



HOMELESSNESS INFORMATION SYSTEM
PARTNERSHIP BRANDON POLICY AND
PROCEDURE MANUAL



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INTRODUCTION

The Homelessness Information System Partnership Brandon is a collaborative that links Brandon’s organizations that have a common objective: the creation of a single, integrated, and shared system, specifically based on the HIFIS system provided by INFC, that is used by agencies in Brandon and can be used to more accurately report on the joint activities of the participating agencies. Our vision recognizes that a client of these agencies is a single person or a single family, and that they should be recognized as such both in the services that are provided to them as well as in the statistics that are derived from such use. We are committed to ending homelessness in Brandon and we believe firmly that this will happen only through tight collaboration among all agencies.

GOVERNING PRINCIPLES

1. **Comprehensive:** the system is also a single system for use by all Partner Agencies (PAs): each PA will be able to leverage the Homelessness Information System Partnership Brandon (HIPB) for all its other programmatic needs.
2. **Shared and multi-agency:** the system operates as an integrated system that is shared among the initial PAs, and will have the ability to accommodate as many PAs as are needed over time.
3. **Shared Database:** the system has the ability for analysis and reporting for access for all PAs. The system also has the ability to share data with Federal Government (via HIFIS), the City of Brandon and other funding agencies as required.
4. **Consistent:** the system is a single system that looks the same and works in the same way for all PAs. One single data dictionary has been developed for use across all PAs.
5. **Responsible:** the system is managed by the Lead Agency for and on behalf of all PAs. PAs will have an equal voice for purposes of service governance.

6. **Participant Focused:** the system is used first and foremost to provide service to participants. Their needs and self-determination take precedence over data and agency requirements. Participants will be considered unique across the entire database. A new participant registration will be created only if that participant does not exist already in the database.
7. **Culturally proficient:** the system and governance structures will respect OCAP principles along with other culturally sensitive issues. The First Nations principles of OCAP establish how data and information will be protected, used, or shared. It stands for ownership, control, access, and possession. OCAP is a tool to support strong information governance on the path to First Nations data sovereignty.
8. **Adaptable:** the system includes the ability to make modifications and enhancements as required and directed within the governance structure.
9. **Efficient/Cost efficient:** the system is affordable by all participants. There is virtually no cost to the PAs and their funding bodies according to a process that will evolve as needed.
10. **Compatible:** the ability to interface or integrate with other systems that PAs use at the present time and that they may use in future (e.g. case management, housing, health systems, etc.)

ROLES AND RESPONSIBILITIES

1. HIFIS Partner Agency Advisory Committee

- a. Comprised of Executive Directors or Program Managers of HIFIS Partner Agencies.
- b. Develops, informs, and reviews HIFIS policies and procedures.
- c. Develops protocols to ensure that there is a consistent practice of managing consent throughout all PAs, creating a solid foundation for protecting and sharing of information appropriately across all PAs, in line with Freedom of Information and Protection of Privacy Act (FIPPA) and the Personal Health Information Act of Manitoba (PHIA) requirements.
- d. Reviews and approves/disapproves requests to join and/or be removed from the HIFIS cluster network
- e. Reviews and approves/disapproves data requests from outside the Homelessness Information System Partnership Brandon (HIPB).
- f. Confirms the resolution of data breaches, ensures appropriate steps are taken to reduce breaches throughout the network.
- g. Promote and implement HIFIS participation.
- h. Use HIFIS data to identify gaps in services to those living unhoused and promote solutions to local policy makers.

2. HIFIS Lead Agency/Community Entity

- a. Designated by Partner Agencies, acting collaboratively under the Shared Services Service Level Agreement (SLA), as their Information Manager/Service Provider. Housing, Infrastructure, and Communities Canada (HICC) has mandated that BNRC act as HIFIS Community Coordinator under their Homelessness Partnering Strategy Initiative.

- b. Responsible for the implementation, data management, ongoing operation, training, and support of the shared HIFIS instance used by all PAs.
- c. Responsible for acting as the single point-of-contact for interactions with INFC with regard to all HIFIS matters in Brandon, whether it is with regards to the use of the Shared Service by the participating agencies or agencies that are licensed for the use of HIFIS using other means.
- d. Ensures that the HIFIS system is functioning properly at all times, failing which, it will ensure that the service is restored as quickly as possible.
- e. Securing and applying funding from Reaching Home for the HIFIS project.
- f. Completing aggregate data reporting and extraction including Community Homelessness Reports and Point in Time Counts

