

*Lambton County*

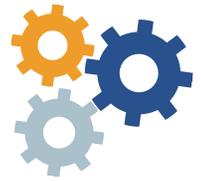


# HIFIS



## *Training Manual*

Year 2024



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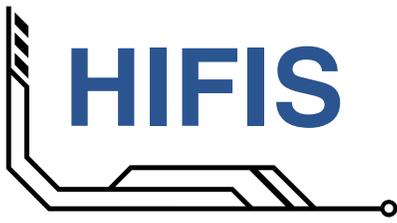
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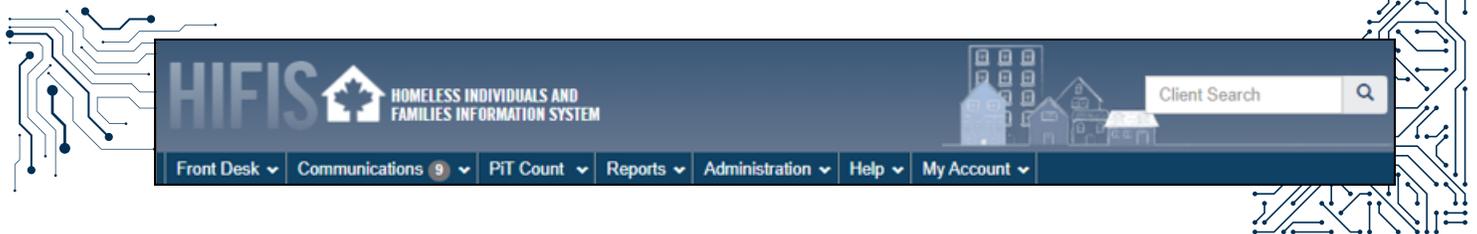


# Introduction

## Welcome to HIFIS

**Congratulations!** You have been selected to use the Homeless Individuals and Families Information System (HIFIS). It is a secure shared database that is hosted on a County of Lambton server. As a data management tool, HIFIS is accessed by various community partners within the Lambton County Homelessness System of Care (LCHSC) to help individuals and families experiencing homelessness in Lambton County.

Through the data collection in HIFIS, we will be able to better understand homelessness in our community and work collaboratively to address it.



## Support for HIFIS

*For HIFIS support, training, or if you encounter an error in HIFIS, please contact the Homelessness System Coordinator at the County of Lambton:*

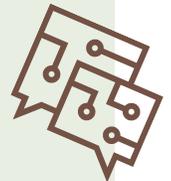
***Homelessness System Coordinator***

519.344.2062



[hifis@county-lambton.on.ca](mailto:hifis@county-lambton.on.ca)

*Subject: HIFIS*





# Case Management

- Guidelines



1

## Case Record

The **Case record** is like a paper file folder.

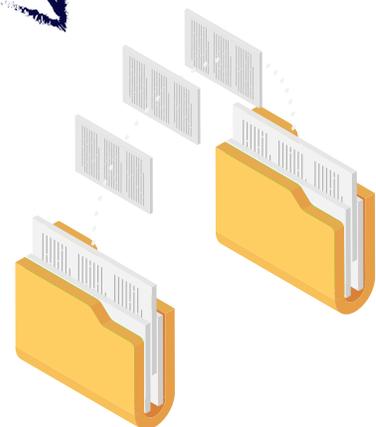


2

## Session

The **Sessions** are like the pieces of paper that go in the file folder.

- A **Session** is created every time there is a client Case Management interaction.





# Case Management

- *Adding a New Case*



- In Case Management, record client's goals, track progress, collaborate & more!

## *A Step-by-Step Guide*

- 1 On the **Client's record**, click on the **Client Management** menu bar
- 2 Select **Case Management**
- 3 Scroll to the bottom of the page and click on the **+ Add Case** button
- 4 Fill in the applicable fields (*See Training Example CM1*)
- 5 Click the **Save** button



# Case Management

- Adding a New Case

*HIFIS - Training Example CM1*



## Client - Add Case Management

Caseworker	Select an option	★	Select the <u>Primary</u> Caseworker
Goal	Select an option	★	Select Housing Focus or Outreach Services
Status	Open	x ★	
Start Date	Date Case Started	📅	
Target Date		📅	Date Goal's targeted to be reached
Program	Select an option	+ -	
Contributing Factors	Select an option	+ -	



# Case Management

- *Adding a New Session*



- Remember to check the:
- “Do” List
  - “Do Not” List
  - Progress Note sections!

