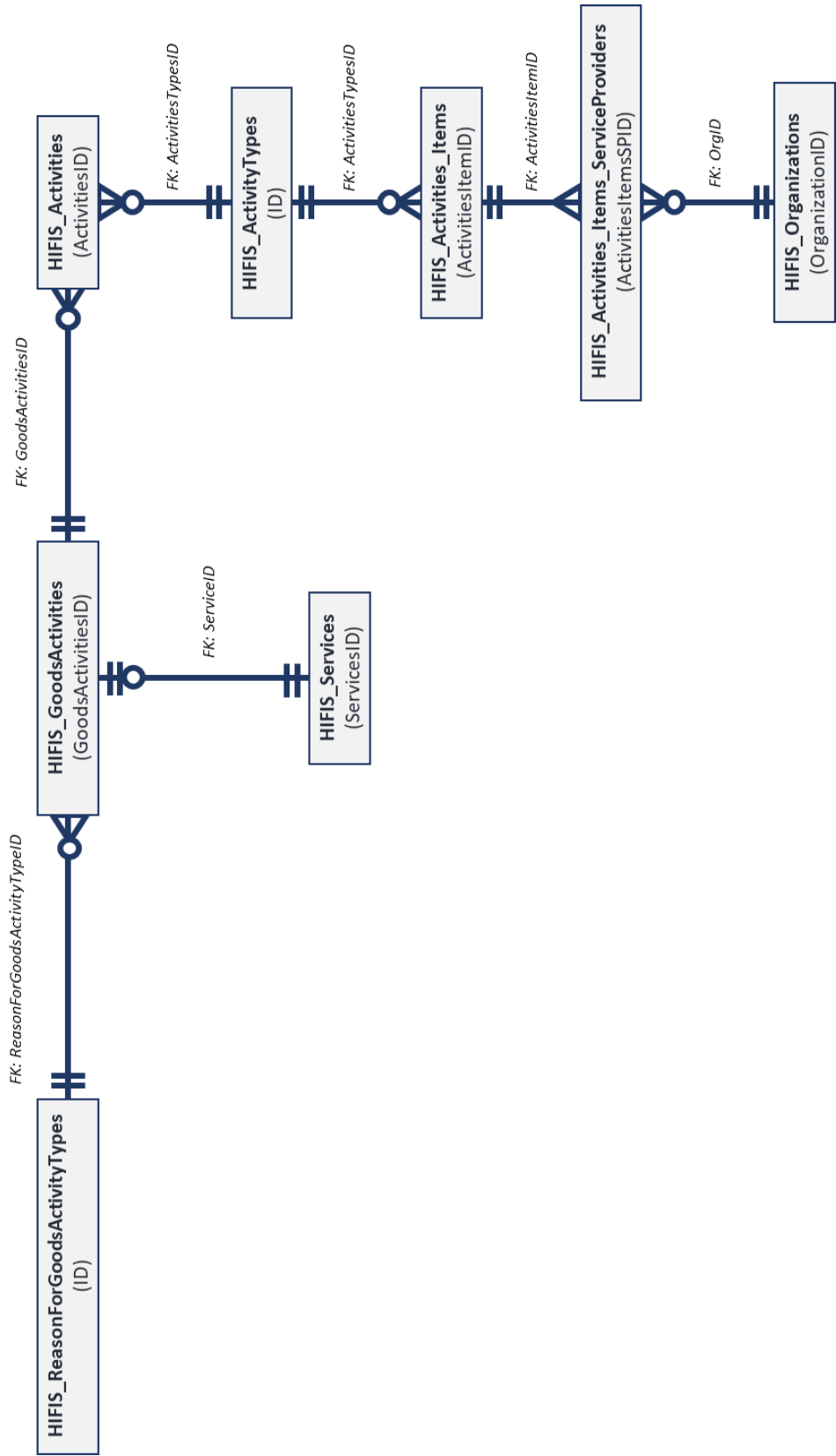


Diagram 33

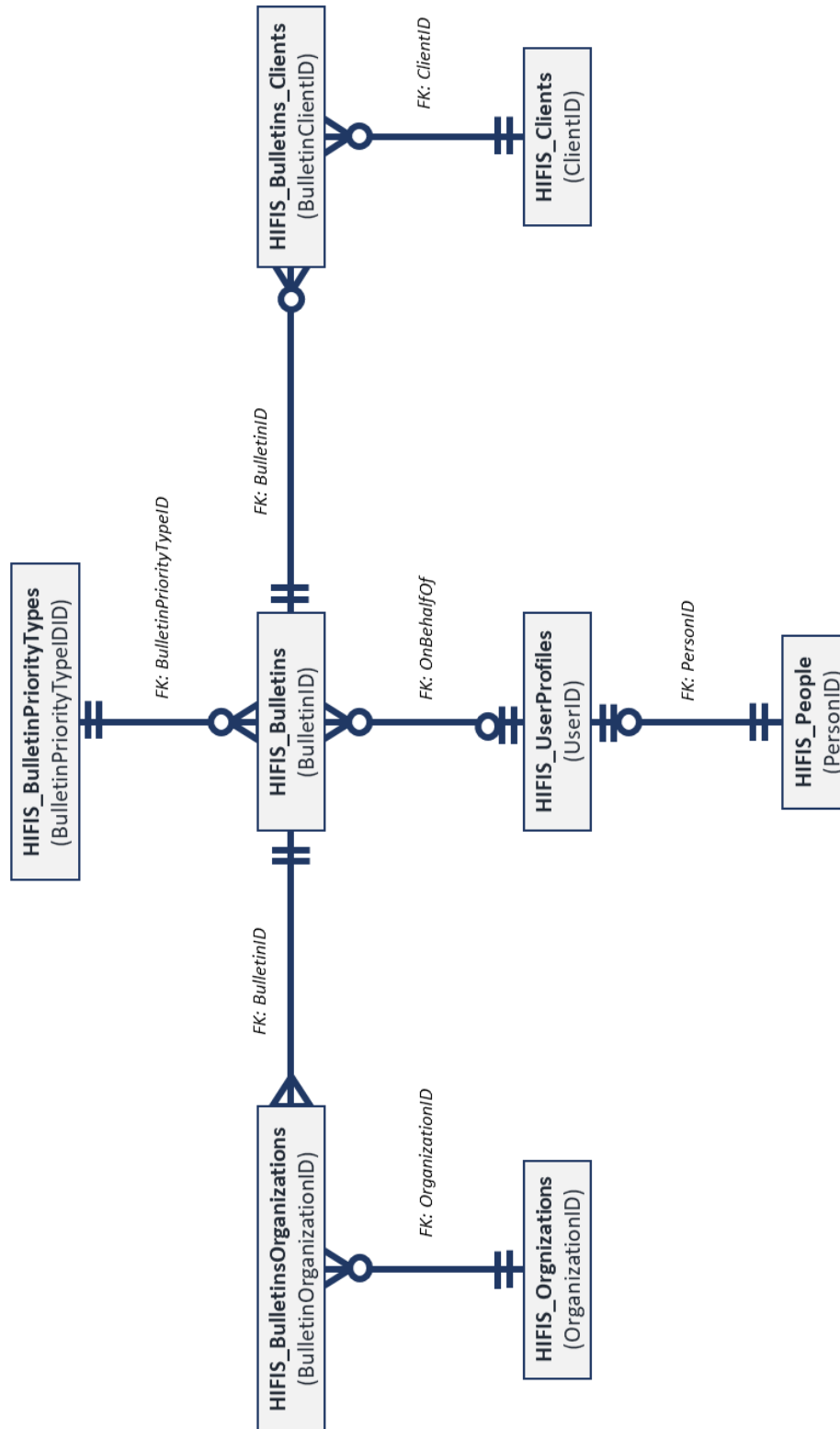
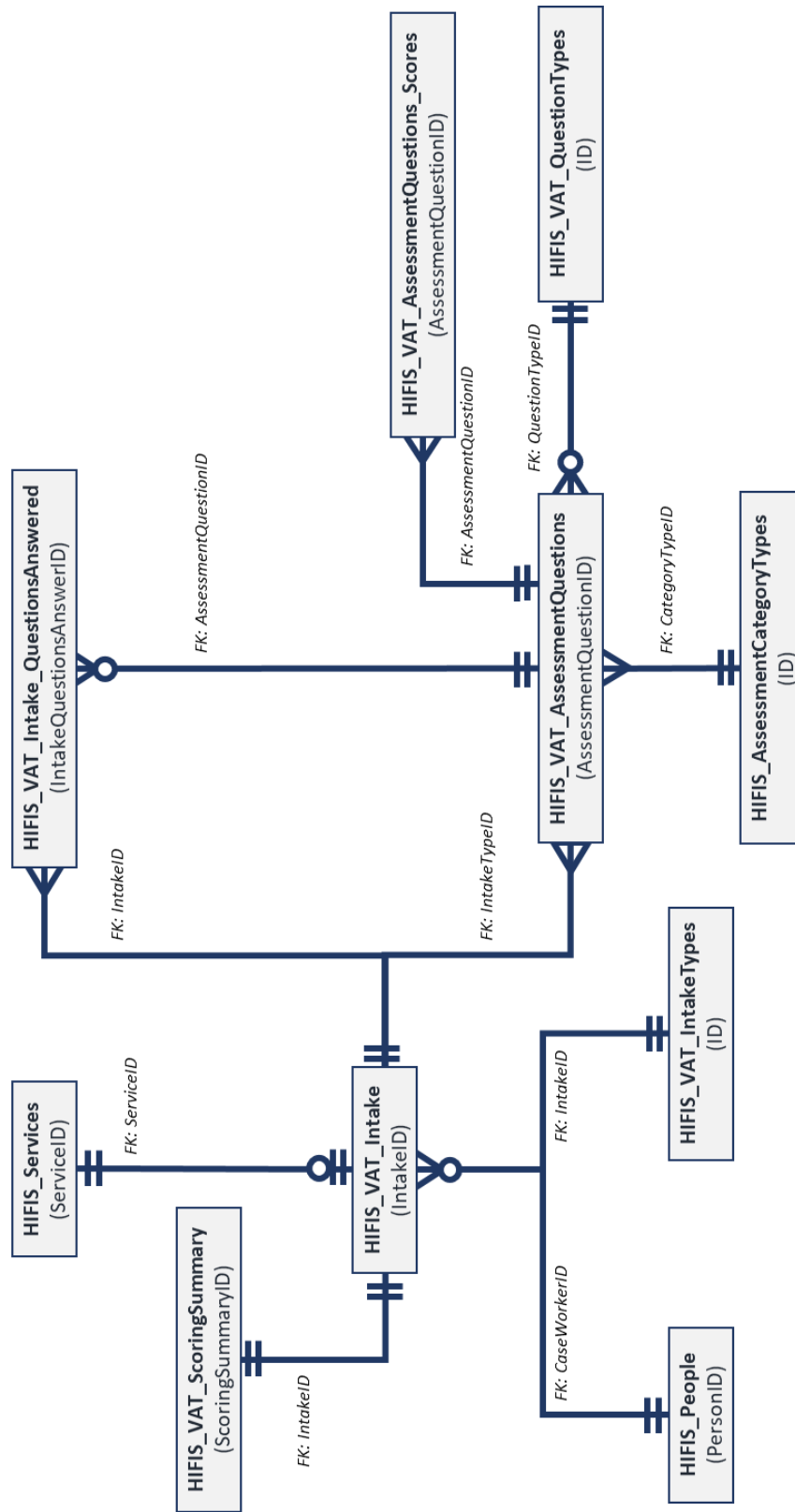