3. Partner Agencies

- a. All agencies that have agreed to the Service Level Agreements (SLAs) are contractually bound by the provisions of this agreement, where this is possible and reasonable.
- b. Responsible for the proper use of HIFIS in accordance with the SLA with BNRC.
- c. Responsible for acting as the Trustees of the data they collect, use, and disclose within HIFIS as defined by PHIA legislation and by the terms of the Service Level Agreement.
- d. Responsible for providing accurate and timely data, preferably all data is entered within 5 days of client interaction.
- e. Responsible for deciding who should be granted the rights to HIFIS, for monitoring that the usage is appropriate, and for all sanctions when usage is not appropriate.
- f. Responsible for appointing a member to the HIFIS Partner Agency Committee and a HIFIS Agency Administrator (or HIFIS Point Person).
- g. Responsible for implementing consent procedure that is consistent throughout all Partner Agencies
- h. Responsible for providing staff with hardware, software, and infrastructure necessary to access the HIFIS system.

4. HIFIS Lead

- a. Provides a "Train the Trainer" training for agencies with 5 or more HIFIS users.
- b. Provides training sessions to HIFIS users and HIFIS Agency Admins upon request by the PA.
- c. Notifies PAs of planned service interruptions with as much advanced warning as possible, including an estimate on how long the system will be unavailable, so as to minimize impact on client service.
- d. Informs the HIFIS Partner Agency and HIFIS Lead Agency of suspected or known unauthorized access [and breaches of confidentiality] to HIFIS data.
- e. Records external requests for HIFIS aggregate data to bring to the HIFIS Partner Agency Committee for review and approval/dismissal.
- f. Reviews and implements HIFIS requests for customization, specialized drop-down menus, etc.
- g. Responsible for creating and activating new HIFIS user requests from PA's HIFIS Agency Admin. Also, responsible for deactivating user accounts that are no longer needed upon request from PA HIFIS Agency Admin.
- h. Responsible for providing HIFIS technical support to PA's upon request from HIFIS Agency Admin.

- i. Responsible for onboarding new HIFIS Partner Agencies following approval from the HIFIS Partner Agency Advisory Committee.
- j. Responsible for conducting audits to maintain data quality standards and ensure PAs are data compliant with the HIFIS SLAs and this Policy and Procedure manual.

5. Coordinated Access Lead

- a. Lead the Coordinated Access weekly meetings and participates within an evidence-based, Housing First philosophy.
- b. Develop and provide ongoing support to the Coordinated Access system in Brandon, including the maintenance of the Brandon By Name List.
- c. Generate reports to support various steps within the Coordinated Access system, e.g. prioritization, assessment scores, resource capacity, etc.
- d. Maintain the Coordinated Access System Map for Partner Agencies in Brandon.
- e. Create and maintain housing inventory resource list for Brandon.

6. HIFIS Agency Admin/ HIFIS Point Person

- a. Act as the main point of contact between users of their own agency and the HIFIS Lead Agency.
- b. Provides HIFIS support within their agency and ensures all agency HIFIS users are trained.
- c. Acts as HIFIS Agency trainer for agencies with 5 or more HIFIS users and ensures all HIFIS users within agency has signed HIFIS user agreement/confidentiality agreement
- d. Appoint agency representative to HIFIS User Group.
- e. Responsible for upholding data collection standards within their agency.
- f. Responsible for pulling agency specific reports.
- g. Will have the following HIFIS user rights:
 - i. Access Reports
 - ii. Delete Housing History entries

7. HIFIS User Group

- a. Will meet with the HIFIS Lead Agency twice annually to discuss HIFIS recommendations and problem spots
- b. Includes representatives of all HIFIS participating projects
- c. Provides input and support for improved HIFIS implementation at user level

OPERATING PROCEDURES

1. Project Participation

- a. Mandated Participation

All projects funded under Reaching Home – Brandon Designate funding stream are required to meet minimum participation standards as defined by this Policies and Procedures manual. These participating agencies will be required to comply with all applicable operating procedures and

agree to execute and comply with the Homelessness Information Partnership Brandon (HIPB) Service Level Agreement.

b. Voluntary Participation

Organizations who do not receive Reaching Home – Brandon Designate funding may wish to join the Homelessness Information Partnership Brandon (HIPB). In that circumstance, they must submit written request to the HIFIS Lead Agency, who will gather information from the requesting organization and relay the request to the HIFIS Partner Agency Advisory Committee. Each PA on the HIFIS Brandon cluster must agree to the addition of the new organization. The consensus must be unanimous. The new organization will then be subject to the same minimum participation standards as the rest of HIPB.

