Coordinated Access Nipissing

HIFIS Updates

HIFIS DISABILITY PILOT

DNSSAB is a member of the HIFIS National Working Group. CAN has been asked to take part in a pilot where organizations ask individuals disability related questions as part of our common intake process. Communities have asked for improvements to this section of HIFIS and the Government of Canada has been working with HIFS Coordinators, the Office of Disability Issues (ESDC) and the Canada Human Rights Commission to revitalize streamlined questions in HIFIS related to disability.

If you or your agency is interested in taking part in this pilot, email Lindsey.Gradeen@dnssab.ca to register.

HIFIS CLIENT ALERT FEATURE

Based on feedback from the CAN Team, a module in HIFIS known as 'Various Factors' has been made available. This module will allow users to add a 'Client Alert' to someone's profile under the tab 'Behavioural Risk'.

Alerts will show up under someone's name and can include important information alerting other users of things like visual impairments, hearing impairments, physical accessibility requirements, that the individual is currently being investigated, has trusteeship, and/or they have been banned from specific agencies involved in CAN.

DID YOU KNOW?

BUILT FOR ZERO NIPISSING

Nipissing District has been a Built for Zero (BFZ) community since 2022 and has chosen to prioritize reducing and ending Chronic and Veteran homelessness.

MAPPING UNSHELTERED LOCATIONS

CAN agencies involved in outreach meet on a weekly basis to map the locations of individuals who are living unsheltered and who are being supported by outreach teams. This allows us to have an understanding of the scope of unsheltered homelessness across the District and assist us with emergency service planning and response.

THE CAN TEAM

The CAN Team is made up of frontline staff representing Coordinated Access Nipissing (CAN) agencies. The group meets once a week to collaboratively case conference individuals who are on the CAN Priority List. This group also informs processes changes to things such as HIFIS Configuration, CAN Processes, and updates to CAN Forms.

Questions?

Have questions about HIFIS, CAN processes, data etc. contact us at **CANipissing@dnssab.ca**

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Updates from the CAN Team

BFZ AOC3 WORKING GROUP

In the Spring of 2024, Dawn Weadon BFZ Coach attended two CAN Team meetings where she observed and then provided the group with feedback on their meeting structure and processes. Dawn informed the group that there was going to be a national Action Oriented Case Conferencing (AOC3) working group starting in September 2024. This group will include frontline teams from across Canada supporting each other with case conference strategies for housing individuals on their priority list. Last week communities were invited to apply to be a part of the AOC3 group and John McKenzie, Facilitator of the CAN Team, applied on the group's behalf. The group is hopeful that they will be asked to join the AOC3 group. BFZ will be selecting 12 communities and are asking for 1-3 representatives from each community to attend the monthly meetings.

Updates From the CAN Team Con't

PRIORITY LIST, TIERS, & HIA UPDATES

The CAN Team met in July to work on the categorization of the CAN Priority List to support case conferencing. The group decided that the Priority list will be organized into 4 Tiers based on information added to HIFIS under the Case Management module:

- Tier 1: Evaluate (individuals who need an HIA or an update to their HIA)
- Tier 2: Not Ready (is not interested in working on a housing plan at this time)
- Tier 3: Connect (individuals who have been assessed and are ready to be matched with resources)
- Tier 4: Standby (individuals who waiting to move into a unit/housing)

Coming up next! The CAN Team will be meeting on August 13, 2024 to make changes to the HIA.

Reminders

HIFIS PROCESS

CAN agencies should be using their HIFIS Process chart to create and update profiles using the CAN Common Intake questions, CAN Common Consent, and Homelessness Information Assessment (HIA).