Diagram 34



128



Diagram 36

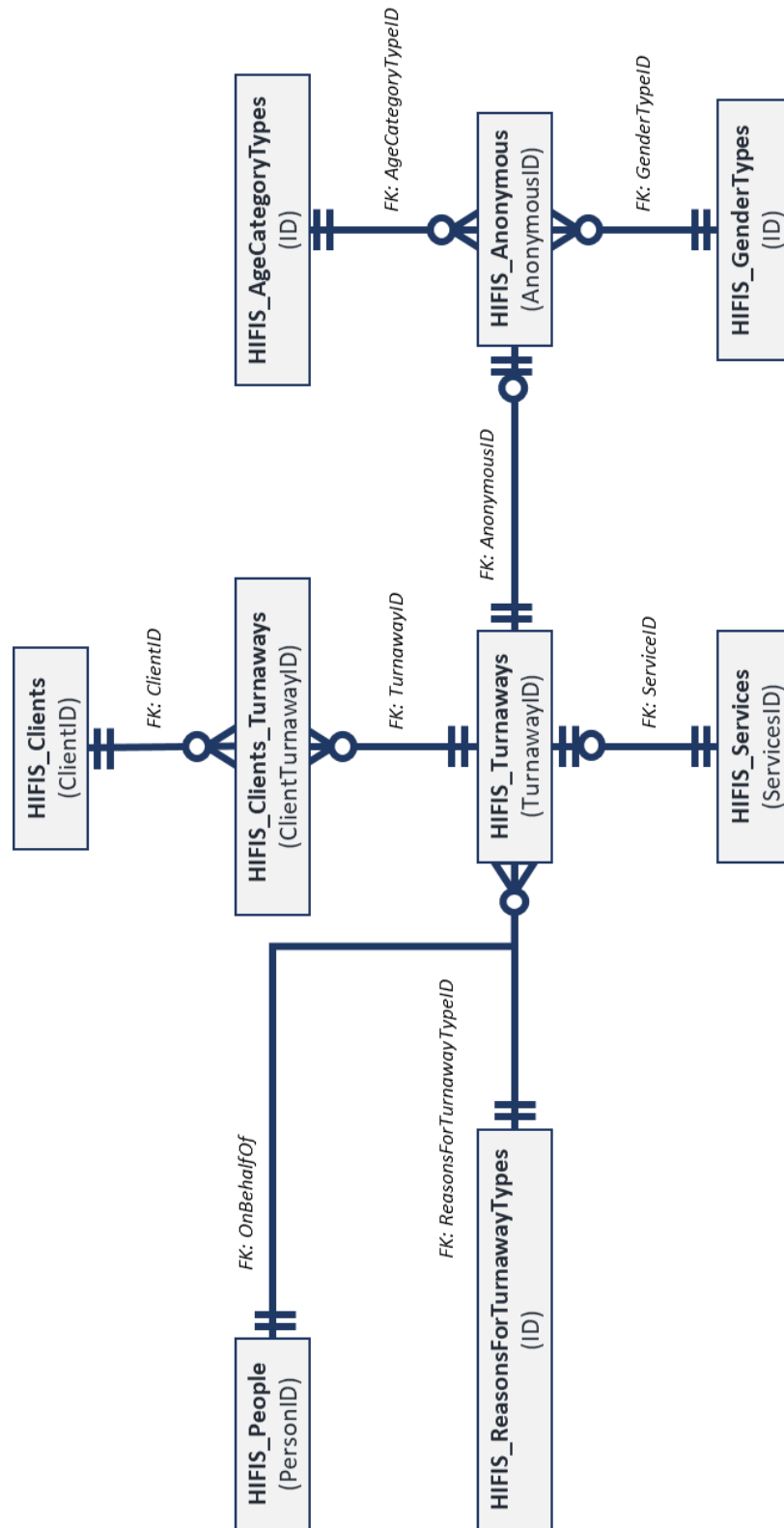


Diagram 37

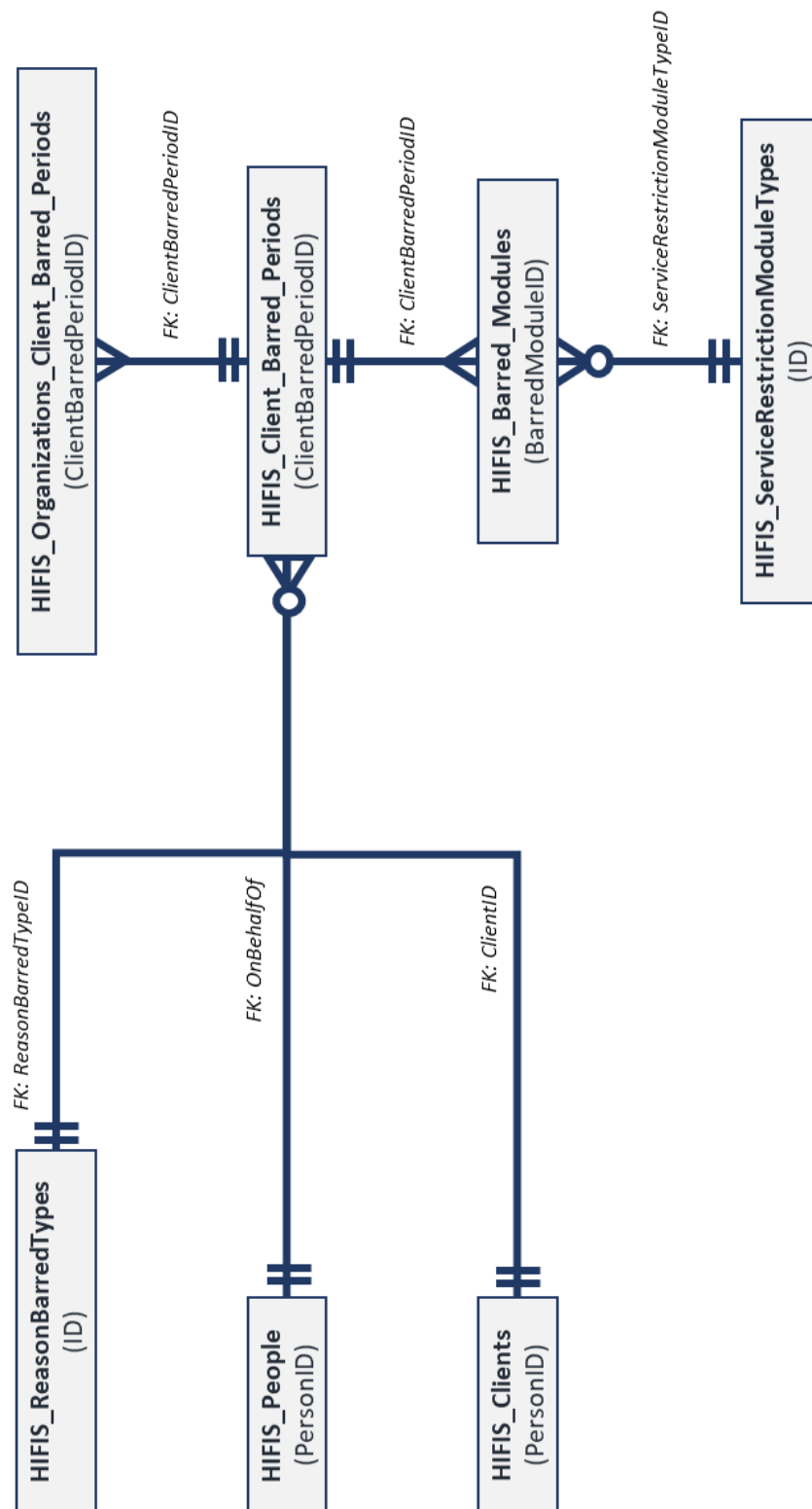


Diagram 38

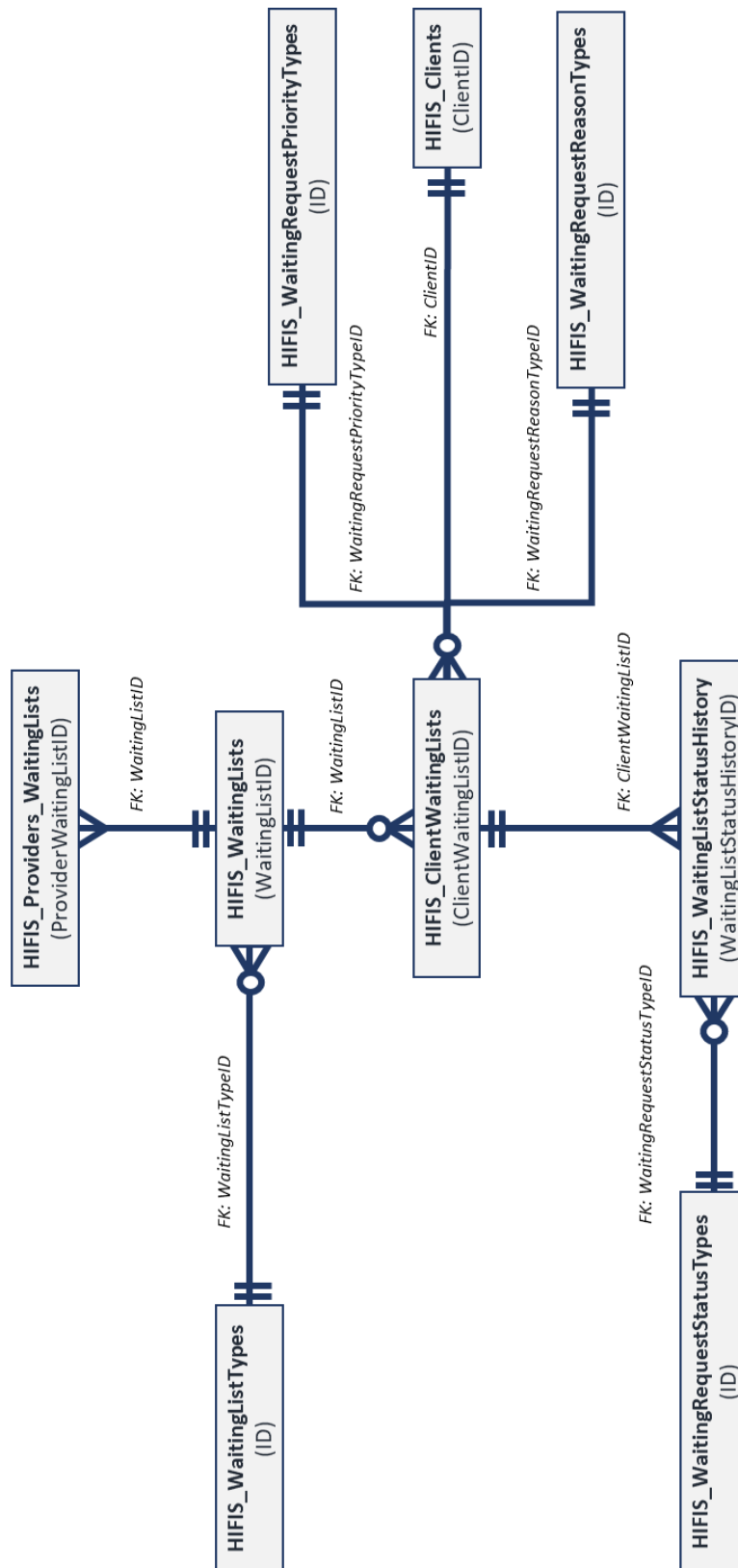


Diagram 39

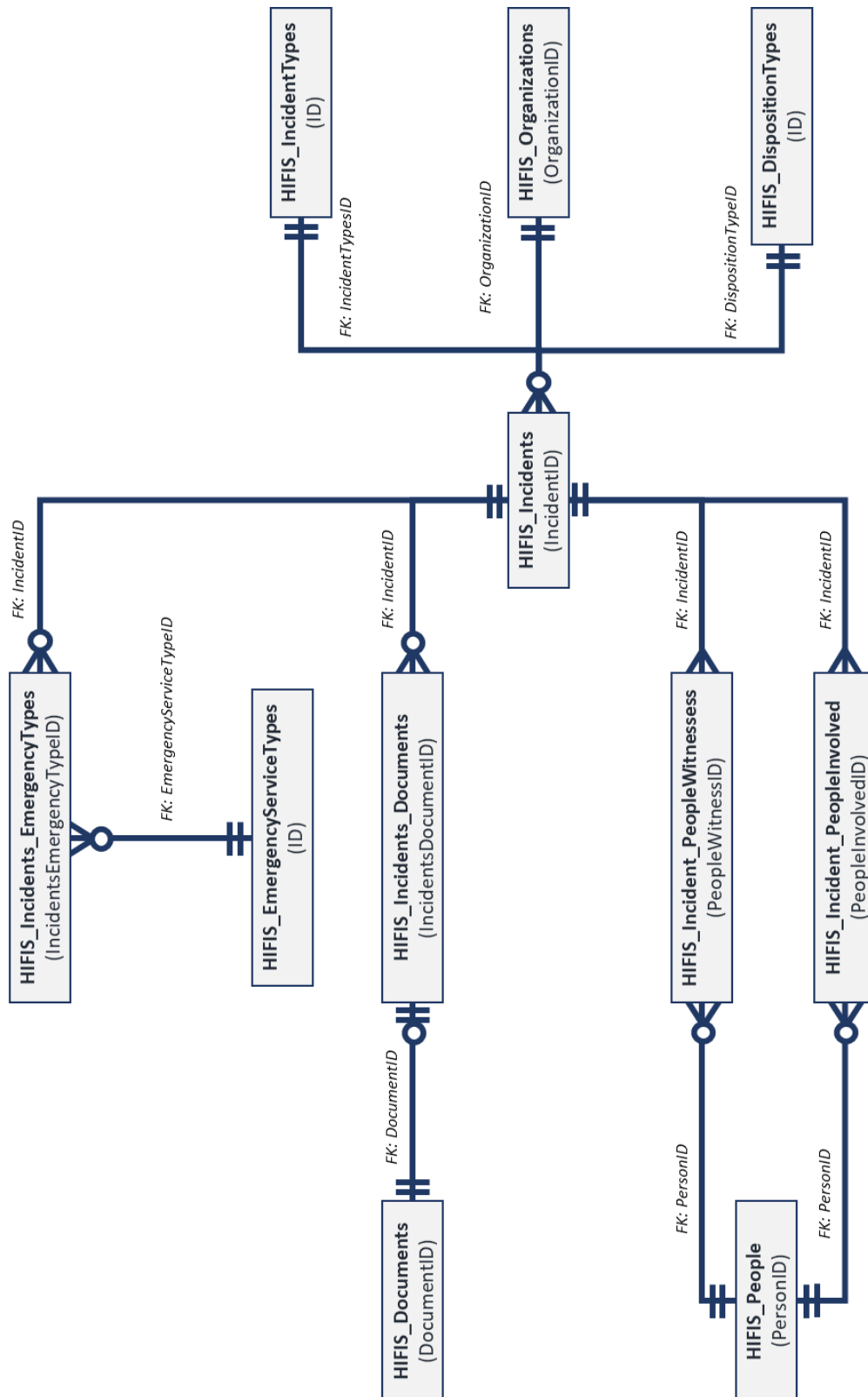


Diagram 40

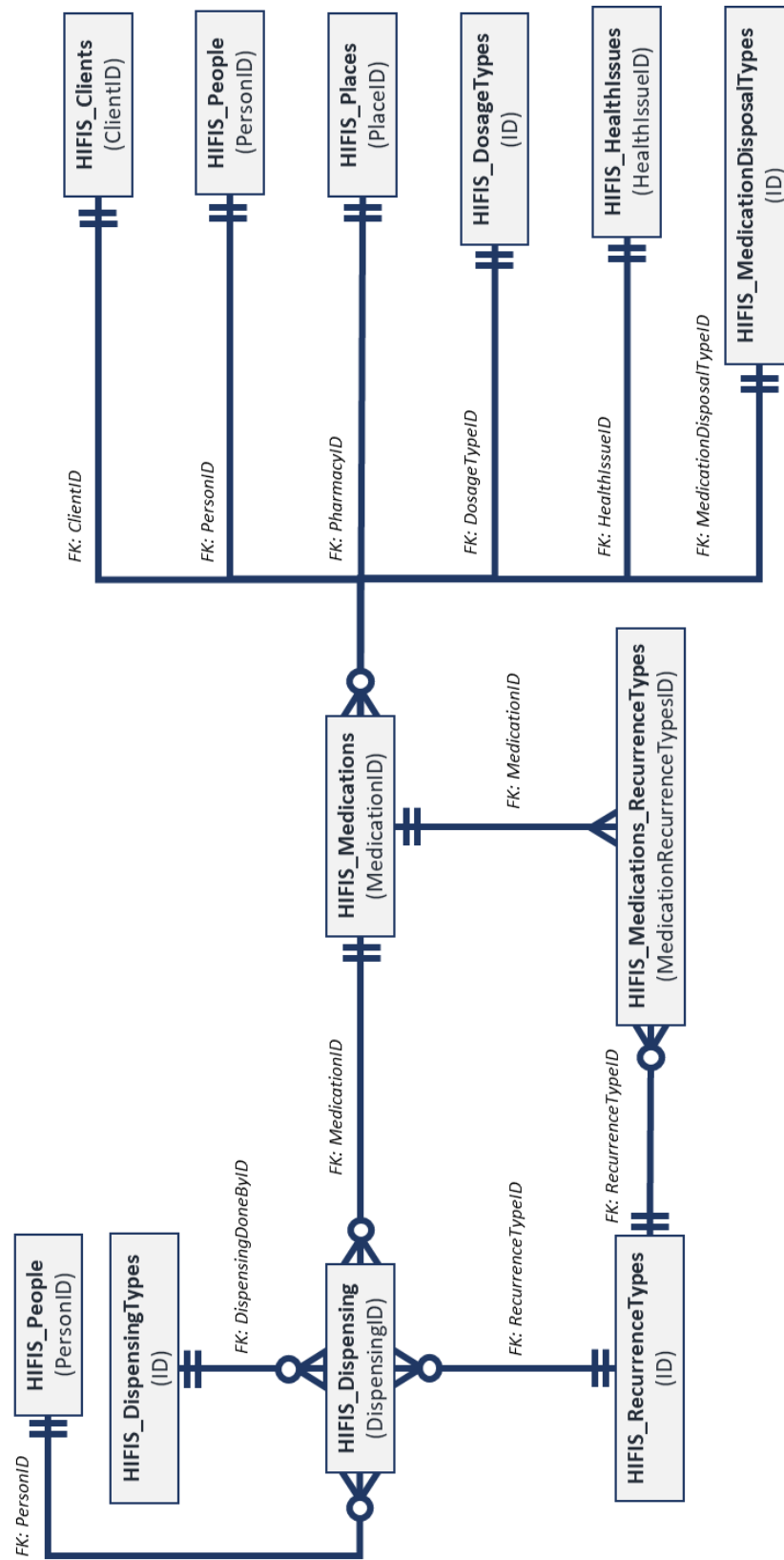