c. Minimum Participation Standards

- i. Each participating agency shall comply with the HIPB Service Level Agreement and HIPB Policy and Procedures Manual
- ii. Agency staff shall collect and enter the universal data elements defined by the HIFIS Partner Agency Advisory Committee and program-specific data for all clients.
- iii. Agency staff shall enter client level data into HIFIS within 5 working days of client interaction.
- iv. Each agency shall designate at least one HIFIS Point Person. This person may or may not also be the Agency Administrator (see below). The HIFIS Point Person functions as the main liaison with the HIFIS Lead Agency and is responsible for organizing its agency's users, making sure proper training has taken place for the users and that all paperwork and confidentiality requirements are being followed by all users from that agency.
- v. Each agency having five or more users must designate at least one user to function as a HIFIS Agency Administrator. Agencies with fewer than five users have the option of designating a HIFIS Agency Administrator. The HIFIS Agency Administrator is expected to provide on-site support to the agency's end-users, run agency reports, monitor the agency's data quality, participate in data audits, and work with the HIFIS Lead Agency to troubleshoot HIFIS issues. HIFIS Agency Administrators are expected to appoint a staff member to attend HIFIS User Group meetings.
- vi. Each HIFIS participating project within an agency is required to have a representative at each HIFIS User Group meeting who can effectively communicate what is covered in the meeting to the rest of the project's HIFIS users.

2. Security

- a. At a minimum, Partner Agencies must develop security rules, protocols, and procedures including, but not limited to the following:
 - i. Appropriate assignment of user accounts and completion of HIFIS new user package (see Appendix E).
 - ii. Preventing user account sharing
 - iii. Protection of unattended workstations

- iv. Ensuring that HIFIS is only accessed on agency-provided devices and those devices properly secured with passcode. This includes desktop computers, laptops, tablets, and mobile devices.
- v. Protection of access to workstations where employees are accessing HIFIS
- vi. Ensuring HIFIS usernames and passwords are secure
- vii. Safe storage and protected access to hardcopy and digitally generated client records and reports with identifiable client information using a two-lock system
- viii. Proper cleansing of equipment prior to transfer or disposal, as well as routine cleansing of computer equipment, including deletion of download files and cache clearing.

b. Reporting Security Incidents

- i. These Security Standards and the associated Homelessness Information Brandon Partnership (HIBP) Policies and Procedures are intended to prevent, to the greatest degree possible, any security incidents. However, should a security incident occur, the following procedures should be followed in reporting.
 - 1. Any HIFIS End User who becomes aware of or suspects a breach of HIFIS system security and/or client privacy must immediately report that breach to the Program Manager, HIFIS Agency Admin, and HIFIS Lead Agency.
 - 2. In the event of a breach resulting from suspected or demonstrated noncompliance by an End User with the HIFIS Confidentiality Agreement (see Appendix D), the HIFIS Lead Agency will deactivate the End User's User ID until an investigation has been completed.
 - 3. Following an investigation, the HIFIS Lead Agency shall notify the agency's Executive Director, Program Manager and HIFIS Partner Agency Advisory Committee of any substantiated incidents that may have resulted in a breach of HIFIS system security and/or client privacy (whether or not a breach is definitively known to have occurred).
 - 4. Within 3 business days after the HIFIS Lead Agency received notice of the breach, the HIFIS Lead Agency, HIFIS Agency Admin, agency Executive Director and Program Manager will jointly establish an action plan to analyze the source of the breach and actively prevent future breaches. The action plan shall be implemented as soon as possible, and the total term of the plan must not exceed 14 days.
 - 5. If the Partner Agency is not able to meet the terms of the action plan within the time allotted, the HIFIS Partner Agency Advisory Committee, may elect to terminate the Partner Agency's access to HIFIS. The Partner Agency may appeal to HIFIS Partner Agency Advisory Committee following completion of the requirements of the action plan.
 - 6. The HIFIS Partner Agency Advisory Committee will discuss and make recommendations to the PA involved in the breach regarding appropriate sanctions to employee involved in the breach and/or the agency itself.
 - 7. In the event of a substantiated breach of client privacy through a release of personal information in noncompliance with the provisions of PHIA, FIPPA and

HIPB Policies and Procedures, the HIFIS Partner Agency Advisory Committee will designate an individual to notify any impacted individual(s).