CONSENT

Before adding a new profile, __check HIFIS first__ to see if a profile already exists.
If the consent is going expire in the next (approx) 60 days then re-do consent. Otherwise, update pre-existing profile and continue with documenting housing history and services.
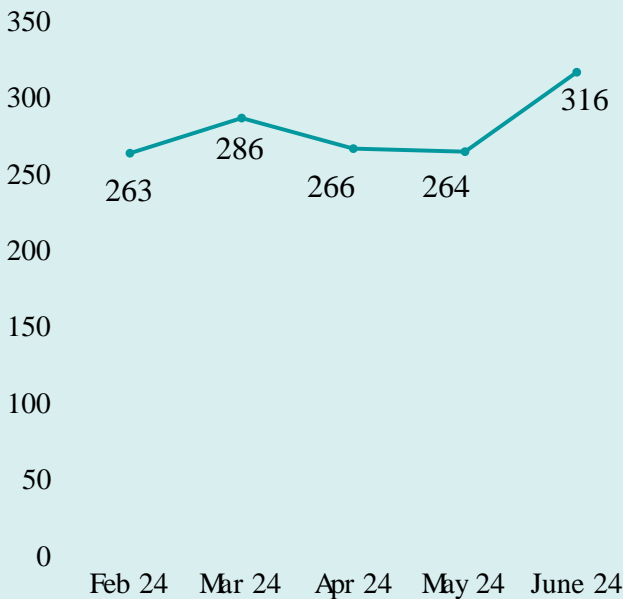
KEEPING PROFILES ACTIVE

Reminder to log a Group Activities, Goods/Service, or Case Management record with homeless individuals you see, support, provide services to.
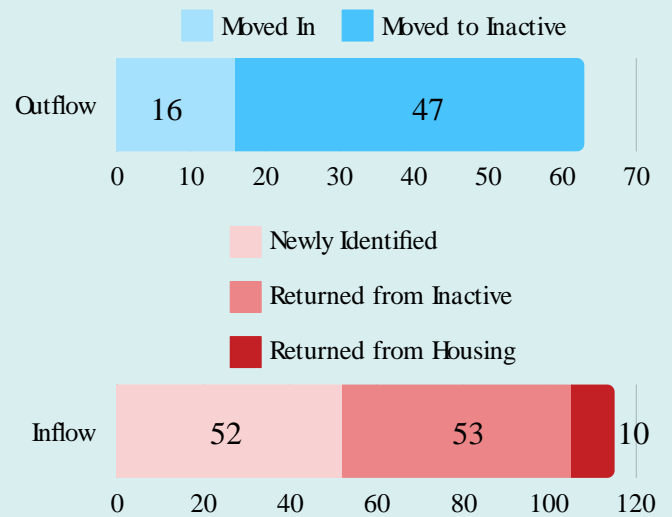
NEWSLETTER

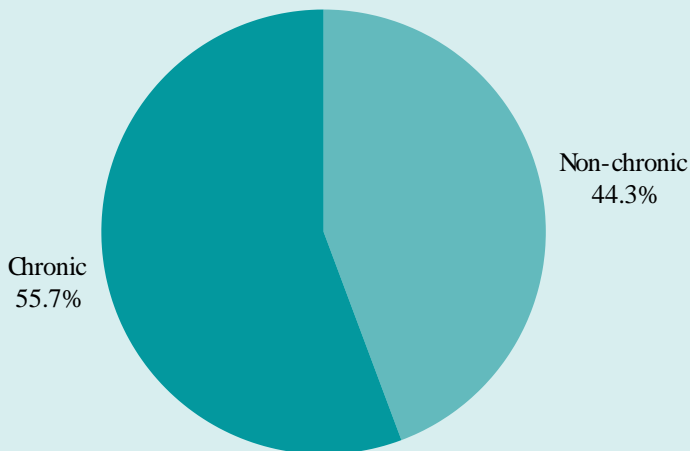## Monthly Data *based on data added to HIFIS, data relevant as of June 30th