Diagram 41

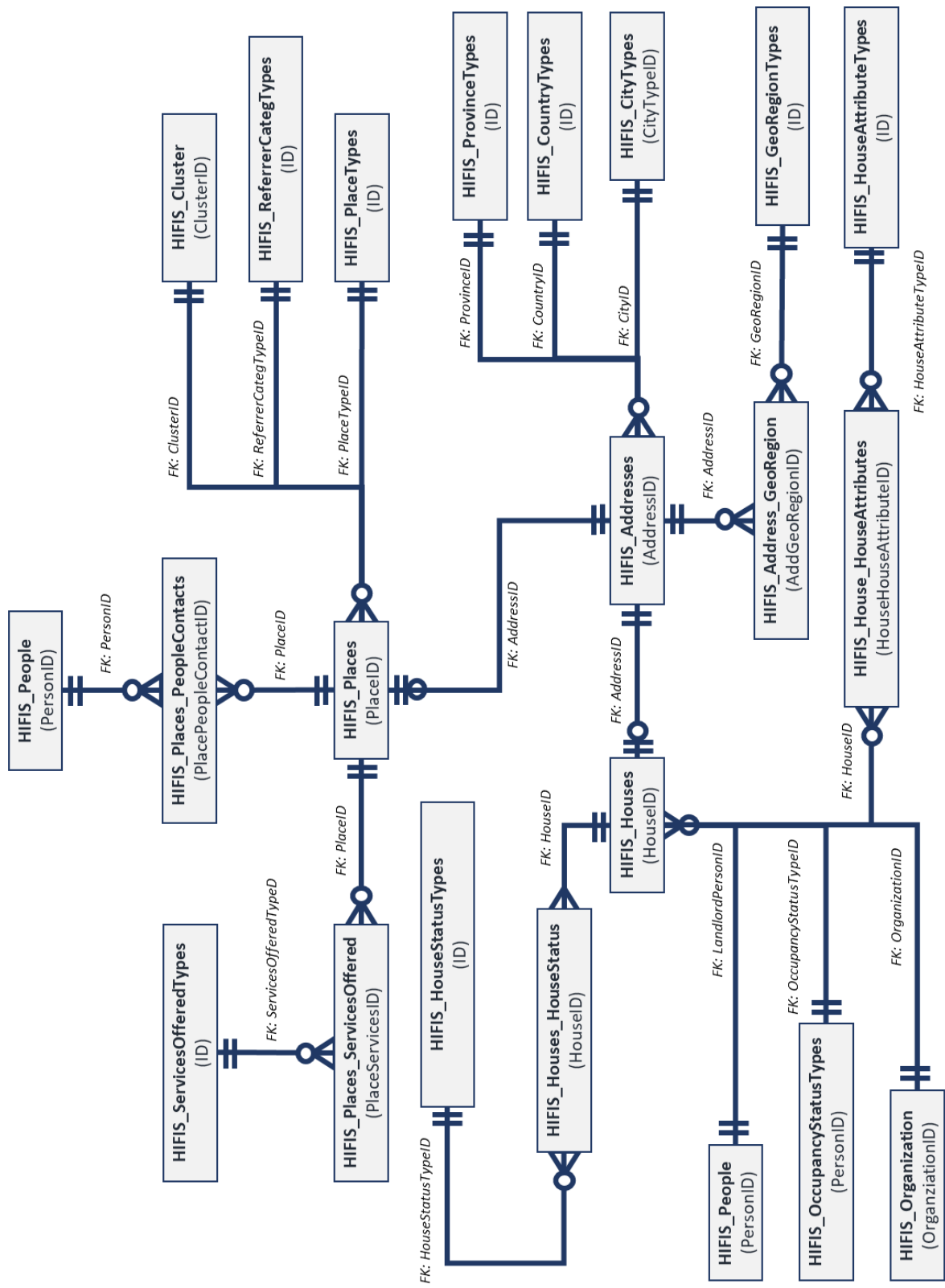


Diagram 42

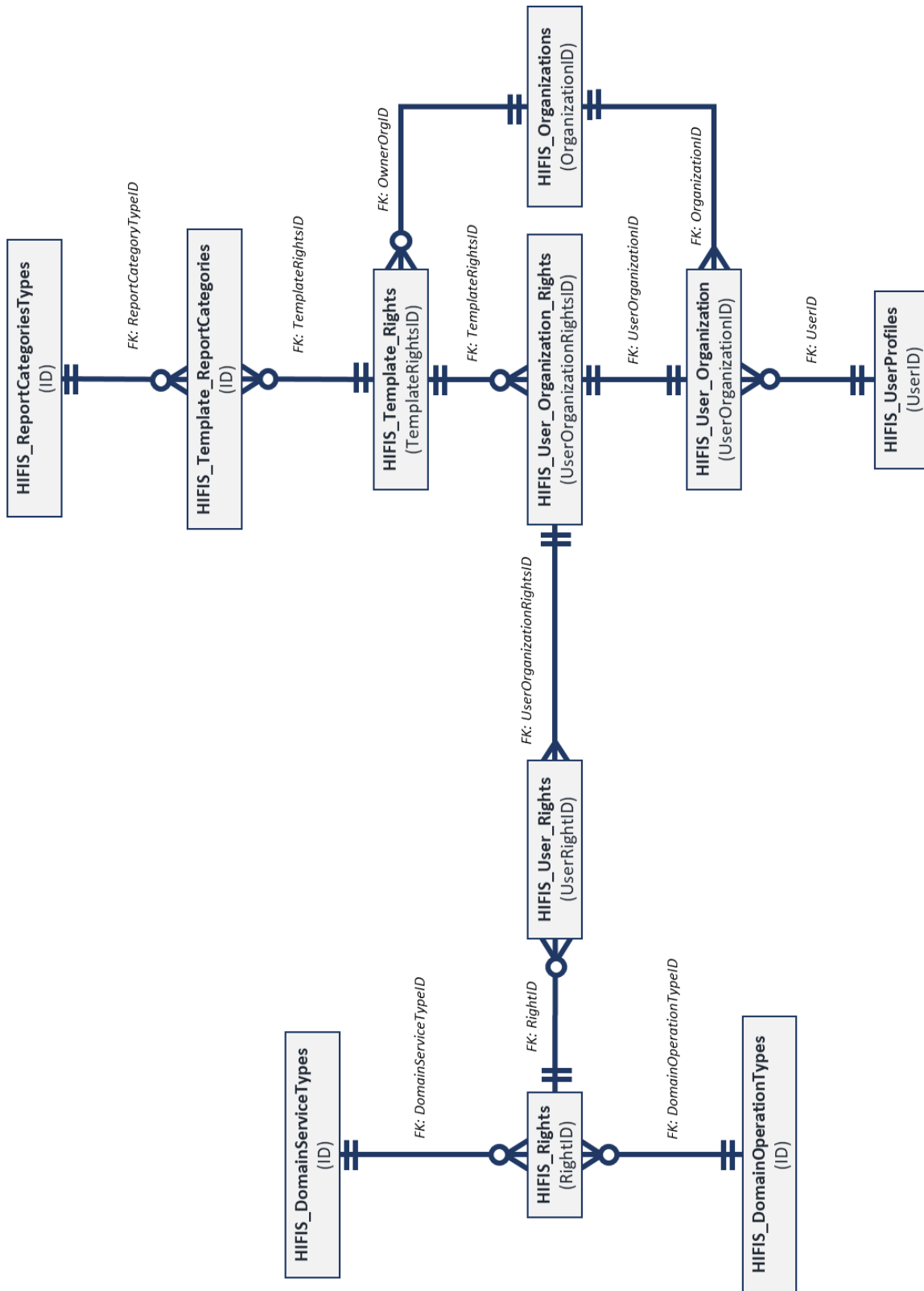


Diagram 43

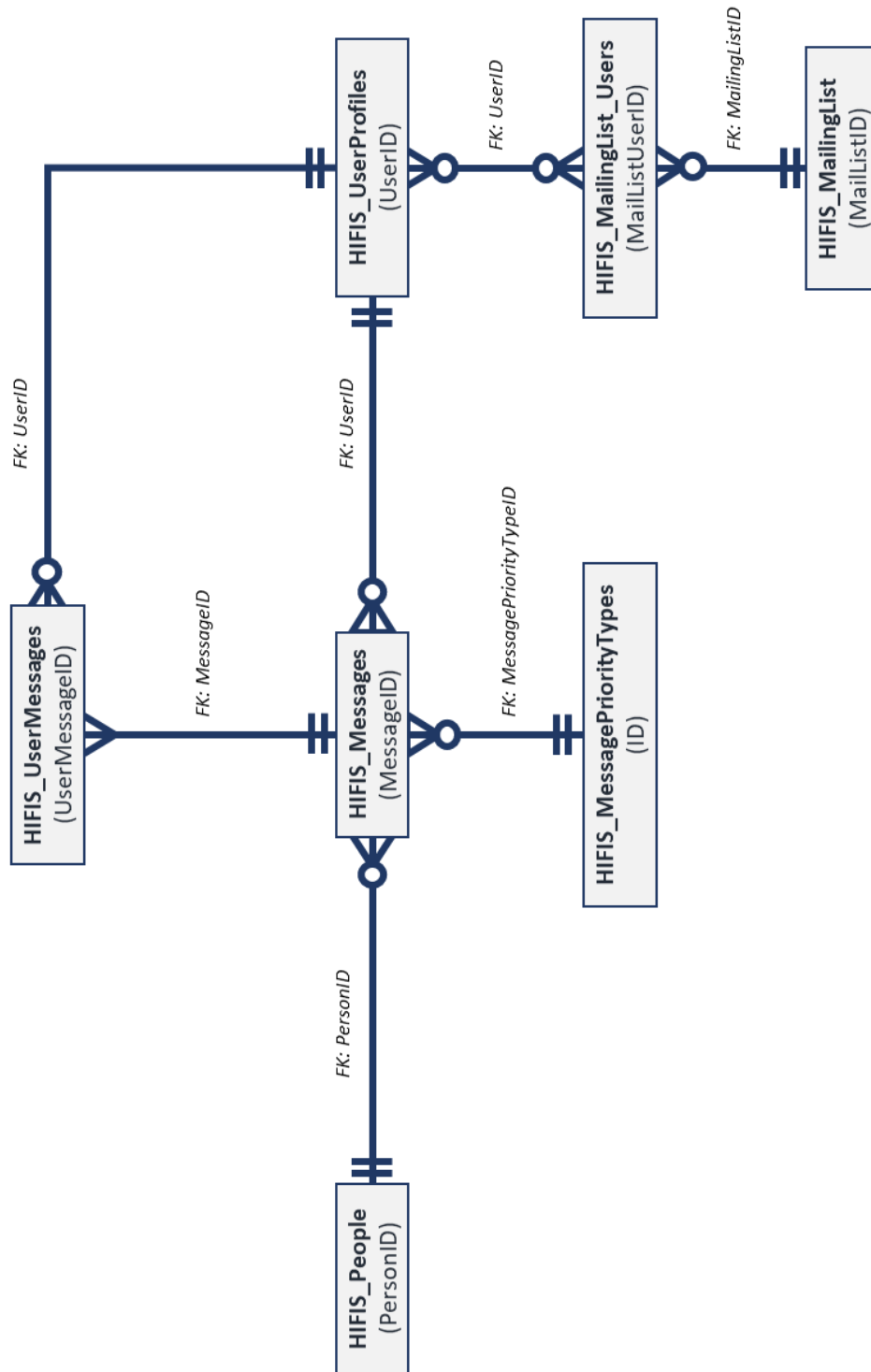


Diagram 44

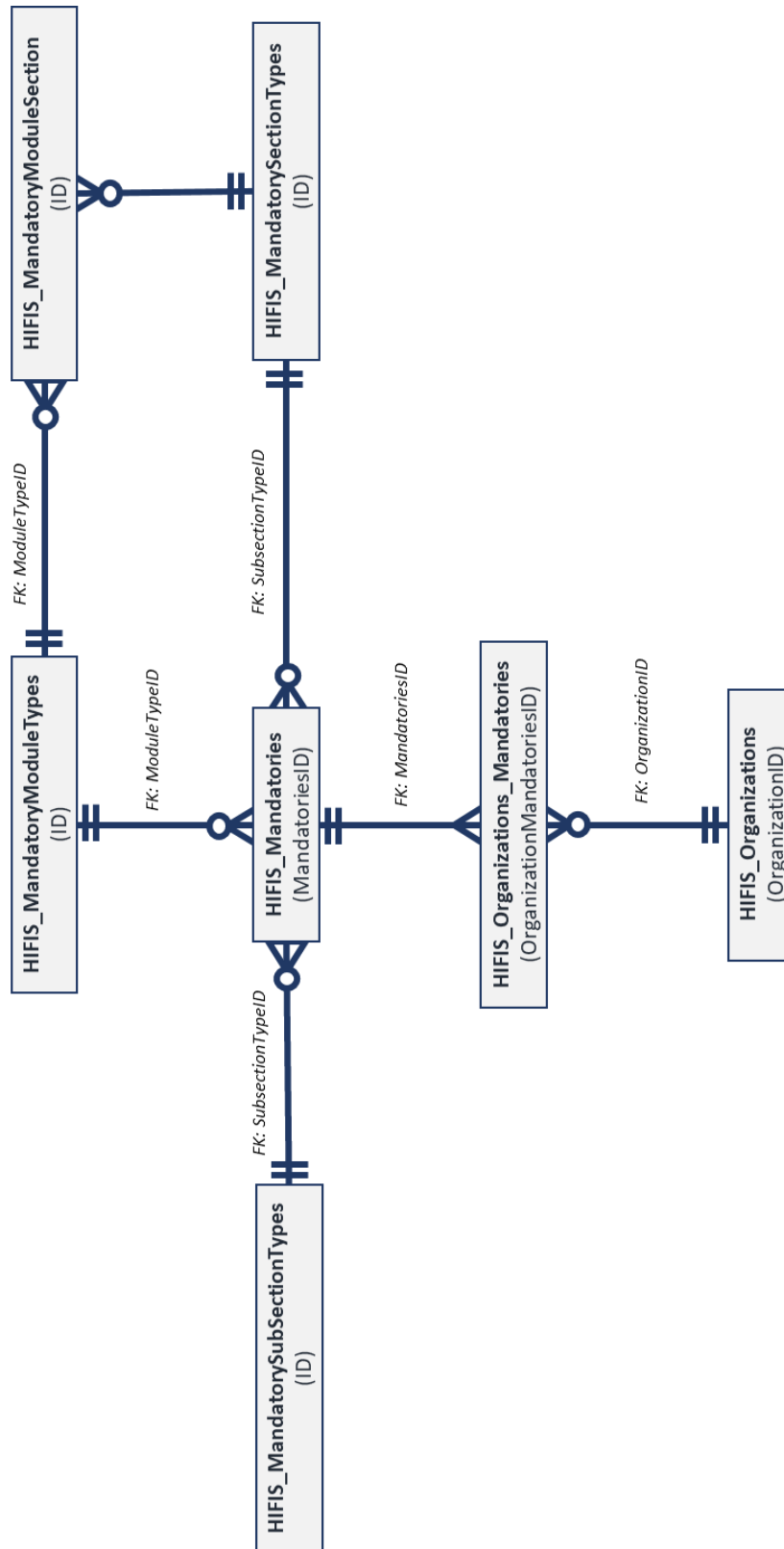


Diagram 45

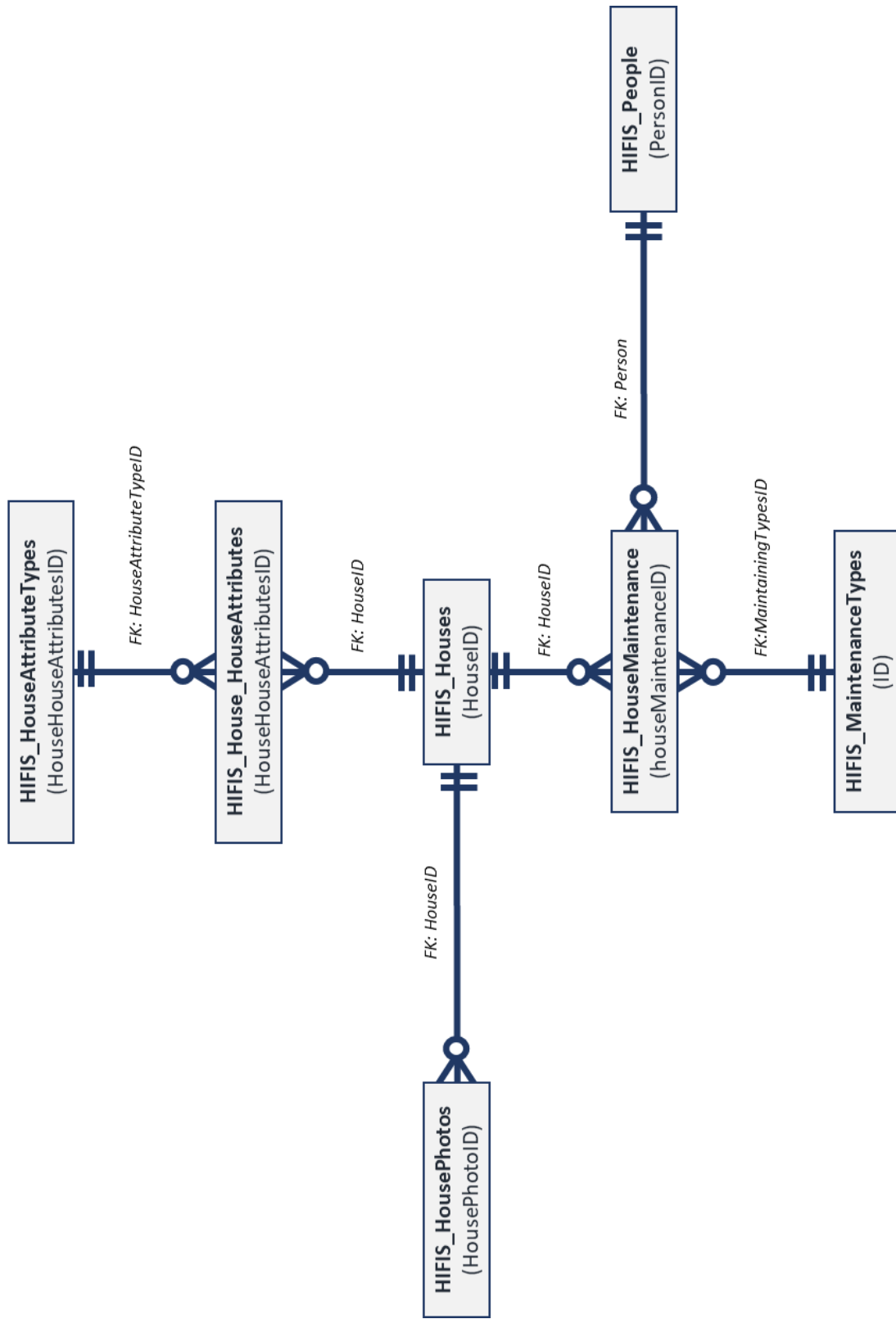