8. The HIFIS Lead Agency will maintain a record of all substantiated HIFIS data breaches for 10 years.

3. User Authorization & Password Security

a. Eligible Users

Each Partner Agency shall authorize use of the HIFIS database to users who need access to the system for data entry, editing of client records, viewing of client records, report writing, administration or other essential activity associated with carrying out participating agency responsibilities.

b. User Requirements

Prior to being granted a username and password, users must complete PHIA training and review and sign the HIFIS Confidentiality and User Agreement (see Appendix D) that acknowledges receipt of the document and pledges to comply with them. Users must be aware of the sensitivity of client-level data and must take appropriate measures to prevent its unauthorized disclosure. Users are responsible for protecting institutional information to which they have access and for reporting security violations. Users must comply with all policies and standards described within this Policies and Procedures manual. They are accountable for their actions and for any actions undertaken with their username and password. HIFIS Agency Administrators must ensure that users have received adequate training prior to being given access to the database.

c. Setting up a New User

If the Partner Agency wants to authorize system use for a new user, the agency's Executive Director or HIFIS Agency Administrator must:

- i. Determine the access level of the proposed HIFIS user.
- ii. Facilitate the review and signing of the HIFIS Confidentiality and User Agreement.
- iii. Verify that appropriate and sufficient training has been successfully completed.
- iv. Submit request to HIFIS Lead Agency to create new username and password in HIFIS.

If any user leaves the agency or no longer needs access to the HIFIS, the Partner Agency is responsible for immediately terminating user access by notifying the HIFIS Lead Agency.

Paid employees of Partner Agencies only will be granted access to HIFIS. Practicum students or volunteers will not be permitted HIFIS access. The Executive Director or HIFIS Agency Administrator is responsible for ensuring that the user understands and complies with all applicable HIFIS Policies and Procedures.

d. Enforcement Mechanism

- i. The HIFIS Lead Agency will investigate all potential violations of any security protocols. Any user found to be in violation of security protocols will be sanctioned.
- ii. Recommendations from PAAC can include, but are not limited to:
 1. A formal letter of reprimand, and

2. Suspension of HIFIS database privileges
3. Revocation of system privileges
4. Termination of employment
5. A Partner Agency's access may also be suspended or revoked if serious or repeated violation(s) of HIPB SLA and HIPB Policy and Procedures occur by agency users.

4. Agency Implementation

- a. Adding Partner Agencies
 - i. Prior to setting up a new Partner Agency within the HIFIS database, the HIFIS Lead Agency shall:
 1. Review HIFIS records to ensure that the agency does not have previous violations
 2. Review new Partner Agency request with HIFIS PA Advisory Committee and receive approval
 3. Verify that the required documentation has been signed and submitted, including:
 - a. HIPB Service Level Agreement
 - b. Designation of HIFIS Point Person or HIFIS Agency Administrator
 - c. HIFIS New User Packages
 4. Work with the Partner Agency to input applicable agency and program information
 5. Work with the Partner Agency to migrate legacy data, if applicable
- b. Removing a Partner Agency

In the event that a Partner Agency is removed from HIFIS, either by request or through HIFIS PA Advisory Committee sanctions, the HIFIS Lead Agency will make reasonable accommodations to export the agency's data prior to archiving the agency in HIFIS and deactivating all associated user accounts.

c. User Access Levels

All HIFIS users must be assigned a designated user access level that controls the level and type of access the user will have within the system. Users will have access to client-level data that is collected only by their own agency unless a client specifically consents in writing to share their information.

5. Data Access Control Policies

a. User Accounts

Partner Agencies are responsible for managing user accounts following the procedures documented in the User Authorization & Password Security section of this manual for user account set-up including verification of eligibility, the appropriate training, and the establishment of appropriate user type. The assigned user type will determine each user's individual access level to data, and Partner Agencies must regularly review user access privileges. Partner Agencies

are responsible for deactivating and/or removing users from the system by contacting the HIFIS Lead Agency. They should discontinue the rights of a user within 24 hours upon that user's termination from any position with access. When a user will be on leave for an extended period (longer than 30 days), his/her account should be temporarily suspended within 5 business days from the start of the leave

b. User Passwords

Each user will be assigned a unique identification code (username), preferably the last name of the user then the first name of the user, separated by the underscore symbol. A temporary password will be assigned when a new user is created. The user will be required to establish a new password upon initial log-in. This password will need to be changed every 90 days. Passwords must be between 8 and 16 characters long, contain at least one number, and should not be easily guessed. The password format is alphanumeric and case sensitive. Users are prohibited from sharing unique passwords—even with supervisors. Sanctions will be imposed on the user and/or agency if user account sharing occurs. Any passwords written down should be securely stored and inaccessible to others. They should not be saved on a personal computer or internet browser.

c. Password Reset

Users cannot reset their own password if it becomes lost or forgotten. The HIFIS Lead Agency has the ability to temporarily reset a password.