2024 ACTIVELY HOMELESS TRENDS

Data points: Feb 24: 263, Mar 24: 286, Apr 24: 266, May 24: 264, June 24: 316

JUNE 2024 MONTHLY INFLOW/OUTFLOW

Legend: Moved In, Moved to Inactive

Outflow: Moved In 16, Moved to Inactive 47

Legend: Newly Identified, Returned from Inactive, Returned from Housing

Inflow: Newly Identified 52, Returned from Inactive 53, Returned from Housing 10

JUNE 2024 CHRONIC HOMELESSNESS

Non-chronic 44.3%

Chronic 55.7%

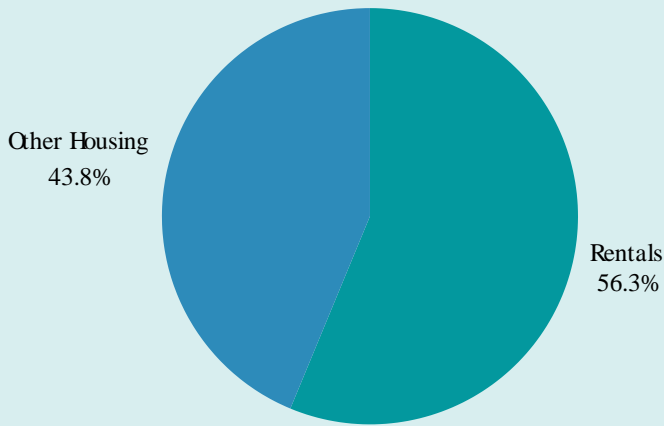**Chronic: 6 months of homelessness over the previous year or 18 months of homelessness over the past 3 years**

June Data Point	Client Count
All Homeless	316
All Households	282
Single Adults (25+)	220
Youth (16-24)	35
Children (0-15)	21
Indigenous	86
Verified Veterans	3

Coordinated Access Nipissing

Clients Housed in June

Pie chart: Other Housing 43.8%, Rentals 56.3%
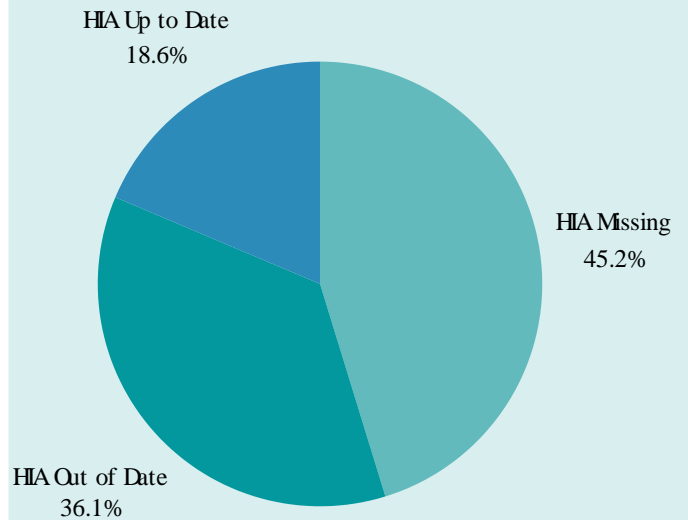
There were 16 clients who found housing in June who were previously homeless at the end of May. Nine clients found housing in rental properties, and seven clients found other housing options such as being housed in family's house/apartment or social/community housing.

Missing Data - CAN Priority

Pie chart: HIA Up to Date 18.6%, HIA Missing 45.2%, HIA Out of Date 36.1%

The Homelessness Intake Assessment (HIA) is a key determinant for a client's acuity score and prioritization. Although 55% of prioritized clients have an HIA on file, the majority of HIAs have not been updated within the last 6 months.

Veteran Data in HIFIS

At the start of April, eight clients in HIFIS were actively homeless and had self-identified as veterans. By July, two clients were housed in rentals, four clients were identified as not being veterans, and one client moved to inactive status. Two clients have returned from inactive status, and two clients have been newly identified, leaving five Veteran clients who are active and homeless. Of these five, three clients have had their Veteran status verified by the Legion Services Bureau, and two remain only self-identified.

Data Cleaning Process

At the beginning of every month, we undertake a HIFIS data cleaning process in order to update client housing histories and statuses. In part, the process looks at:

- Active clients with blank or 'Unknown' Housing
- Clients who are housed according to profile but have shelter stays
- Clients with missing city or province information
- Clients with more than one open housing history