Diagram 46

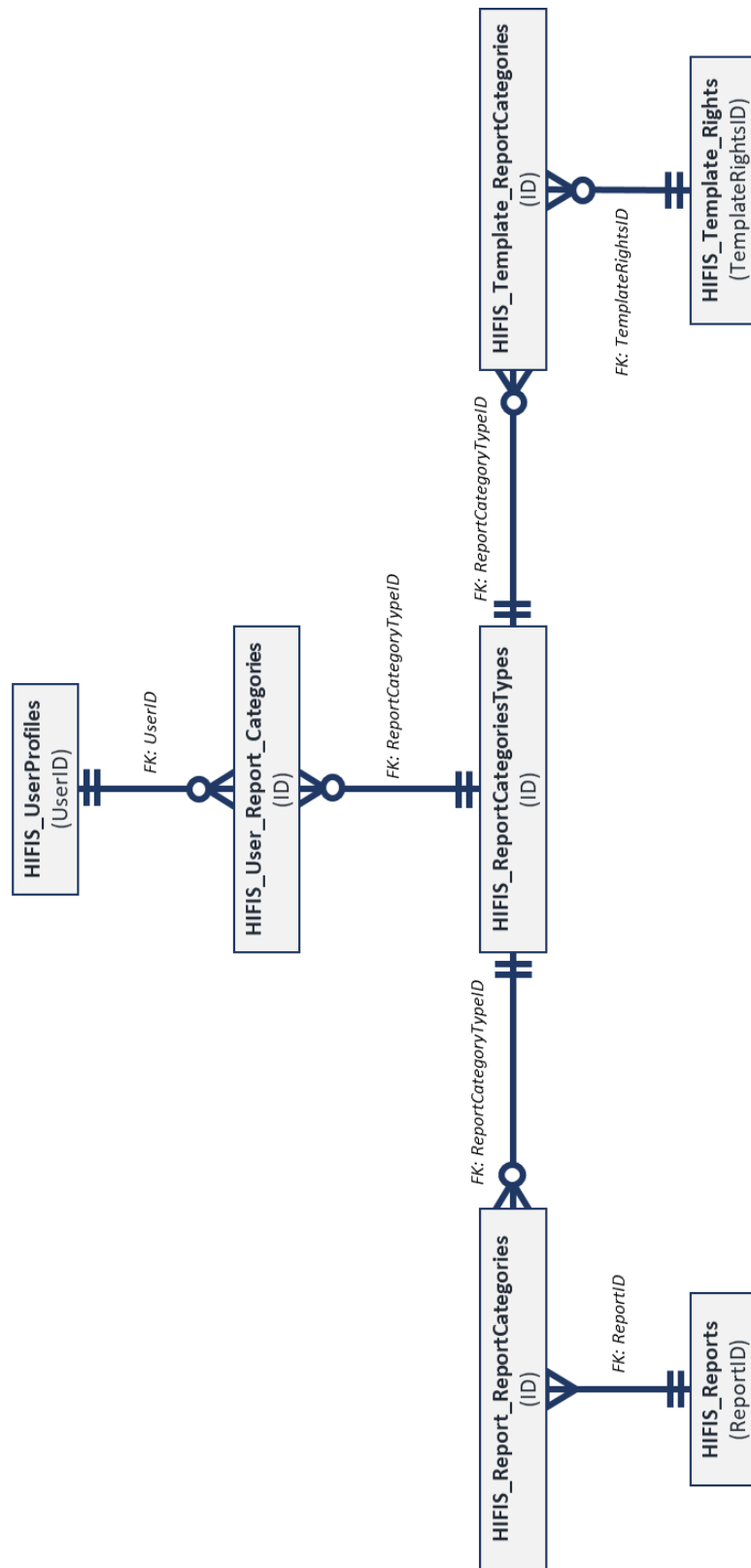


Diagram 47

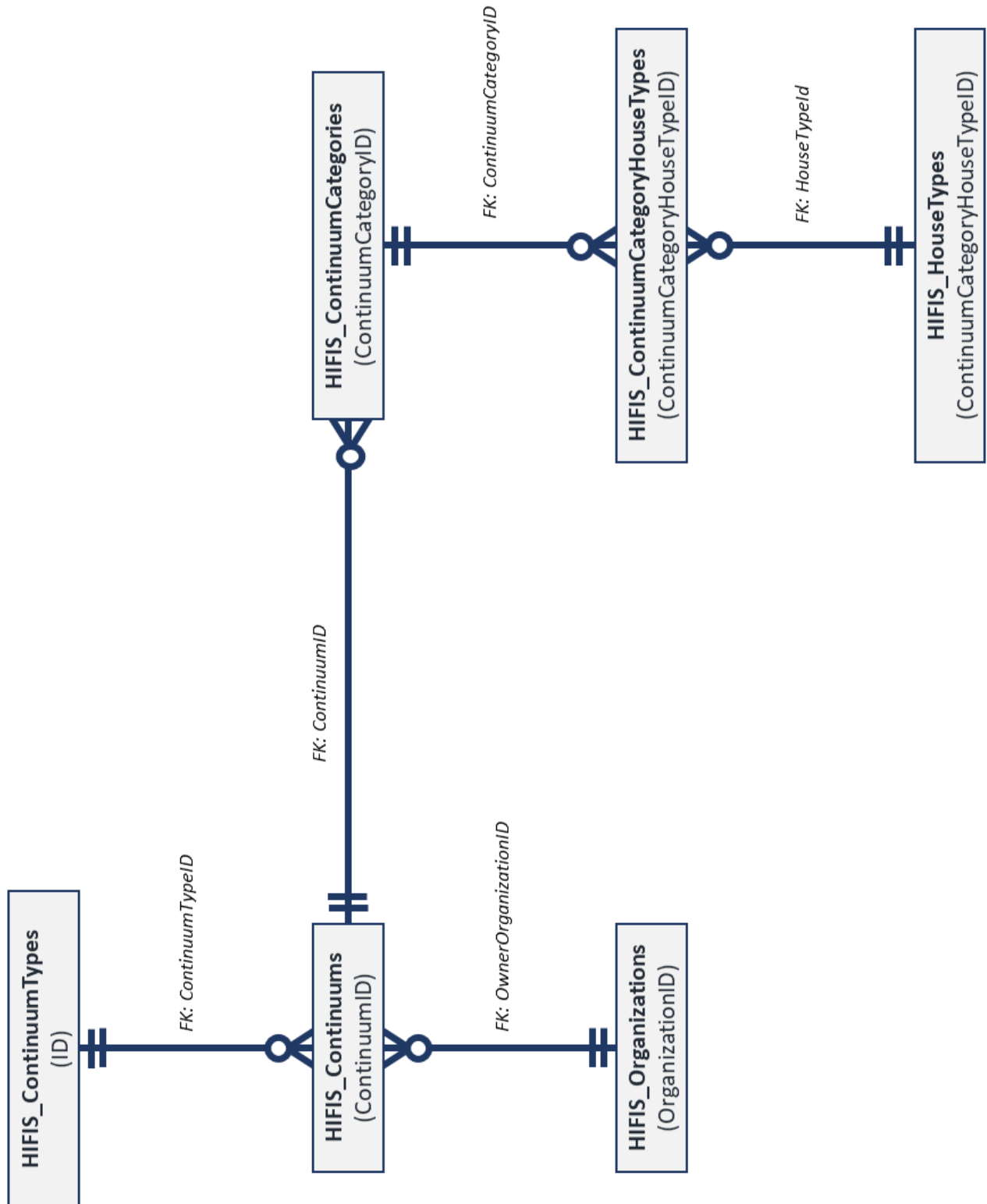


Diagram 48

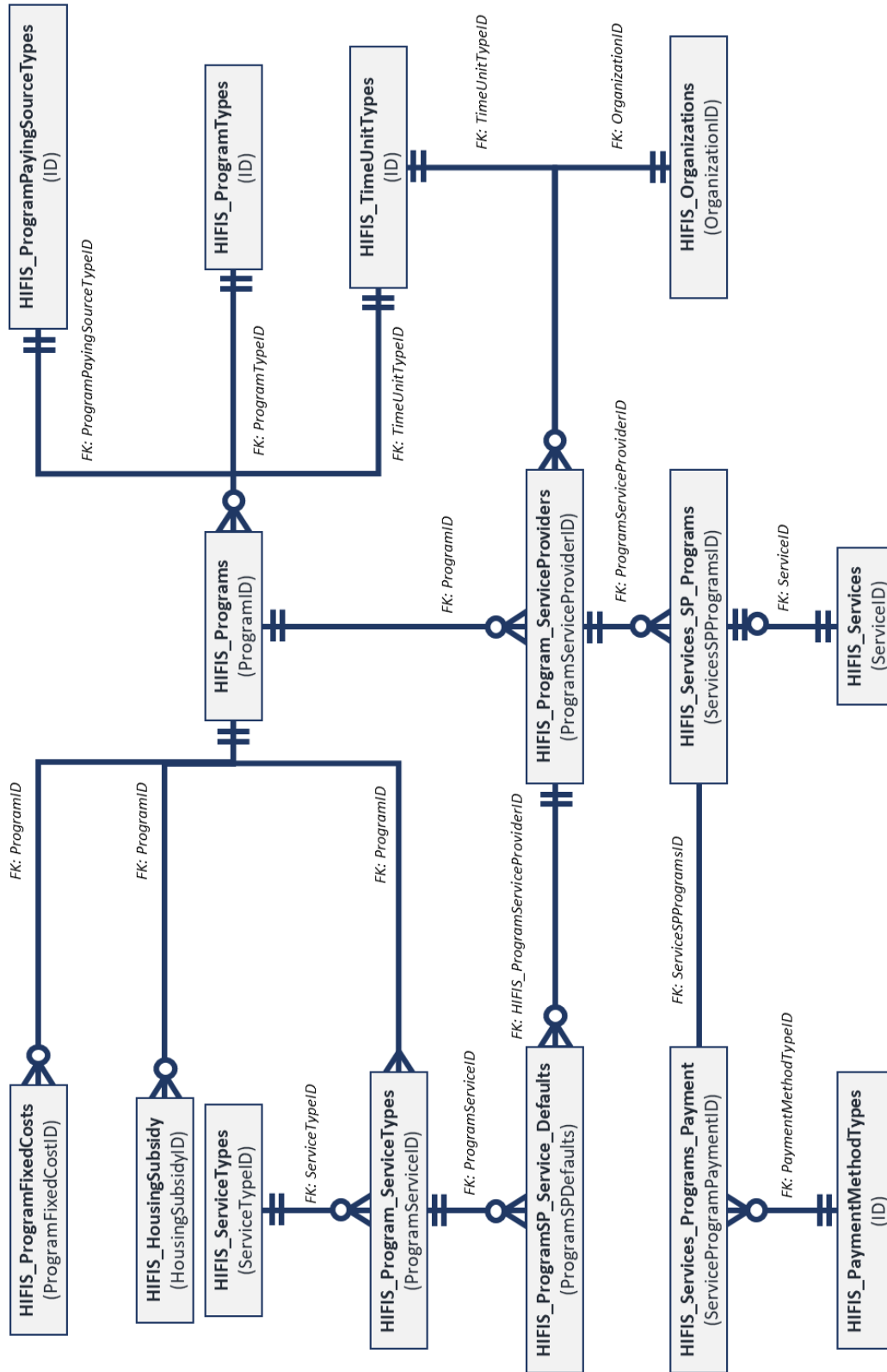


Diagram 49

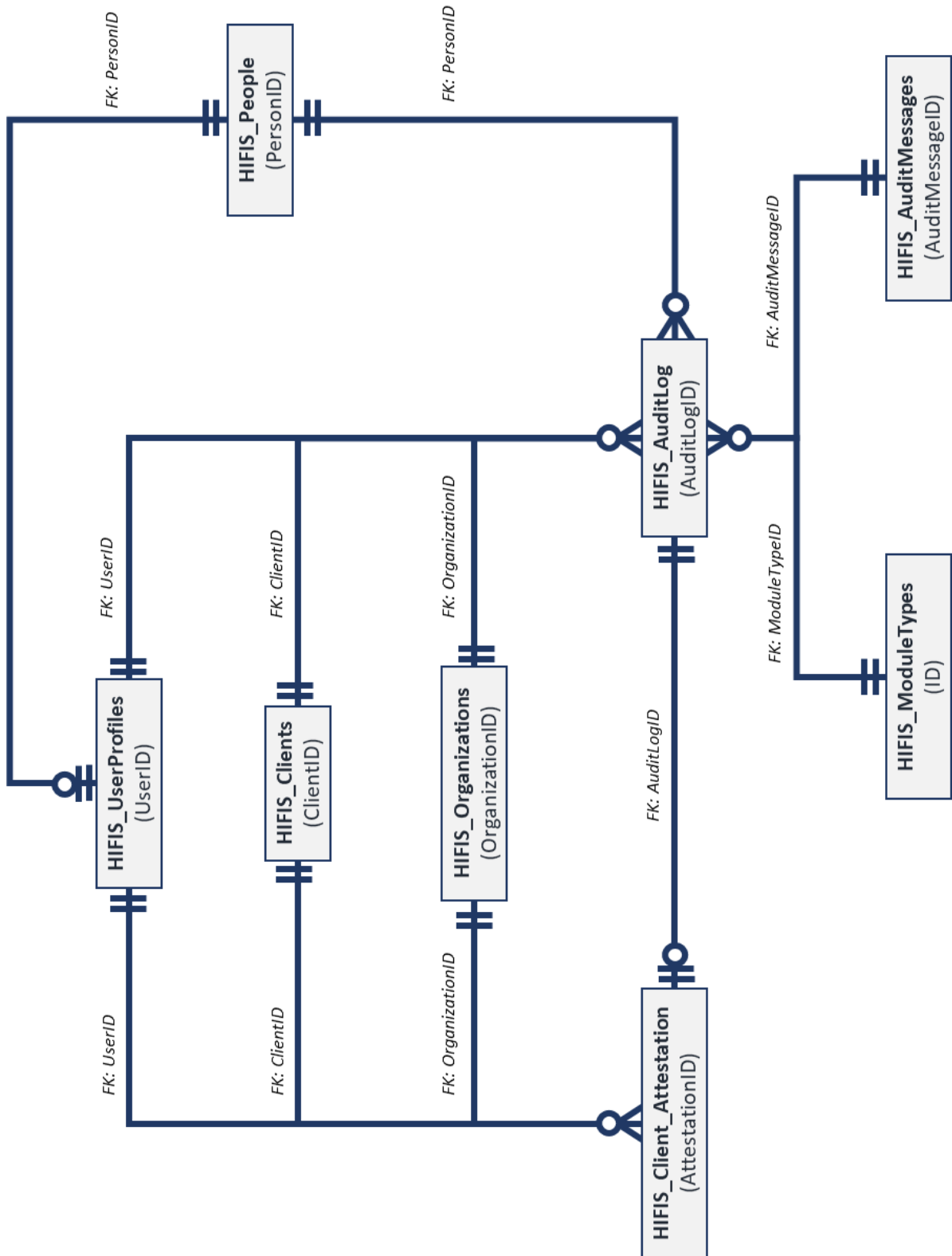


Diagram 50

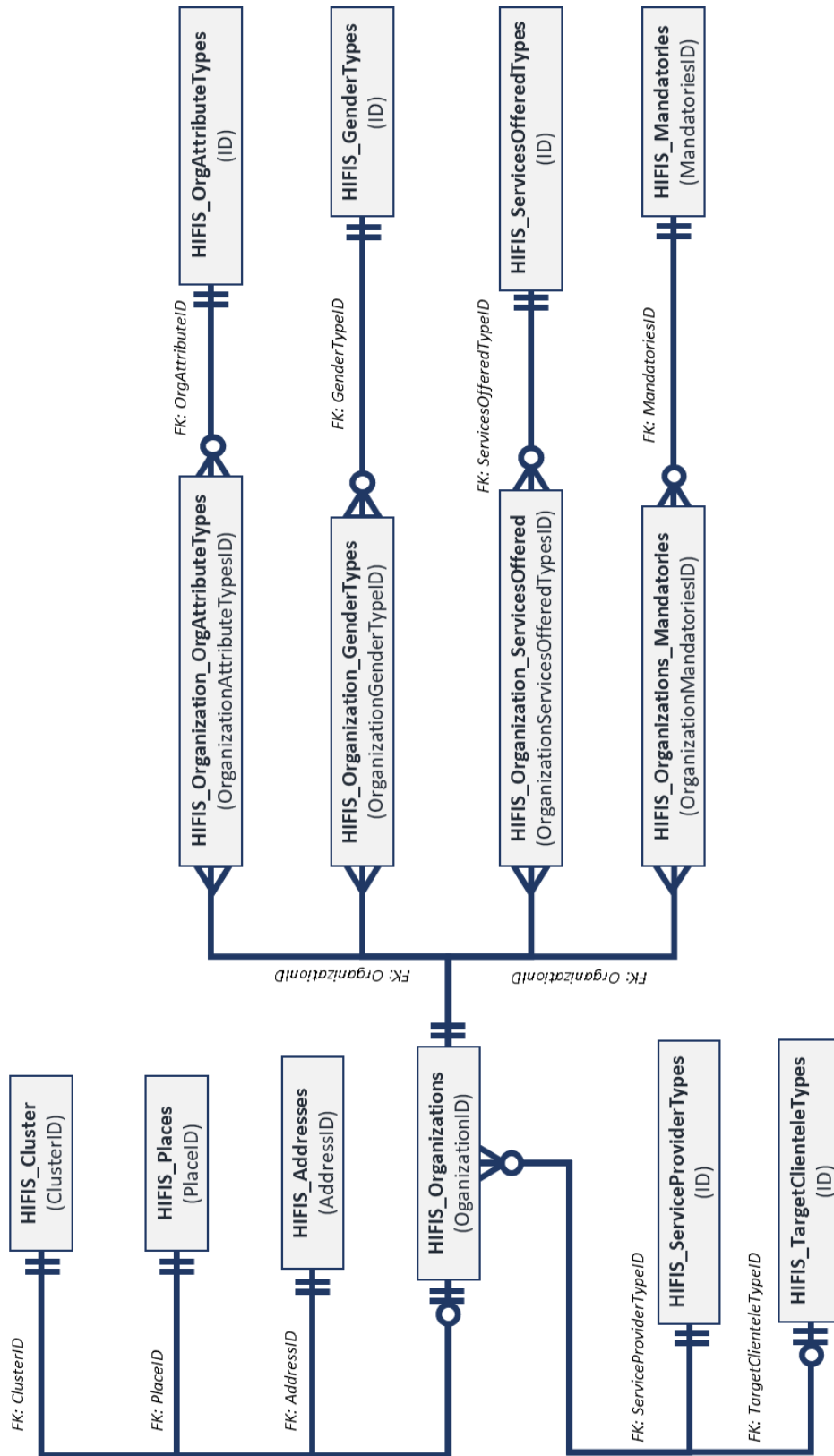