d. Temporary Suspension of User Access

i. System Activity

Users must log off from the HIFIS application and either lock or log off their respective workstation if they leave the workstation. Also, password protected screensavers or automatic network log-off should be implemented on each workstation. If the user is logged into HIFIS and the period of inactivity in HIFIS exceeds 30 minutes, the user will be logged off the HIFIS system automatically.

ii. Unsuccessful Login

If a user attempts to log in 3 times unsuccessfully, the User ID will be "locked out" and their access permission will be revoked; the user will be unable to regain access until the User ID is reactivated by the HIFIS Lead Agency.

e. Electronic Data Control

Users have the ability to download and save client-level data. Once this information has been downloaded from the HIFIS database, the security of this data then becomes the responsibility of the user and the agency. Partner Agencies will have the ability to export a copy of their own data for internal analysis and use. Agencies are responsible for the security of this information.

f. **Hardcopy Data Control**

Printed versions (hardcopy) of confidential data should not be copied or left unattended and open to compromise. Media containing HIFIS client-identified data will not be shared with any agency, other than the owner of the data, for any reason. Authorized employees may transport HIFIS data between the participating agencies. Client files should never be left in vehicle or on desk unattended. HIFIS information in hardcopy format should be with staff at all times, or secured at the agency using a double-locked system. HIFIS information in hardcopy format should be disposed of properly by shredding finely enough to ensure that the information is unrecoverable

6. Collection and Entry of HIFIS Data

a. **Universal Data**

Data required to be collected from all clients serviced by homeless assistance programs using an HIFIS. These data elements include date of birth, gender, race, ethnicity, veteran's status, and Indigenous status. These elements are needed to understand the basic dynamics of homelessness in our community.

b. **Data Collection**

i. **Client data versus User data and Service data: the database within HIFIS is designed in three basic parts.**

1. Client data is information that pertains to clients. Since clients only exist in one place in the database, this information may have been entered by any PA, and possibly several. Since this information exists only in one place within the database, it is viewable and shared with all users from all PAs that have the appropriate credentials and rights. The HIPB has tried to limit the information collected on clients within HIFIS to that which is needed in order to properly support the needs of the PA and its clients, while respecting the basic principles of privacy and confidentiality.
2. User data is information that pertains to users of HIFIS. These individuals are employees or agents of the various PAs and the BNRC. Their data may be shared between PAs when an employee may have roles in more than one agency. While the information in this part of the database is less sensitive in nature, it is also considered personal information and is subject to privacy and confidentiality requirements.
3. Service Data is data that reflects a particular service or transaction that is captured within HIFIS. While the data itself may refer to a client, a user or any other person, its access privileges are set such that only roles within the applicable PA are allowed to access this data. It is possible that this practice may change in the future as circumstances and programs evolve, and if this become the case, this would be documented herein.

- ii. For individuals identifying as Two-spirit or Transgender, the client's name of choice will be entered in primary name field, while legal name will be entered in the Alias 1 field. Specify preferred pronouns in the gender field.

- c. Data Quality Standards
 - i. Data Uniqueness
 - 1. Data for our unhoused population is person-specific and entered into the HIFIS system only once.
 - a. To ensure data uniqueness is maintained in the HIFIS system, in accordance with Reaching Home minimum requirements, HIFIS users are trained to check for existing client files prior to entering a new individual in the database.
 - b. HIFIS users will only use the 'Explicit' consent type in HIFIS to prevent the possibility of duplicate entries.
 - c. Monthly audits are conducted by the HIFIS Lead Agency to identify and merge any possible duplicate entries in the HIFIS database.
 - ii. Data Consistency
 - 1. All Partner Agencies use HIFIS 4 for data entry, creating a Unique Identifier List for Coordinated Access, and for outcome reporting.
 - iii. Data Timeliness
 - 1. Partner Agencies are expected to enter data into the HIFIS database within 5 days of client interaction to ensure information is up-to-date, readily available and accessible when needed.
 - 2. The By Name List (Unique Identifier List) is regularly updated to ensure that agencies have the best data possible data when triaging, prioritizing, and filling vacancies.
 - iv. Data Completeness and Comprehensiveness
 - 1. Partner Agencies will do their utmost to ensure that all relevant information for Coordinated Access and outcome reporting is entered accurately, including:
 - a. Basic Client Demographics
 - b. HIFIS consent form
 - c. Housing History and Housing Placements
 - d. Prioritization Triage Questionnaire
 - e. Case Management
 - v. Data Use
 - 1. Aggregate HIFIS data is used to:
 - a. Report on Reaching Home outcomes to Housing, Infrastructure, Communities Canada (HICC).
 - b. Set baselines and homelessness reduction targets for the annual Community Homelessness Report.
 - c. Identify systemic gaps leading to homelessness in the community and inform advocacy for our unhoused population.
 - 2. Identifiable HIFIS data is used to:
 - a. Populate the By Name List for the purposes of prioritizing, triaging, and housing through Coordinated Access
 - b. Identify Indigenous women and gender diverse individuals in imminent risk of dying a preventable death to prioritize safe housing and resources.
 - vi. Data Verification