## *A Step-by-Step Guide*

- 1 On the **Client’s record**, click on the **Client Management** menu bar
- 2 Select **Case Management**
- 3 From the **Client - Case Management List**, under the “**Open**” tab, find the “**Goal**” you want to add a Session and click the **Edit** button 
- 4 Select the **Sessions** tab and click on the **+ Add Session** button
- 5 Fill in the applicable fields (*See Training Example CM2*)
- 6 Click the **Save** button



# Case Management

- Session Notes - The “Do” List

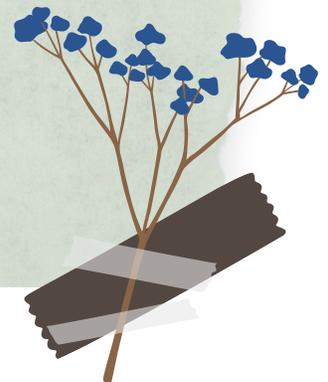


## The “DO” List...

- Use point form
- Ensure entries are timely and accurate
- Be factual

*Describe what you directly observed and if you offer an opinion rather than a direct observation, clearly identify it as your opinion*

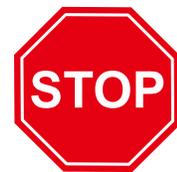
- Be brief and clear
- Limit text entries
- Proofread (*i.e., No system spell checker yet*)
- Limit social history to what is pertinent to the individual’s housing goals





# Case Management

- Session Notes - The “Do Not” List



## The “Do Not” List

-  Do not enter any medical information in HIFIS

*Reminder: Documentation must be related to housing goals*

- *Example: Requires accessible unit (versus medical diagnosis)*

-  Do not use slang

-  Do not make an assumption

-  Do not use the “Case Comment” Tab/Field



# Case Management

- Session - Progress Notes Format



## Objective, Actions, Outcome



*Reminder* →

A Session should be created every time there is a client Case Management interaction.

Scenario

**A**

- **Goal:** "Housing Focus"
  - **Session Activity:** "Document Readiness"
  - **Session:** "Description"...



<b><u>OBJECTIVE</u></b>	<ul style="list-style-type: none"> <li>• Obtain a Canadian Birth Certificate.</li> </ul>
<b><u>ACTION</u></b>	<ul style="list-style-type: none"> <li>• &lt;date&gt; Worked with participant to complete paperwork. Sent request to Service Ontario.</li> </ul>
<b><u>OUTCOME</u></b>	<ul style="list-style-type: none"> <li>• &lt;date&gt; Birth Certificate received. Document uploaded.</li> </ul>

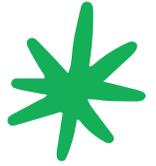


# Case Management

- *Session - Progress Notes Format*



## Objective, Actions, Outcome



*Reminder* →

*A Session should be created every time there is a client Case Management interaction.*

### Scenario **B**

- **Goal:** *"Housing Focus"*
  - **Session Activity:** *"Support with Financials"*
  - **Session:** *"Description"...*

<b><u>OBJECTIVE</u></b>	<ul style="list-style-type: none"> <li>• Develop honest monthly budget related to housing.</li> </ul>
<b><u>ACTION</u></b>	<ul style="list-style-type: none"> <li>• &lt;date&gt; Worked with participant to obtain their input about money management knowledge. Brainstormed "needs" - necessities vs. "wants". Participant suggested keeping spending receipts for the next 2 weeks.</li> </ul>
<b><u>OUTCOME</u></b>	<ul style="list-style-type: none"> <li>• &lt;date&gt; Set next mtg to draft budget with participant.</li> </ul>



# Case Management

- Adding a New Case Session

*HIFIS - Training Example CM2*



### Client - Add Case Session

Goal	Housing Focus
Activity	<input type="text" value="Select an option"/>  <b>Select the Session's activity</b>
Description	<div><ul style="list-style-type: none"><li>• Refer to the "Do" and "Do Not" lists for text entries</li><li>• Use the Progress Notes Format</li></ul></div>
Date and Time	<input type="text" value="Session Date"/>  <input type="text" value=" "/>  
Expended Time	
Expended Hours	<input type="text" value="0"/>
Expended Minutes	<input type="text" value="0"/>
Caseworker	<input type="text" value="Select an option"/>  <b>Select Caseworker leading the Session</b>
Responsibility	<input type="text" value="Select an option"/>
Agency Involved / Referral	<input type="text" value="Select an option"/>
Client Present	<input type="checkbox"/> No  <b>Select "Yes" if client attended</b>
Family Present	<input type="checkbox"/> No
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	



# Case Management

- *Video Training*



- To add a case management record, including multiple case session activities, a case file must be open.

*Please watch the video below for instructions on how to:*

- *Add a new Case + Add a new Case Session in HIFIS*

**WATCH VIDEO**

case  
management  
**TRAINING VIDEO**