Diagram 51

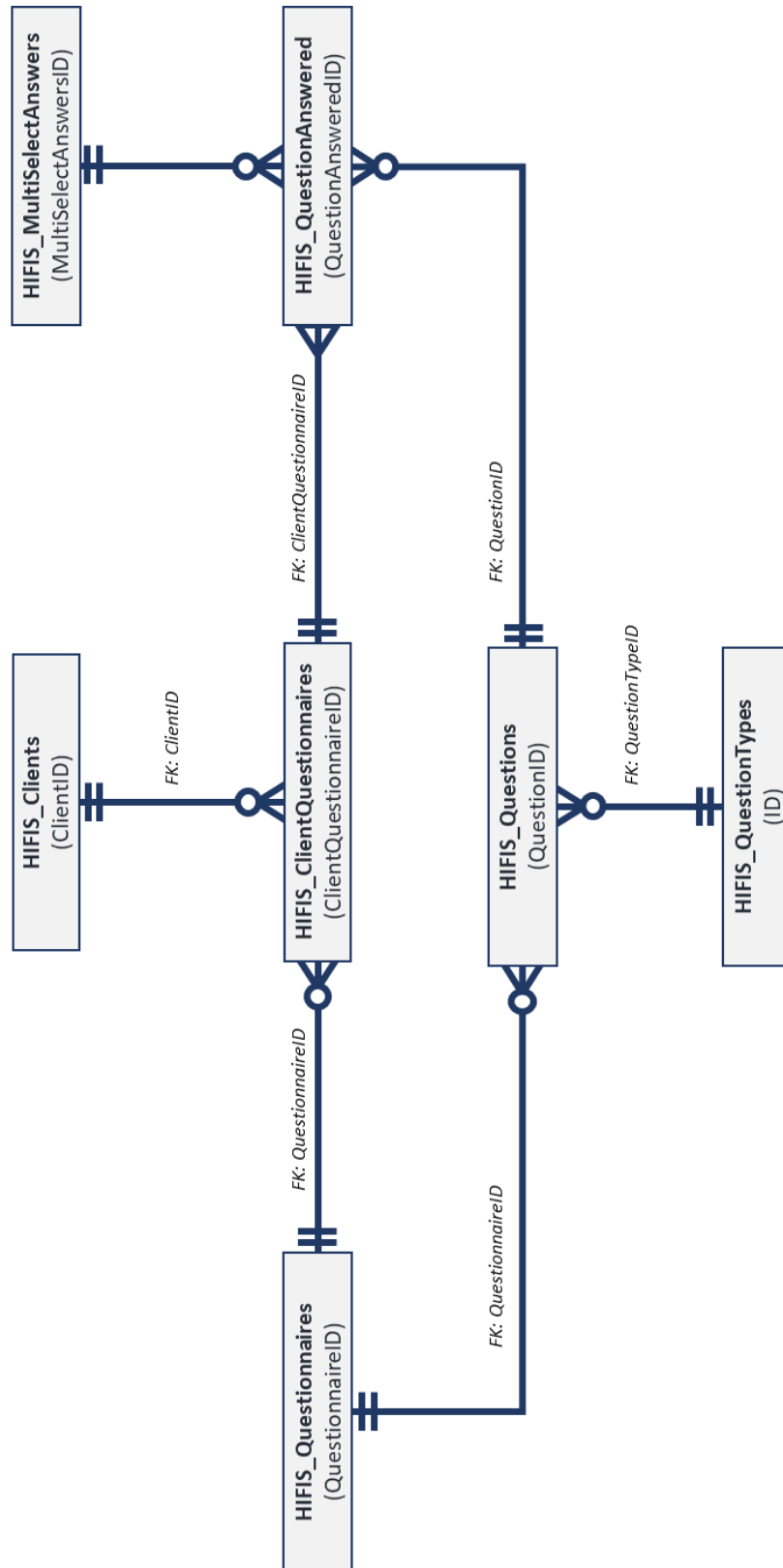


Diagram 52

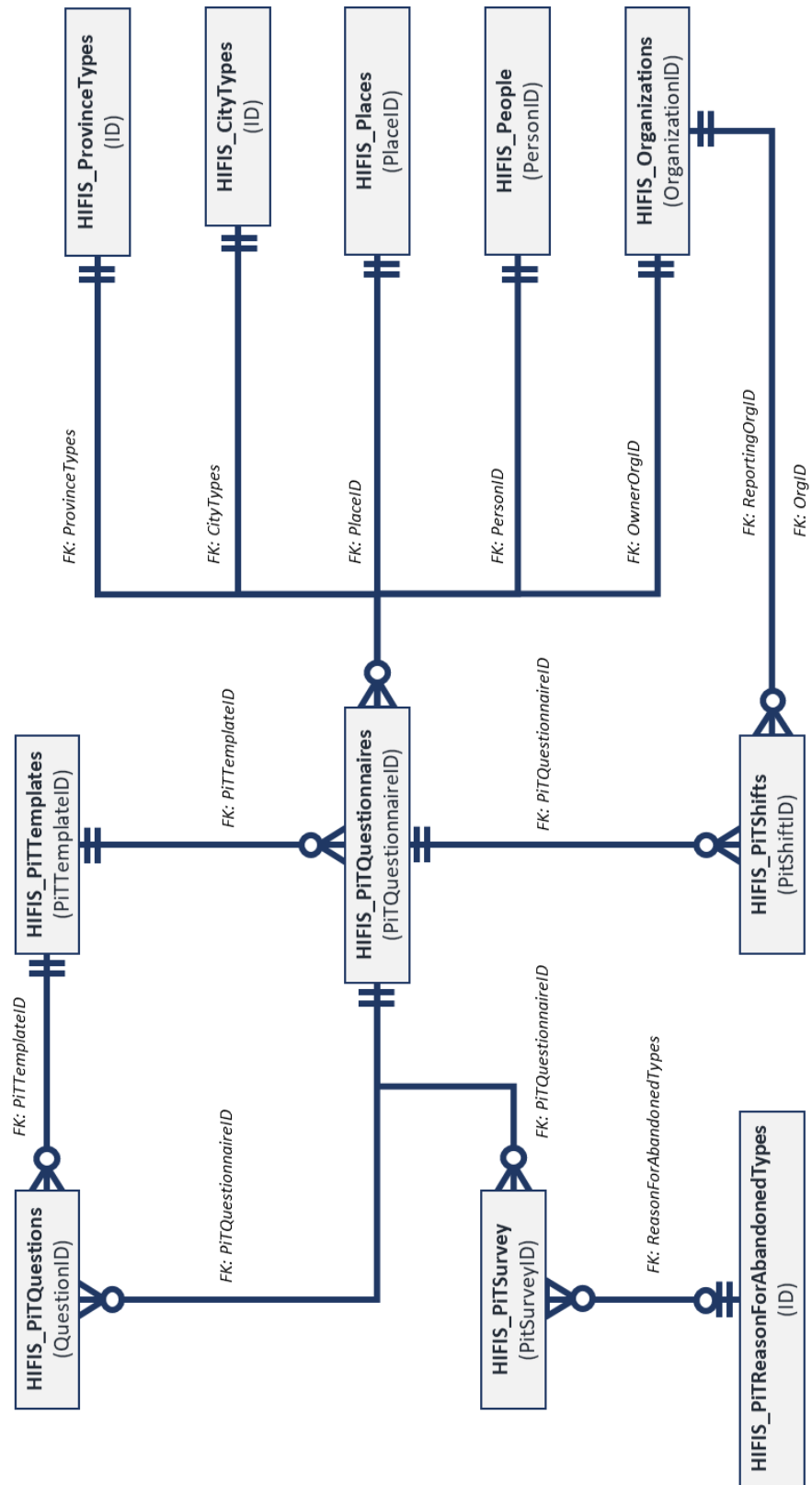


Diagram 53

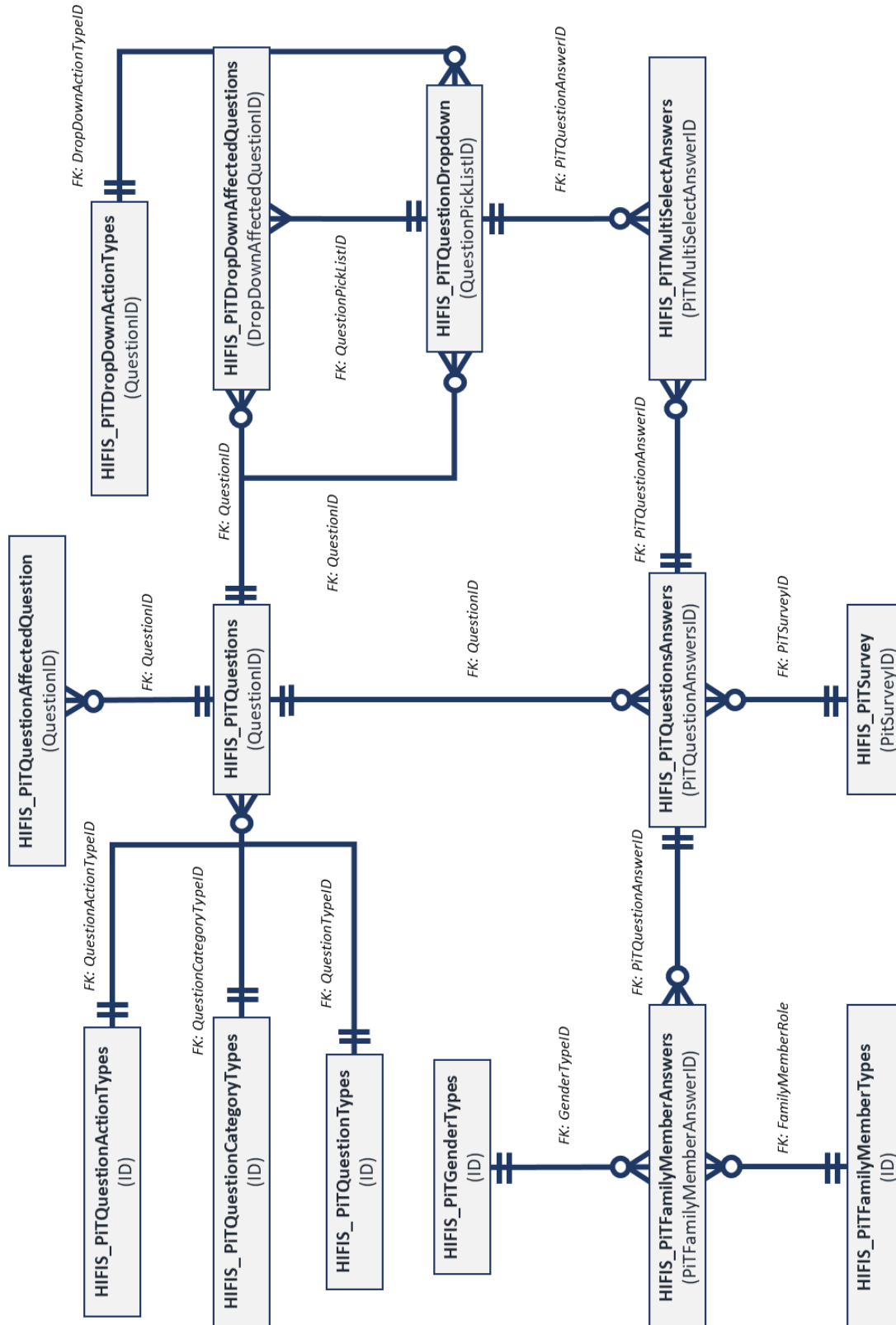


Diagram 54

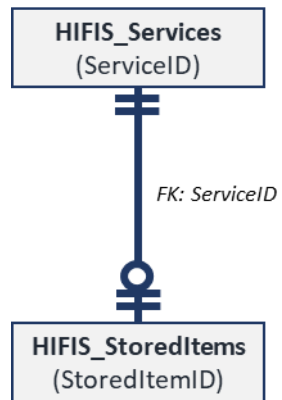
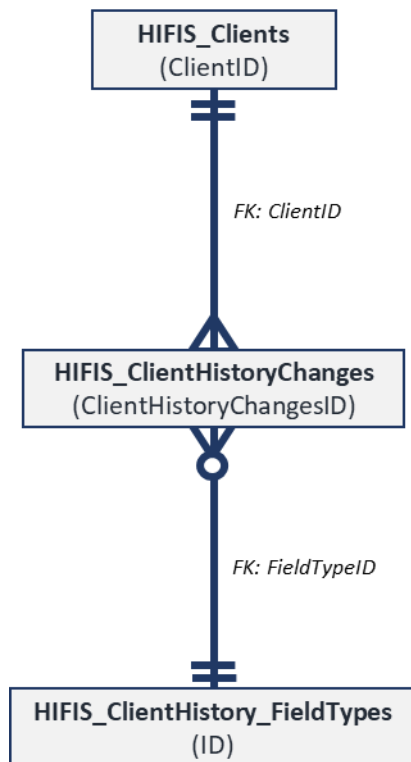