1. Each PA will ensure that their HIFIS data is reviewed on a regular basis for the purpose of verification and accuracy
 2. The HIFIS Lead Agency will conduct scheduled audits of PA entered HIFIS data to assist PAs with data consistency, timeliness, completeness, and comprehensiveness.
 - a. The following audits are conducted quarterly and provided to each agency:
 - i. Housing Placement audits
 - ii. Case Management audits
 - b. The following audits are conducted monthly and provided to each agency:
 - i. HIFIS consent audit for newly added clients
 - ii. Duplicate client entries
 - iii. Inactive HIFIS user audit
 - iv. Incomplete Housing History audit
 - v. Clients approaching inactivity audit
- d. Audit Trails and Access Logs
- i. All data accesses are maintained in files and logs within the HIFIS database and are available to the HIFIS Lead Agency. These logs can be made available for various purposes, including the support of investigations into data/confidentiality breaches.
 - ii. All users should be advised that access to client records is strictly limited to their “need to know” and that it is against the agency’s policies to access information for any other reason, and that sanctions will result if this is ever found to be the case.
- e. Client Consent
- i. Client data must not be entered into HIFIS without a signed HIFIS consent form (see Appendix C) from the client in question. The consent form must be uploaded to the Consent module in HIFIS.
 - ii. Each PA is responsible for ensuring a HIPB consent form is signed and uploaded for new client entries to HIFIS, and the client has provided informed consent. This ensures that there is a consistent practice of managing consent within all PAs, creating a solid foundation for protecting and sharing of information appropriately across PAs, in line with FIPPA and PHIA requirements.
 - iii. Physical copies of the HIFIS consent form will be stored with the PAs for at least one year.
 - iv. Each client has the right to withdraw consent from HIFIS and the Homelessness Information Partnership in Brandon. Client must complete Request to End Consent for HIFIS form (see Appendix G) and submit it to the HIFIS Lead Agency.
 - v. Each client has the right to request to see their data that has been entered into the HIFIS database. The following procedure for a client to request to view their data on HIFIS is as follows:
 1. Complete and submit HIFIS Request to Access to Personal Information (see Appendix F) to the HIFIS Agency Admin with the agency client is connected to or to the HIFIS Lead Agency.
 2. The HIFIS Lead Agency will print all requested data within 5 business days and meet with client to answer any questions the client might have.

- vi. If a client chooses not to provide consent to store their personal information on the HIFIS database or chooses not to consent to the Coordinated Access system, but is still interested in receiving services, it is up to the PA's discretion on how they choose to record that data outside of the HIFIS database, or refer the client to additional services outside of the Coordinated Access system.
- vii. Any individual 16 years of age or older, who appears to have the capacity to make their own informed decisions can sign a HIFIS consent form, with the understanding that the service provider assisting the youth clearly explains what data will be collected, how it will be used, and which agencies will be able to access it.

7. Release and Disclosure of Data

- a. Data Release Criteria
 - i. HIFIS client data will be released only in aggregate, or in anonymous client-level data formats, such that the identity of any individual or household cannot be determined. Parameters of the release of aggregate data (i.e., where the data comes from, what it includes and what it does not include) will be presented to each requestor of aggregate data by the HIFIS Lead Agency.
- b. Data Release Process
 - i. Partner agencies may request HIFIS data for reporting purposes, audits, and oversight by emailing the request to the HIFIS lead agency. The HIFIS lead agency can provide data analysis and a data summary upon request.
 - ii. Beyond individual agency reports, or Reaching Home funding reports, the HIFIS Partner Agency Advisory Committee must approve all data for public classification and release. This approval can be done informally through email correspondence and does not always require an in-person discussion and vote.
- c. Using Data to Inform Action Related to Preventing and Reducing Homelessness
 - i. The HIFIS lead agency is responsible for:
 - 1. Presenting data to the Community Advisory Board based on previously set CAB priorities to measure the outcomes and impact of current Reaching Home investments in the community.
 - 2. Presenting data to assist the Community Advisory Board in identifying areas of concern and gaps in the homelessness serving system in Brandon, to direct funds and develop new programs to meet the needs of unhoused and precariously housed individuals.
 - 3. Presenting data to municipal, provincial, and federal government partners for advocacy, education, to identify gaps in services, and establish possible avenues for future partnership.
 - 4. Presenting data to partner agencies to help identify directions for programming expansion.

8. Training

- a. The HIFIS Lead Agency will provide HIFIS application training periodically throughout the year. If additional, or specific training needs arise, the HIFIS Lead Agency may arrange for special training sessions by request of a PA.

- b. All HIFIS Agency Administrators and Primary Point Persons will be trained in their agencies' specific modules, HIFIS troubleshooting, and HIFIS report generation by the HIFIS Lead Agency.

9. System Administration

- a. The HIFIS Lead Agency (BNRC), in partnership with HICC, and the City of Brandon will strive to maintain continuous system availability.
- b. The HIFIS Lead Agency will inform Partner Agencies in advance of any planned interruptions in service, and as soon as reported for any unplanned interruptions in service.

10. Technical Support

HIFIS Users are to submit support requests to their HIFIS Agency Administrator, who may escalate the request to the HIFIS Lead Agency, who may in turn escalate the request to federal INFC HIFIS support as appropriate. Support requests include reporting problems, requests for feature enhancements, or other general technical support.

COORDINATED ACCESS POLICIES

Coordinated Access is defined as a way for communities to bring consistency, equity, and efficiency to the process by which people experiencing homelessness or at risk of homelessness access services and housing-related resources within a geographic area. A Coordinated Access system includes a Housing First approach, streamlined service delivery across different types of service providers, and quality data, including the ability to generate a By Name List using person-specific data for homelessness.

1. Roles and Responsibilities:

- a. Access Point:
 - i. An access point is the point an individual makes initial contact with the Coordinated Access system. Access points should be as low barrier as possible for individuals, following the “no wrong doors” approach. Access points are responsible for connecting people to community resources and housing-specific services. Service providers who act as access points in the Coordinated Access system will often be required to gain informed consent to enter data in the HIFIS system and enter initial required demographic information for the client. Access point service providers will be responsible for connecting clients to triage and assessment points for individuals who want to participate in the Coordinated Access system to find housing.
 - ii. Examples of access points in the Brandon Coordinated Access system include:
 - 1. Samaritan House – Safe and Warm Shelter
 - 2. 7th Street Health Access Centre
 - 3. Brandon Bear Clan
 - 4. Huddle Brandon
 - 5. YWCA Westman
 - 6. Western Manitoba Women’s Centre Drop-in
- b. Triage and Assessment Point:
 - i. Triage and Assessment refers to the information gathering process to make referrals to housing agencies within the Coordinated Access system. At this stage, the triage and assessment service provider will engage in initial triage, identifying pathways for homelessness prevention and diversion. If no pathway exists, they will use the Coordinated Access prioritization questionnaire to determine how the client will be prioritized for housing

on the By Name List. The Triage and Assessment service provider will also be responsible to ensure eligibility criteria are met for a housing agency prior to submitting a referral.

- ii. Examples of triage and assessment points in the Brandon Coordinated Access system include:

1. 7th Street Health Access Center
2. Westman Youth for Christ
3. YWCA Westman

- c. Vacancy Matching:

- i. Vacancy Matching refers to the process of matching clients who have been prioritized from the By Name List with open/pending vacancies from the Coordinated Access Resource Inventory. This process ensures equal and equitable access to housing through the Coordinated Access system. The housing agencies in the Coordinated Access system are responsible for reporting their vacancies to the Coordinated Access Specialist and receiving prioritized referrals from the Coordinated Access system.

- ii. Examples of housing agencies in the Brandon Coordinated Access System include:

1. MMF Brandon Housing First
2. Westman Youth for Christ
3. Community Health and Housing Association
4. PSC - Bridgeway

2. The Coordinated Access system supports individuals from homelessness to housing through the following process:

a. Connect with an Access Point

b. Provide consent to store data in HIFIS and participate in Coordinated Access

- i. Client data must not be entered into HIFIS without a signed HIFIS consent form (see Appendix C) from the client in question. The consent form must be uploaded to the Consent module in HIFIS. The physical copy of the signed HIFIS consent form must be stored in accordance with PHIA for at least one year.

1. The HIFIS consent form requires that the client includes their name, birthdate, and signature to consent to storing their information in the HIFIS database. The Coordinated Access System consent requires a checkmark and client initials.
2. A client can choose to consent to data stored in the HIFIS database without participating in the Coordinated Access system. However, to participate in the Coordinated Access system, the client must give informed consent to both HIFIS and participation in Coordinated Access.
3. When the client becomes housed, it is the supporting PA's responsibility to end the Coordinated Access consent in HIFIS by entering an end date that corresponds to the date the client moved into their unit, thus removing them from the BNL.