Diagram 55



Look-up Table Quick Reference

Dropdown Name	Module	Section	Where the values come from	What database table the values are stored in
Activity	Client Management	Case Management	Session Activity Types	HIFIS_SessionActivityTypes
Age Group	Client Management	Turn-aways	Age Category	HIFIS_AgeCategoryTypes
Agency Involved/ Referral	Client Management	Case Management	Referrer Categ	HIFIS_ReferrerCategType
All clients still in Housing	Client Management	Housing Placements - Follow-ups	Still In Housing	HIFIS_StillInHousingTypes
Appointment Type	Client Management	Appointments	Appointment	HIFIS_AppointmentTypes
Armed Conflict	Client Information	Veteran Status	Armed Conflicts	HIFIS_ArmedConflictTypes
Asset Type	Client Information	Financial Profile - Assets and Debts	Asset	HIFIS_AssetTypes
At-Risk Status	Client Information	Housing History - Risk of Homelessness	At Risk Status	HIFIS_AtRiskStatusTypes
Band Name	Client Information	Indigenous Status	Cannot edit	HIFIS_BandNameTypes
Bed Status	Administration	Rooms and Beds	Bed Status	HIFIS_BedStatusTypes
Bed Type	Administration	Rooms and Beds	Bed	HIFIS_BedTypes
Behavioural Factor	Client Information	Various Factors - Behavioural Factors	Behavioural Factor	HIFIS_BehaviouralFactorTypes
Case Management Activity	Client Management	Food Banks	Desired Outcome Type	HIFIS_DesiredOutcomeTypes
Case Management Activity	Client Management	Goods and Services	Must have an open Case Management Case with a at least 1 session	N/A
Caseworker	Client Information	Housing History - Risk of Homelessness	Lists Users	N/A
Caseworker	Client Management	Case Management	Lists Users	N/A

Dropdown Name	Module	Section	Where the values come from	What database table the values are stored in
Caseworker	Client Management	Housing Placements	Lists Users	N/A
Caseworker	Client Management	Housing Placements - Attempts	Lists Users	N/A
Caseworker	Client Management	SPDAT	Lists Users	N/A
Caseworker	Client Management	VATs	Lists Users	N/A
Cause of Death	Client Information	Client Details - Vitals	Cause of Death	HIFIS_CauseOfDeathTypes
Chore Type	Client Management	Chores	Chore	HIFIS_ChoreTypes
Citizenship/ Immigration Status	Client Information	Client Details - Vitals	Citizenship	HIFIS_CitizenshipTypes
City	Client Information	Client Details - Vitals	Cannot edit	HIFIS_CityTypes
City	Client Information	Housing History	Cannot edit	HIFIS_CityTypes
City	Front Desk	Directory of Services	Cannot edit	HIFIS_CityTypes
City	Front Desk	Housing - Housing Unit	Cannot edit	HIFIS_CityTypes
City	Administration	Service Provider	Cannot edit	HIFIS_CityTypes
City	PiT	Events	Cannot edit	HIFIS_CityTypes
Client Name(s)	Communications	Bulletins	Lists clients	
Client State	Client Information	Client Details - Vitals	Client State	HIFIS_ClientStateTypes
Clients that have left housing	Client Management	Housing Placements - Follow-ups	Change in Housing Placement Details – must be part of a family	N/A
Cluster	Administration	Service Provider	Cannot edit	N/A
Conflict Type	Client Management	Conflicts	Conflict	HIFIS_ConflictTypes
Consent Type	Client Information	Client Details - Vitals	Cannot edit	HIFIS_ConsentTypes
Consent Type	Client Information	Consent	Cannot edit	HIFIS_ConsentTypes
Contact List	Front Desk	Directory of Services	Generated using People and Users	HIFIS_People

Dropdown Name	Module	Section	Where the values come from	What database table the values are stored in
Contractor	Front Desk	Housing - Housing Maintenance	Cannot edit	N/A
Contributing Factor	Client Information	Various Factors - Contributing Factors	Contributing Factor	HIFIS_ContributingFactorTypes
Contributing Factors	Client Management	Case Management	Change in Various Factors > Contributing Factors	HIFIS_Cases_ClientFactors
Copy Lookups From	Administration	Service Provider	Cannot edit	N/A
Copy Mandatories From	Administration	Service Provider	Cannot edit	N/A
Counterpart Name	Client Management	Conflicts	Lists People from the People List	N/A
Country	Front Desk	Directory of Services	Cannot edit	HIFIS_CountryTypes
Country	Front Desk	Housing - Housing Unit	Cannot edit	HIFIS_CountryTypes
Country	Administration	Service Provider	Cannot edit	N/A
Country	Client Information	Housing History	Cannot edit	HIFIS_CountryTypes
Country (under Asset)	Client Information	Financial Profile - Assets and Debts	Cannot edit	HIFIS_CountryTypes
Country (under Debt)	Client Information	Financial Profile - Assets and Debts	Cannot edit	HIFIS_CountryTypes
Country of Birth	Client Information	Client Details - Vitals	Cannot edit	HIFIS_CountryTypes
Debt Type	Client Information	Financial Profile - Assets and Debts	Liability	HIFIS_LiabilityTypes
Default Service Provider	Administration	Users	Cannot edit	N/A
Dietary Requirement Category	Client Information	Health Information - Dietary Restrictions	Diet Category	HIFIS_DietCategoryTypes
Disposal Method	Client Information	Health Information - Medication	Medication Disposal	HIFIS_MedicationDisposalTypes

Dropdown Name	Module	Section	Where the values come from	What database table the values are stored in
Disposition	Client Management	Incidents	Disposition	HIFIS_DispositionTypes
Distinguishing Feature	Client Information	Client Details - Physical Appearance	Distinguishing Feature	HIFIS_DistinguishingFeatureTypes
Education Level	Client Information	Education	Education Level	HIFIS_EducationLevelTypes
Element	Client Information	Veteran Status	Armed Forces Element	HIFIS_ArmedForcesElementTypes
Emergency Services	Client Management	Incidents	Emergency Service	HIFIS_EmergencyServicesTypes
Employer Type	Client Information	Financial Profile - Income	Employer	HIFIS_EmployerTypes
Employment Type	Client Information	Financial Profile - Income	Employment	HIFIS_EmploymentTypes
Expense Type	Client Information	Financial Profile - Expenses	Expense	HIFIS_ExpenseTypes
Eye Colour	Client Information	Client Details - Physical Appearance	Eye Colour	HIFIS_EyeColorTypes
Family Members	Client Management	Case Management	Lists client's family members	N/A
Family Members	Client Management	Housing Placements	Lists client's family members	N/A
Family Role	Client Information	Family	Family Relationship	HIFIS_GroupRoleTypes
Features	Front Desk	Housing - Housing Unit	House Attribute	HIFIS_HouseAttributeTypes
Food Bank Item	Client Management	Food Banks	Change in Food Bank Items	HIFIS_FoodBankItems
Food Item	Client Information	Health Information - Dietary Restrictions	Diet Food Item	HIFIS_DietFoodItemTypes
Gender	Client Information	Client Details - Vitals	Gender	HIFIS_GenderTypes
Gender	Administration	Users	Gender	HIFIS_GenderTypes
Gender	Client Management	Turn-aways	Gender	HIFIS_GenderTypes
Gender	Front Desk	People	Gender	HIFIS_GenderTypes
Genders Served	Administration	Service Provider	Gender	HIFIS_GenderTypes
Geographic Region	Client Information	Client Details - Vitals	Geo Region	HIFIS_GeoRegionTypes

Dropdown Name	Module	Section	Where the values come from	What database table the values are stored in
Geographic Region	Client Information	Housing History	Geo Region	HIFIS_GeoRegionTypes
Geographic Region	Front Desk	Directory of Services	Geo Region	HIFIS_GeoRegionTypes
Geographic Region	Front Desk	Housing - Housing Unit	Geo Region	HIFIS_GeoRegion
Geographic Region	Administration	Service Provider	Geo Region	HIFIS_GeoRegion
Geographic Region	Client Management	Calls & Visits Log	Geo Region	HIFIS_GeoRegionTypes
Goal	Client Management	Case Management	Desired Outcome Type	HIFIS_DesiredOutcomeTypes
Good	Client Management	Goods and Services	Goods	HIFIS_GoodsTypes
Group Activity	Client Management	Group Activities	Group Activities	HIFIS_GroupActivityTypes
Hair Colour	Client Information	Client Details - Physical Appearance	Hair Colour	HIFIS_HairColorTypes
Health Issue	Client Information	Health Information - Medication	Lists health issues entered for a client	N/A
Health Issue	Client Information	Health Information - Health Issue	Health Issue	HIFIS_HealthIssueTypes
Home Reserve	Client Information	Indigenous Status	Cannot edit	HIFIS_HomeReserveTypes
House Type	Administration	Housing Continuum	House	HIFIS_HouseTypes
Housing Type	Client Information	Housing History	House	HIFIS_HouseTypes
Housing Type	Front Desk	Housing - Housing Unit	House	HIFIS_HouseTypes
Housing Type(s) Sought	Client Management	Housing Placements	House (must be marked as Placeable)	HIFIS_HouseTypes
Identification Type	Client Information	Identification	Identification	HIFIS_IdentificationTypes
Income Type	Client Information	Financial Profile - Income	Income	HIFIS_IncomeTypes
Indigenous Status	Client Information	Client Details - Vitals	Indigenous Indicator	HIFIS_AboriginalIndicatorTypes
Indigenous Status	Client Information	Indigenous Status	Indigenous Indicator	HIFIS_AboriginalIndicatorTypes
Intensity	Client Management	Conflicts	Intensity	HIFIS_IntensityTypes

Dropdown Name	Module	Section	Where the values come from	What database table the values are stored in
Involved	Client Management	Incidents	people, clients, users	N/A
Landlord	Front Desk	Housing - Housing Unit	Generated based on list of People	N/A
Language	Client Information	Client Details - Languages	Language	HIFIS_LanguageTypes
Life Event	Client Information	Various Factors - Life Events	Life Events	HIFIS_LifeEventsTypes
List Type	Client Management	Wait List	Waiting List	HIFIS_WaitListTypes
Location	Client Management	Appointments	Lists places from the Directory of Services	N/A
Location	Client Management	Group Activities	Lists places from the Directory of Services	N/A
Location Type	Client Management	Conflicts	Referrer Categ	HIFIS_ReferrerCategTypes
Log Type	Client Management	Calls & Visits Log	Type of Contact	HIFIS_ContactEventTypes
Maintenance Work	Front Desk	Housing - Housing Maintenance	Maintenance	HIFIS_MaintenanceTypes
Means of Communication	Client Information	Client Details - Contact Information	Digital Contact	HIFIS_DigitalContactTypes
Means of Communication	Administration	Users	Digital Contact	HIFIS_DigitalContactTypes
Module	Administration	Custom Tables	Cannot edit	HIFIS_ModuleTypes
Modules	Client Management	Service Restrictions	Cannot edit	HIFIS_ServiceRestrictionsModuleTypes
Nature of Contact	Client Management	Calls & Visits Log	Nature of Contact	HIFIS_NatureOfContactTypes
Nature of Incident	Client Management	Incidents	Incident	HIFIS_IncidentTypes
Occupancy Status	Front Desk	Housing - Housing Unit	Cannot edit	HIFIS_OccupancyStatusTypes
Other Attributes	Administration	Service Provider	Org Attribute	HIFIS_OrgAttributeTypes
Other Service Details	Client Information	Veteran Status	Veterans Attribute	HIFIS_VeteranAttributeTypes
Owner	Administration	Rights Templates	Cannot edit	HIFIS_Organization
Owner	Administration	Programs	Cannot edit	N/A

Dropdown Name	Module	Section	Where the values come from	What database table the values are stored in
Owner	Communications	Bulletins	Lists active Service Providers	N/A
Pay Frequency	Client Information	Financial Profile - Income	Cannot edit	HIFIS_PayFrequencyTypes
Pay Frequency	Client Information	Financial Profile - Expenses	Cannot edit	HIFIS_PayFrequencyTypes
Pay Frequency	Client Management	Housing Placements - Subsidies	Cannot edit	HIFIS_PaymentFrequencyTypes
Pharmacy	Client Information	Health Information - Medication	Lists places from the Directory of Services	N/A
Place Type	Front Desk	Directory of Services	Place	HIFIS_PlaceTypes
Prescreen Period	Client Management	SPDAT	Cannot edit	HIFIS_SPDAT_PrescreenPeriodTypes
Prescriber	Client Information	Health Information - Medication	Lists People from the People List	N/A
Primary Service Provider	Administration	Service Provider	Lists active Service Providers	N/A
Priority	Communications	Bulletins	Bulletin Priority	HIFIS_BulletinPriorityTypes
Priority	Communications	Messages	Message Priority	HIFIS_MessagePriorityTypes
Priority	Client Management	Wait List	Waiting Request Priority	HIFIS_WaitingRequestPriorityTypes
Probability	Client Management	Conflicts	Probability	HIFIS_ProbabilityTypes
Program	Client Management	Housing Placements	Lists Programs as conDiagramd in Administration	N/A
Program	Client Management	Housing Placements - Subsidies	Lists Programs as conDiagramd in Administration	N/A
Program	Client Management	Goods and Services	Lists Programs as conDiagramd in Administration	N/A
Program	Client Management	Group Activities	Lists Programs as conDiagramd in Administration	N/A
Program	Client Management	VATs	Lists Programs as conDiagramd in Administration	N/A

Dropdown Name	Module	Section	Where the values come from	What database table the values are stored in
Program	Client Management	Admissions	Lists Programs as conDiagramd in Administration	N/A
Program	Client Management	Case Management	Lists Programs as conDiagramd in Administration	N/A
Program	Client Management	Food Banks	Lists Programs as conDiagramd in Administration	N/A
Program	Client Management	SPDAT	Lists Programs as conDiagramd in Administration	N/A
Program Type	Administration	Programs	Program	HIFIS_ProgramTypes
Province	PiT	Events	Cannot edit	HIFIS_ProvinceTypes
Province/ Territory	Client Information	Indigenous Status	Cannot edit	HIFIS_ProvinceTypes
Province/ Territory	Front Desk	Directory of Services	Cannot edit	HIFIS_ProvinceTypes
Province/ Territory	Front Desk	Housing - Housing Unit	Cannot edit	HIFIS_ProvinceTypes
Province/ Territory	Administration	Service Provider	Cannot edit	N/A
Rank	Client Information	Veteran Status	Army Rank	HIFIS_ArmyRankTypes
Reason Being on List	Client Management	Wait List	Cannot edit	HIFIS_WaitingRequestReasonTypes
Reason for Being Discharged From Service	Client Information	Veteran Status	Reason For Discharge (Veterans)	HIFIS_ReasonForDischargeVeteranTypes
Reason for Restriction	Client Management	Service Restrictions	Reason Restricted	HIFIS_ReasonBarredTypes
Reason for Service	Client Management	Admissions	Reason for Service	HIFIS_ReasonForServiceTypes
Reason for Service	Client Management	Goods and Services	Reason for Service	HIFIS_ReasonForServiceTypes
Reason For Service	Client Management	Food Banks	Reason for Service	HIFIS_ReasonForServiceTypes
Reason for Service	Client Management	Group Activities	Reason for Service	HIFIS_ReasonForServiceTypes
Reason for Service	Client Management	Housing Placements - Subsidies	Reason for Service	HIFIS_ReasonForServiceTypes
Reason for Service	Client Management	Reservations	Reason for Service	HIFIS_ReasonForServiceTypes
Reason for Service	Client Management	Turn-aways	Reason for Service	HIFIS_ReasonForServiceTypes

Dropdown Name	Module	Section	Where the values come from	What database table the values are stored in
Reason for Turnaway	Client Management	Turn-aways	Reasons for Turn Away	HIFIS_ReasonsForTurnawayTypes
Reason Housing Not Secured	Client Management	Housing Placements - Attempts	Reason Housing Not Secured	HIFIS_ReasonHousingNotSecuredTypes
Reason left housing	Client Management	Housing Placements - Follow-ups	Reason Left House	HIFIS_ReasonLeftHousingTypes
Recurrence	Client Information	Health Information - Medication	Recurrence	HIFIS_RecurrenceTypes
Referred From	Client Management	Admissions	Lists places from the Directory of Services	N/A
Referred From	Client Management	Conflicts	Lists places from the Directory of Services	N/A
Referred From	Client Management	Food Banks	Lists places from the Directory of Services	N/A
Referred from	Client Management	Group Activities	Lists places from the Directory of Services	N/A
Referred From	Client Management	Reservations	Lists places from the Directory of Services	N/A
Referred From	Client Management	Turn-aways	Lists places from the Directory of Services	N/A
Referred from	Client Management	Goods and Services	Lists places from the Directory of Services	N/A
Referred to	Client Management	Goods and Services	Lists places from the Directory of Services	N/A
Referred To	Client Management	Conflicts	Lists places from the Directory of Services	N/A
Referred To	Client Management	Food Banks	Lists places from the Directory of Services	N/A
Referred to	Client Management	Group Activities	Lists places from the Directory of Services	N/A
Referred to	Client Management	Turn-aways	Lists places from the Directory of Services	N/A

Dropdown Name	Module	Section	Where the values come from	What database table the values are stored in
Referrer Category Type	Front Desk	Directory of Services	Referrer Categ	HIFIS_ReferrerCategTypes
Referrer Category Type	Administration	Service Provider	Referrer Categ	HIFIS_ReferrerCategTypes
Regarding	Communications	Messages	Cannot edit	HIFIS_People
Relationship	Client Information	Contacts	People Relationship	HIFIS_PeopleRelationshipTypes
Relationship	Client Management	Conflicts	Relationship	HIFIS_RelationshipTypes
Relationship to Family Head	Client Information	Family	People Relationship	HIFIS_PeopleRelationshipTypes
Report Categories	Administration	Rights Templates	Report Categories	HIFIS_ReportCategoriesTypes
Report Categories	Administration	Reports	Report Categories	HIFIS_ReportCategoriesTypes
Report Categories	Administration	Users	Report Categories	HIFIS_ReportCategories
Requested By	Communications	Bulletins	Lists all users	N/A
Requested By	Client Management	Service Restrictions	Lists all users	N/A
Requested By	Client Management	Turn-aways	Lists all users	N/A
Reservation Status	Client Management	Reservations	Reservation Status	HIFIS_ReservationStatusTypes
Role	Client Information	Veteran Status	Army Role	HIFIS_ArmyRoleTypes
Roles	Administration	Users	People Role	HIFIS_PeopleRoleTypes
Roles	Front Desk	People	People Roles	HIFIS_PeopleRoleTypes
School	Client Information	Education	Lists places from the Directory of Services	N/A
Send to	Communications	Messages	Cannot edit	HIFIS_UserProfiles
Service	Client Management	Goods and Services	Services	HIFIS_ActivityTypes
Service Provider	Administration	Programs	Cannot edit	N/A
Service Provider	PiT	Shifts	Cannot edit	N/A
Service Provider	Front Desk	Housing - Housing Unit	Lists active Service Providers	N/A
Service Provider Type	Administration	Service Provider	Service Provider	HIFIS_ServiceProviderTypes
Service Providers	Administration	Rights Templates	Cannot edit	HIFIS_Organization
Service Providers	Administration	Users	Cannot edit	N/A
Service Providers	Client Management	Wait List	Lists active Service Providers	N/A

Dropdown Name	Module	Section	Where the values come from	What database table the values are stored in
Service Providers	Client Management	Service Restrictions	Lists places from the Directory of Services	N/A
Service Providers	Communications	Bulletins	Lists active Service Providers	N/A
Service Providers	Administration	Reports	Lists active Service Providers	N/A
Service Providers	Administration	Custom Tables	Lists active Service Providers	N/A
Service(s) Offered	Administration	Service Provider	Services Offered	HIFIS_ServicesOfferedTypes
Services	Administration	Programs	Cannot edit	HIFIS_ServiceTypes
Services Offered	Front Desk	Directory of Services	Services Offered	HIFIS_ServicesOfferedTypes
Severity	Client Information	Various Factors - Behavioural Factors	Probability	HIFIS_ProbabilityTypes
Severity	Client Information	Various Factors - Watch Concerns	Probability	HIFIS_ProbabilityTypes
State/ Province/ Territory	Client Information	Client Details - Vitals	Cannot edit	HIFIS_ProvinceTypes
State/ Province/ Territory	Client Information	Housing History	Cannot edit	HIFIS_ProvinceTypes
Status	Client Management	Wait List	Cannot edit	HIFIS_WaitingRequestStatusTypes
Status	Client Management	Case Management	Case State	HIFIS_CaseStateTypes
Status	Front Desk	Housing - Housing Unit	House Status	HIFIS_HouseStatusTypes
Stay Information	Client Management	Chores	Cannot edit	HIFIS_Stays
Surveyor	PiT	Shifts	Cannot edit	N/A
Target Clientele	Administration	Service Provider	Target Clientele	HIFIS_TargetClienteleTypes
Time Unit	Administration	Programs	Time Unit	HIFIS_TumeUnitTypes
Unit of Measure	Client Management	Goods and Services	Unit of Measure	HIFIS_UnitOfMeasureTypes
User Language	Administration	Users	Cannot edit	HIFIS_LanguageTypes
Veteran Status	Client Information	Client Details - Vitals	Cannot edit	HIFIS_VeteranStateTypes
Watch Concern	Client Information	Various Factors - Watch Concerns	Watch Concern Types	HIFIS_WatchConcernTypes

Dropdown Name	Module	Section	Where the values come from	What database table the values are stored in
Where do you sleep most often?	Client Management	SPDAT	Cannot edit	HIFIS_SPDAT_HistoryOfHousingTypes or HIFIS_SPDAT_HisotryOfHousingFamilyTypes
With	Client Management	Appointments	Lists People from the People List	N/A
Witnesses	Client Management	Incidents	Lists People, Clients, and Users	N/A

Full Table List

aspnet_Applications	HIFIS_ArmyRankTypes_SP	HIFIS_ChoreTypes
aspnet_Membership	HIFIS_ArmyRoleTypes	HIFIS_ChoreTypes_SP
aspnet_Profile	HIFIS_ArmyRoleTypes_SP	HIFIS_CitizenshipTypes
aspnet_Roles	HIFIS_ArmyServicePeriods	HIFIS_CitizenshipTypes_SP
aspnet_SchemaVersions	HIFIS_ArmyServicePeriods_VeternsAttributeTypes	HIFIS_CityTypes
aspnet_Users	HIFIS_ArrivingByTypes	HIFIS_Client_Attestation
aspnet_UsersInRoles	HIFIS_ArrivingByTypes_SP	HIFIS_Client_Barred_Periods
EXPORT_Clients	HIFIS_AssetTypes	HIFIS_Client_BehaviouralFactor
EXPORT_CustomLookups	HIFIS_AssetTypes_SP	HIFIS_Client_ContactEventTypes
EXPORT_ExportProgress	HIFIS_AtRiskstatusTypes	HIFIS_Client_ContributingFactor
EXPORT_Indicators	HIFIS_AtRiskstatusTypes_SP	HIFIS_Client_DistinguishingFeatures
EXPORT_Organizations	HIFIS_AuditLog	HIFIS_Client_ParentSituations
EXPORT_Stays	HIFIS_AuditMessages	HIFIS_Client_Refugee
EXPORT_Turnaways	HIFIS_BailEvents	HIFIS_Client_RelationToParentTypes
HIFIS_AboriginalIndicatorTypes	HIFIS_BandNameTypes	HIFIS_Client_SchoolEnrolmentProblems
HIFIS_AboriginalIndicatorTypes_SP	HIFIS_Barred_Modules	HIFIS_Client_Services
HIFIS_Activities	HIFIS_Beds	HIFIS_Client_WatchConcerns
HIFIS_Activities_Items	HIFIS_BedStatusHistory	HIFIS_ClientCitizenships
HIFIS_Activities_Items_ServiceProviders	HIFIS_BedStatusTypes	HIFIS_ClientDiets
HIFIS_Activities_ReportCategories	HIFIS_BedStatusTypes_SP	HIFIS_ClientEducationLevels
HIFIS_ActivitiesTypes	HIFIS_BedTypes	HIFIS_ClientExpenses
HIFIS_ActivitiesTypes_SP	HIFIS_BedTypes_SP	HIFIS_ClientFlags
HIFIS_Addresses	HIFIS_BehaviorTypes	HIFIS_ClientFlagTypes
HIFIS_Addresses_GeoRegion	HIFIS_BehaviorTypes_SP	HIFIS_ClientFlagTypes_SP
HIFIS_AddressMappingInfo	HIFIS_BehaviouralFactorTypes	HIFIS_ClientHistory_FieldTypes
HIFIS_AFoodItems_Services_Totals	HIFIS_BehaviouralFactorTypes_SP	HIFIS_ClientHistoryChanges
HIFIS_AFoodItemsTotal_ReportCategories	HIFIS_BuildingTypes	HIFIS_ClientHousingStatusTypes
HIFIS_AgeCategoryTypes	HIFIS_BuildingTypes_SP	HIFIS_ClientIncomes
HIFIS_AgeCategoryTypes_SP	HIFIS_BulletinPriorityTypes	HIFIS_ClientPhotos
HIFIS_AMeals_Services_Totals	HIFIS_BulletinPriorityTypes_SP	HIFIS_ClientQuestionnaires
HIFIS_AMealsTotal_ReportCategories	HIFIS_Bulletins	HIFIS_Clients
HIFIS_Anonymous	HIFIS_Bulletins_Clients	HIFIS_Clients_Comments
HIFIS_ApplicationTabs	HIFIS_Bulletins_Users	HIFIS_Clients_Groups_FamilyExtension
HIFIS_Appointments	HIFIS_BulletinsOrganizations	HIFIS_Clients_HousePlacements
HIFIS_AppointmentTypes	HIFIS_Case_Comments	HIFIS_Clients_Houses
HIFIS_AppointmentTypes_SP	HIFIS_Case_Documents	HIFIS_Clients_Turnaways
HIFIS_ArmedConflictsTypes	HIFIS_Cases	HIFIS_ClientsHousePlacements_ReasonLeftHousingType
HIFIS_ArmedConflictsTypes_SP	HIFIS_Cases_ClientFactors	HIFIS_ClientStateTypes
HIFIS_ArmedForceOfTypes	HIFIS_CaseStateTypes	HIFIS_ClientWaitingLists
HIFIS_ArmedForceOfTypes_SP	HIFIS_CaseStateTypes_SP	HIFIS_Cluster
HIFIS_ArmedForcesElementTypes	HIFIS_CauseOfDeathTypes	HIFIS_Comments
HIFIS_ArmedForcesElementTypes_SP	HIFIS_CauseOfDeathTypes_SP	HIFIS_CommentTypes
HIFIS_ArmyRankTypes	HIFIS_Chores	HIFIS_CommentTypes_SP

HIFIS_Conflicts	HIFIS_DistinguishingFeatureTypes	HIFIS_FoodItemTypes_SP
HIFIS_Conflicts_ConflictTypes	HIFIS_DistinguishingFeatureTypes_SP	HIFIS_FundingCategoryTypes
HIFIS_Conflicts_LocationTypes	HIFIS_Documents	HIFIS_FundingCategoryTypes_SP
HIFIS_Conflicts_ReferredBy	HIFIS_DocumentTypes	HIFIS_FundingOrganizations
HIFIS_Conflicts_ReferredTo	HIFIS_DocumentTypes_SP	HIFIS_GangAffiliation
HIFIS_ConflictTypes	HIFIS_DocumentVersions	HIFIS_GenderTypes
HIFIS_ConflictTypes_SP	HIFIS_DomainOperationTypes	HIFIS_GenderTypes_SP
HIFIS_Consent	HIFIS_DomainSectionTypes	HIFIS_GeoRegion_CityTypes
HIFIS_Consent_ServiceProviders	HIFIS_DomainServiceTypes	HIFIS_GeoRegionTypes
HIFIS_ConsentTypes	HIFIS_DosageTypes	HIFIS_GeoRegionTypes_SP
HIFIS_ConsentTypes_SP	HIFIS_DosageTypes_SP	HIFIS_Goods
HIFIS_ContactEventTypes	HIFIS_EducationLevelTypes	HIFIS_Goods_Items
HIFIS_ContactEventTypes_SP	HIFIS_EducationLevelTypes_SP	HIFIS_Goods_Items_ServiceProviders
HIFIS_ContinuumCategories	HIFIS_ELearning_Material	HIFIS_Goods_ReportCategories
HIFIS_ContinuumCategoryHouseTypes	HIFIS_ELearning_Modules	HIFIS_GoodsActivities
HIFIS_Continuums	HIFIS_ELearning_Playlists	HIFIS_GoodsTypes
HIFIS_ContinuumTypes	HIFIS_ELearning_PlayLists_Modules	HIFIS_GoodsTypes_SP
HIFIS_ContributingFactorTypes	HIFIS_ELearning_QuizQuestion	HIFIS_GroupActivities
HIFIS_ContributingFactorTypes_SP	HIFIS_ELearning_Topic_Glossary	HIFIS_GroupActivities_Clients
HIFIS_CountryTypes	HIFIS_ELearning_Topic_Material	HIFIS_GroupActivities_Contacts
HIFIS_CountryTypes_SP	HIFIS_ELearning_Topics	HIFIS_GroupActivitiesTypes
HIFIS_CustomData	HIFIS_ELearning_TopicTypes	HIFIS_GroupActivitiesTypes_SP
HIFIS_CustomDataDropDownSelected	HIFIS_EmergencyServiceTypes	HIFIS_GroupRoleTypes
HIFIS_CustomFields	HIFIS_EmergencyServiceTypes_SP	HIFIS_GroupRoleTypes_SP
HIFIS_CustomFieldTypes	HIFIS_EmployerTypes	HIFIS_Groups
HIFIS_CustomFieldTypes_SP	HIFIS_EmployerTypes_SP	HIFIS_GroupTypes
HIFIS_CustomLinks	HIFIS_EmploymentStatusTypes	HIFIS_GroupTypes_ClientRelationshipTypes
HIFIS_CustomLookUps	HIFIS_EmploymentStatusTypes_SP	HIFIS_GroupTypes_SP
HIFIS_CustomTables	HIFIS_EmploymentTypes	HIFIS_HairColorTypes
HIFIS_DataExports	HIFIS_EmploymentTypes_SP	HIFIS_HairColorTypes_SP
HIFIS_DesiredOutcomeTypes	HIFIS_Errors	HIFIS_HealthIssues
HIFIS_DesiredOutcomeTypes_SP	HIFIS_ExpenseTypes	HIFIS_HealthIssues_SP
HIFIS_DietCategoryTypes	HIFIS_ExpenseTypes_SP	HIFIS_HealthIssuesHistory
HIFIS_DietCategoryTypes_SP	HIFIS_EyeColorTypes	HIFIS_HealthIssueTypes
HIFIS_DietFoodItemTypes	HIFIS_EyeColorTypes_SP	HIFIS_HealthIssueTypes_SP
HIFIS_DietFoodItemTypes_SP	HIFIS_FamilyRelationshipTypes	HIFIS_Help_SearchHistory
HIFIS_DigitalContacts	HIFIS_FamilyRelationshipTypes_SP	HIFIS_Help_Topics_Glossary
HIFIS_DigitalContactTypes	HIFIS_FirstNations_Clients	HIFIS_HelpCategoryTypes
HIFIS_DigitalContactTypes_SP	HIFIS_FirstNationsCommunities	HIFIS_HelpContentTypes
HIFIS_Dispensing	HIFIS_Followup_Housing	HIFIS_HelpField
HIFIS_DispensingTypes	HIFIS_FollowUps	HIFIS_HelpFieldCustom
HIFIS_DispensingTypes_SP	HIFIS_FoodBank	HIFIS_HelpFriendlyNames
HIFIS_DispositionTypes	HIFIS_FoodBankItems	HIFIS_HelpFriendlyTypes
HIFIS_DispositionTypes_SP	HIFIS_FoodItemTypes	HIFIS_HelpGlossary

HIFIS_HelpImage	HIFIS_LayoutTypes	HIFIS_Organization_ServicesOffered
HIFIS_HelpMaterial	HIFIS_LayoutTypes_SP	HIFIS_Organizations
HIFIS_HelpMaterialStyles	HIFIS_LegalEvents	HIFIS_Organizations_Client_Barred_Periods
HIFIS_HelpModules	HIFIS_LiabilitiesOrAssests	HIFIS_Organizations_Mandatories
HIFIS_HelpTopics	HIFIS_LiabilityTypes	HIFIS_OrgAttributeTypes
HIFIS_HelpTopics_Material	HIFIS_LiabilityTypes_SP	HIFIS_OrgAttributeTypes_SP
HIFIS_HomeReserveTypes	HIFIS_LifeEventsTypes	HIFIS_ParentSituationTypes
HIFIS_House_HouseAttributes	HIFIS_LifeEventsTypes_SP	HIFIS_ParentSituationTypes_SP
HIFIS_HouseAttributeTypes	HIFIS_LocationTypes	HIFIS_PayFrequencyTypes
HIFIS_HouseAttributeTypes_SP	HIFIS_LocationTypes_SP	HIFIS_PayFrequencyTypes_SP
HIFIS_HouseMaintenance	HIFIS_LookupTables	HIFIS_PaymentMethodTypes
HIFIS_HousePhotos	HIFIS_MailingList	HIFIS_PaymentMethodTypes_SP
HIFIS_HousePlacementAttempt	HIFIS_MailingList_Users	HIFIS_People
HIFIS_HousePlacementFollowUps_ReasonLeftTypes	HIFIS_MaintenanceTypes	HIFIS_People_Addresses
HIFIS_HousePlacements	HIFIS_MaintenanceTypes_SP	HIFIS_People_Groups
HIFIS_Houses	HIFIS_Mandatories	HIFIS_People_Languages
HIFIS_Houses_HouseStatus	HIFIS_MandatoryModuleSection	HIFIS_People_LifeEvents
HIFIS_Houses_SP	HIFIS_MandatoryModuleTypes	HIFIS_People_PeopleRoles
HIFIS_HouseStatusTypes	HIFIS_MandatorySectionTypes	HIFIS_People_SP
HIFIS_HouseStatusTypes_SP	HIFIS_MandatorySubSectionTypes	HIFIS_PeopleCars
HIFIS_HouseTypes	HIFIS_MaritalStatusTypes	HIFIS_PeopleGroupsComments
HIFIS_HouseTypes_SP	HIFIS_MaritalStatusTypes_SP	HIFIS_PeopleIdentification
HIFIS_HousingSubsidy	HIFIS_MedicationDisposalTypes	HIFIS_PeopleIdentificationAttachments
HIFIS_HousingTypes_HousingPlacements	HIFIS_MedicationDisposalTypes_SP	HIFIS_PeopleRelationshipTypes
HIFIS_IdentificationTypes	HIFIS_MedicationNameDictionary	HIFIS_PeopleRelationshipTypes_SP
HIFIS_IdentificationTypes_SP	HIFIS_Medications	HIFIS_PeopleRoleTypes
HIFIS_Incident_PeopleInvolved	HIFIS_Medications_RecurrenceTypes	HIFIS_PeopleRoleTypes_SP
HIFIS_Incident_PeopleWitnesses	HIFIS_MessagePriorityTypes	HIFIS_PiTDropDownActionTypes
HIFIS_Incidents	HIFIS_MessagePriorityTypes_SP	HIFIS_PiTDropDownAffectedQuestions
HIFIS_Incidents_Documents	HIFIS_Messages	HIFIS_PiTFamilyMemberAnswers
HIFIS_Incidents_EmergencyTypes	HIFIS_ModuleTypes	HIFIS_PiTFamilyMemberTypes
HIFIS_IncidentTypes	HIFIS_MultiSelectAnswers	HIFIS_PiTGenderTypes
HIFIS_IncidentTypes_SP	HIFIS_MVCMenulItems	HIFIS_PiTMuliSelectAnswers
HIFIS_IncomeTypes	HIFIS_MVCMenus	HIFIS_PiTQuestionActionTypes
HIFIS_IncomeTypes_SP	HIFIS_MVCMenus_MenuItems	HIFIS_PiTQuestionAffectedQuestion
HIFIS_IndianStatus	HIFIS_MVCViews	HIFIS_PiTQuestionCategoryTypes
HIFIS_IntakeAssessmentSummary	HIFIS_NatureOfContactTypes	HIFIS_PiTQuestionDropDown
HIFIS_IntensityTypes	HIFIS_NatureOfContactTypes_SP	HIFIS_PiTQuestionnaires
HIFIS_IntensityTypes_SP	HIFIS_NotWorkingReasonTypes	HIFIS_PiTQuestions
HIFIS_Labels	HIFIS_NotWorkingReasonTypes_SP	HIFIS_PiTQuestionsAnswers
HIFIS_LanguageTypes	HIFIS_OccupancyStatusTypes	HIFIS_PiTQuestionTypes
HIFIS_LanguageTypes_SP	HIFIS_Org_CustomTables	HIFIS_PiTReasonForAbandonedTypes
HIFIS_LanguageUsageTypes	HIFIS_Organization_GenderTypes	HIFIS_PiTReasonForAbandonedTypes_SP
HIFIS_LanguageUsageTypes_SP	HIFIS_Organization_OrgAttributeTypes	HIFIS_PiTShifts

HIFIS_PiTSurvey	HIFIS_ReasonLeftHouseTypes_SP	HIFIS_Services_SP_Programs
HIFIS_PiTemplates	HIFIS_ReasonsForTurnawayTypes	HIFIS_ServicesOfferedTypes
HIFIS_PlacementStatusTypes	HIFIS_ReasonsForTurnawayTypes_SP	HIFIS_ServicesOfferedTypes_SP
HIFIS_Places	HIFIS_RecurrenceTypes	HIFIS_ServiceTypes
HIFIS_Places_PeopleContacts	HIFIS_RecurrenceTypes_SP	HIFIS_ServiceTypes_SP
HIFIS_Places_ServicesOffered	HIFIS_ReferrerCategTypes	HIFIS_ServProvTypes_ServiceTypes
HIFIS_PlaceTypes	HIFIS_ReferrerCategTypes_SP	HIFIS_Session_Appointments
HIFIS_PlaceTypes_SP	HIFIS_Registration	HIFIS_SessionActivitiesTypes
HIFIS_PortOfEntry	HIFIS_RegistrationStatusTypes	HIFIS_SessionActivitiesTypes_SP
HIFIS_ProbabilityTypes	HIFIS_RelationshipTypes	HIFIS_SessionComments
HIFIS_ProbabilityTypes_SP	HIFIS_RelationshipTypes_SP	HIFIS_Sessions
HIFIS_ProbationEvents	HIFIS_RelationToParentTypes	HIFIS_SessionTypes
HIFIS_Program_ServiceProviders	HIFIS_RelationToParentTypes_SP	HIFIS_SessionTypes_SP
HIFIS_ProgramFixedCosts	HIFIS_Report_ReportCategories	HIFIS_Settings
HIFIS_ProgramPayingSourceTypes	HIFIS_ReportCategoriesTypes	HIFIS_SettingTypes
HIFIS_ProgramPayingSourceTypes_SP	HIFIS_ReportCategoriesTypes_SP	HIFIS_SocialAssistManagers
HIFIS_Programs	HIFIS_Reports	HIFIS_SPDAT_AssessmentCategoryTypes
HIFIS_Programs_ServiceTypes	HIFIS_Reports_SP	HIFIS_SPDAT_AssessmentPeriodTypes
HIFIS_ProgramSP_Services_Defaults	HIFIS_RequestingAgencyTypes	HIFIS_SPDAT_AssessmentQuestions
HIFIS_ProgramStayTypes	HIFIS_RequestingAgencyTypes_SP	HIFIS_SPDAT_AssessmentQuestions_Scores
HIFIS_ProgramStayTypes_SP	HIFIS_Reservations	HIFIS_SPDAT_CommonPlaceTypes
HIFIS_ProgramTypes	HIFIS_ReservationStatusTypes	HIFIS_SPDAT_HealthCareTypes
HIFIS_ProgramTypes_SP	HIFIS_ReservationStatusTypes_SP	HIFIS_SPDAT_HistoryofHousingFamilyTypes
HIFIS_Providers_WaitingLists	HIFIS_ResponsibilityTypes	HIFIS_SPDAT_HistoryofHousingTypes
HIFIS_ProvinceTypes	HIFIS_ResponsibilityTypes_SP	HIFIS_SPDAT_Intake
HIFIS_QuestionAnswered	HIFIS_Rights	HIFIS_SPDAT_Intake_QuestionsAnswered
HIFIS_QuestionDropDown	HIFIS_RisksOfHomelessness	HIFIS_SPDAT_IntakeTypes
HIFIS_Questionnaires	HIFIS_RiskTypes	HIFIS_SPDAT_PreScreenPeriodTypes
HIFIS_Questionnaires_SP	HIFIS_RiskTypes_SP	HIFIS_SPDAT_QuestionTypes
HIFIS_Questions	HIFIS_RollUpLevels	HIFIS_SPDAT_ScoringSummary
HIFIS_QuestionTypes	HIFIS_Rooms	HIFIS_Stays
HIFIS_ReasonBarredTypes	HIFIS_ScheduledFollowUps	HIFIS_StaysRoomBedsHistory
HIFIS_ReasonBarredTypes_SP	HIFIS_ScheduledJobs	HIFIS_StillInHousingTypes
HIFIS_ReasonForDischargeTypes	HIFIS_ScheduledJobsErrors	HIFIS_StillInHousingTypes_SP
HIFIS_ReasonForDischargeTypes_SP	HIFIS_SchoolEnrolProblemTypes	HIFIS_StorageOutcomeTypes
HIFIS_ReasonForDischargeVeteransTypes	HIFIS_SchoolEnrolProblemTypes_SP	HIFIS_StorageOutcomeTypes_SP
HIFIS_ReasonForDischargeVeteransTypes_SP	HIFIS_ServiceGroupTypes	HIFIS_StoredItems
HIFIS_ReasonForGoodsActivityTypes	HIFIS_ServiceGroupTypes_SP	HIFIS_TargetClienteleTypes
HIFIS_ReasonForGoodsActivityTypes_SP	HIFIS_ServiceProviderTypes	HIFIS_TargetClienteleTypes_SP
HIFIS_ReasonForServiceTypes	HIFIS_ServiceProviderTypes_SP	HIFIS_Template_ReportCategories
HIFIS_ReasonForServiceTypes_SP	HIFIS_ServiceRestrictionsModuleTypes	HIFIS_Template_Rights
HIFIS_ReasonHousingNotSecuredTypes	HIFIS_Services	HIFIS_Template_Rights_SP
HIFIS_ReasonHousingNotSecuredTypes_SP	HIFIS_Services_Groups	HIFIS_TimeUnitTypes
HIFIS_ReasonLeftHouseTypes	HIFIS_Services_Programs_Payment	HIFIS_TimeUnitTypes_SP

HIFIS_Turnaways	HIFIS_VAT_AssessmentPeriodTypes	HIFIS_VeteransAttributeTypes
HIFIS_UnitOfMeasureTypes	HIFIS_VAT_AssessmentQuestions	HIFIS_VeteransAttributeTypes_SP
HIFIS_UnitOfMeasureTypes_SP	HIFIS_VAT_AssessmentQuestions_Scores	HIFIS_VeteranStatesTypes
HIFIS_User_MaritalStatuses	HIFIS_VAT_CommonPlaceTypes	HIFIS_WaitingLists
HIFIS_User_Messages	HIFIS_VAT_HealthCareTypes	HIFIS_WaitingListStatusHistory
HIFIS_User_Organization	HIFIS_VAT_HistoryofHousingFamilyTypes	HIFIS_WaitingListTypes
HIFIS_User_Organization_Rights	HIFIS_VAT_HistoryofHousingTypes	HIFIS_WaitingListTypes_SP
HIFIS_User_ReportCategories	HIFIS_VAT_Intake	HIFIS_WaitingRequestPriorityTypes
HIFIS_User_Rights	HIFIS_VAT_Intake_QuestionsAnswered	HIFIS_WaitingRequestPriorityTypes_SP
HIFIS_UserCultureTypes	HIFIS_VAT_IntakeTypes	HIFIS_WaitingRequestReasonTypes
HIFIS_UserProfiles	HIFIS_VAT_PreScreenPeriodTypes	HIFIS_WaitingRequestStatusTypes
HIFIS_USStates	HIFIS_VAT_QuestionTypes	HIFIS_WatchConcernTypes
HIFIS_VAT_AssessmentCategoryTypes	HIFIS_VAT_ScoringSummary	HIFIS_WatchConcernTypes_SP

Unused Tables

Tables are only listed here if they are completely unused. Single fields that are unused are listed in the next section.

HIFIS_Activities_ReportCategories	HIFIS_Houses_SP
HIFIS_Activities_ReportCategories	HIFIS_IntakeAssessmentSummary
HIFIS_AddressMappingInfo	HIFIS_MaritalStatusTypes
HIFIS_AFoodItems_Services_Totals	HIFIS_MartialStatusTypes_SP
HIFIS_AFoodItemsTotal_ReportCategories	HIFIS_MedicationNameDictionary
HIFIS_AMeals_Services_Totals	HIFIS_NotWorkingReasonTypes
HIFIS_AMealsTotal_ReportCategories	HIFIS_NotWorkingReasonTypes_SP
HIFIS_ArrivingByTypes	HIFIS_ParentSituationTypes
HIFIS_ArrivingByTypes_SP	HIFIS_ParentSituationTypes_SP
HIFIS_Bulletins_Users	HIFIS_People_SP
HIFIS_Client_ParentSituations	HIFIS_PeopleGroupsComments
HIFIS_Client_Refugee	HIFIS_PlacementStatusTypes
HIFIS_Client_RelationToParentTypes	HIFIS_PortOfEntry
HIFIS_ClientFlags	HIFIS_ProgramStayTypes
HIFIS_ClientFlagTyoes_SP	HIFIS_ProgramStayTypes_SP
HIFIS_ClientFlagTypes	HIFIS_RelationToParentTypes
HIFIS_ClientPhotos	HIFIS_RelationToParentTypes_SP
HIFIS_Clients_Comments	HIFIS_RequestingAgencyTypes
HIFIS_Clients_Groups_FamilyExtension	HIFIS_RequestingAgencyTypes_SP
HIFIS_ClientSchoolEnrolementProblems	HIFIS_ScheduledJobs
HIFIS_ClientsHousePlacements_ReasonLeftHo usingTypes	HIFIS_ScheduledJobsErrors
HIFIS_DocumentVersions	HIFIS_SchoolEnrollProblemTypes
HIFIS_Errors	HIFIS_SchoolEntrollProblemTypes_SP
HIFIS_FamilyRelationshipTypes	HIFIS_ServiceGroupTypes
HIFIS_FamilyRelationshipTypes_SP	HIFIS_ServiceGroupTypes_SP
HIFIS_FirstNations_Clients	HIFIS_Services_Groups
HIFIS_FirstNationsCommunities	HIFIS_ServProvTypes_ServiceTypes
HIFIS_FoodBankItemTypes	HIFIS_SessionTypes
HIFIS_FundingCategoryTypes	HIFIS_SessionTypes_SP
HIFIS_FundingCategoryTypes_SP	HIFIS_SocialAssistManagers
HIFIS_FundingOrganizations	HIFIS_SPDAT_AssessmentPeriodTypes
HIFIS_Goods_ReportCategories	HIFIS_StorageOutcomeTypes
HIFIS_Goods_ReportCategories	HIFIS_StorageOutcomeTypes
HIFIS_GroupTypes_ClientRelationshipTypes	HIFIS_StorageOutcomeTypes_SP
HIFIS_HealthCareTypes	HIFIS_User_MaritalStatuses
HIFIS_HealthIssuesHistory	HIFIS_VAT_AssessmentPeriodTypes
HIFIS_HisotryOfHousingFamilyTypes	HIFIS_VAT_CommonPlaceTypes
HIFIS_HistoryOfHousingTypes	HIFIS_VAT_PrescreenPeriodTypes
HIFIS_HousePlacementFollowUps_ReasonLeft Types	HIFS_USStates

Unused Fields

These fields are not used, but other fields in their respective tables are used.

- HIFIS_Addressess.GeoRegionID
- HIFIS_FollowUps.ClientHouseID
- HIFIS_SPDAT_Intake.AssessmentPeriodTypeID
- HIFIS_StoredItems.StorageOutcomeTypeID
- HIFIS_UserProfiles.LinkedUserTemplateID
- HIFIS_UserProfiles.LinkedUserTemplateID
- HIFIS_VAT_Intake.AssessmentPerdioidTypeID
- HIFIS_VAT_Intake.PrescreenPeriodID