- ii. Each PA is responsible for ensuring a HIPB consent form is signed for new client entries to HIFIS and the client has provided informed consent. This ensures that there is a consistent practice of managing consent within all PAs, creating a solid foundation for protecting and sharing of information appropriately across PAs, in line with FIPPA and PHIA requirements.

1. In an effort to ensure client has been properly informed of how their data is shared and stored, PAs are responsible for disclosing:

- a. Which agencies and programs are in the Coordinated Access system and on the HIFIS database.

- b. What information other programs and agencies will be able to access.
 - c. How the client's data will be utilized to match them to an appropriate housing vacancy.
 - iii. Each client has the right to withdraw consent from HIFIS and the Homelessness Information Partnership in Brandon. Client must complete Request to End Consent for HIFIS form (see Appendix G) and submit it to the HIFIS Lead Agency.
 - iv. Each client has the right to request to see their data that has been entered into the HIFIS database. The following procedure for a client to request to view their data on HIFIS is as follows:
 - 1. Complete and submit HIFIS Request to Access to Personal Information (see Appendix F) to the HIFIS Agency Admin with the agency client is connected to or to the HIFIS Lead Agency.
 - 2. The HIFIS Lead Agency will print all requested data within 5 business days and meet with client to answer any questions the client might have.
 - v. If a client chooses not to provide consent to store their personal information on the HIFIS database or chooses not to consent to the Coordinated Access system, but is still interested in receiving services, it is up to the PA's discretion on how they choose to record that data outside of the HIFIS database, or refer the client to additional services outside of the Coordinated Access system.
 - vi. Any individual 16 years of age or older, who appears to have the capacity to make their own informed decisions can sign a HIFIS consent form, with the understanding that the service provider assisting the youth clearly explains what data will be collected, how it will be used, and which agencies will be able to access it.
- c. Complete prioritization assessment at triage point.**
 - i. Triage and/or access points are responsible for documenting initial interactions with unhoused or precariously housed individuals in the HIFIS database within five days of client contact, including:
 - 1. HIFIS consent
 - 2. Coordinated Access consent
 - 3. Client demographic information
 - 4. Housing History
 - ii. When a client reconnects with a triage and/or access point after an unsuccessful housing placement, the client will have the opportunity to re-sign the HIFIS consent form to opt back into the Coordinated Access system.
 - 1. The triage and/or access point will be responsible for updating the client's records in HIFIS within five days of client contact, including:
 - 2. HIFIS consent
 - 3. Coordinated Access consent
 - 4. Client demographic information
 - 5. Housing History
 - iii. Initial Triage (Prevention & Diversion):
 - 1. Triage points are responsible for documenting initial prevention, diversion, and service navigation in HIFIS in the Case Management module. This includes the triage housing resources workers attempts to ensure:
 - a. Client's basic needs are met (such as food, shelter, clothing)
 - b. Any efforts to guide a client through the process of preventing an eviction

- c. Efforts to find a client a safe and appropriate place to stay that is not a shelter

iv. In-Depth Assessment

- 1. All triage points will be responsible for utilizing the Coordinated Access Prioritization Questionnaire to collect the necessary data to prioritize clients for vacancy matching. There are three questionnaires designated for youth, families, and single adults to ensure a person-centered approach.
 - a. The Youth Coordinated Access Prioritization Questionnaire:
 - i. This will be utilized for individuals between the ages of 16-29
 - b. The Single Adult Coordinated Access Prioritization Questionnaire:
 - i. This will be utilized for individuals:
 - 1. 30 years of age and older
 - 2. Who do not have children in their present care/custody
 - 3. Who are not being housed with a partner
 - c. The Family Coordinated Access Prioritization Questionnaire:
 - i. This will be utilized for parents/guardians/care givers with children aged 17 and under
- 2. When prioritization questionnaires are completed in HIFIS, there should be a corresponding case management note in the Case Management module providing relevant information on individual's housing situation and housing needs. Relevant information should be shared at the Coordinated Access table during the prioritization and vacancy matching discussion. In the absence of the triage/service navigator during the vacancy matching process, the Coordinated Access Specialist will provide the appropriate information.

v. Community Referrals

- 1. Based on the needs identified from the Coordinated Access Prioritization Questionnaire at the triage/service navigation point, the client can be referred to:
 - a. An agency that provides intensive case management within the Coordinated Access system depending on caseload availability.
 - b. An agency/support outside of the Coordinated Access system with client's explicit consent.

vi. Housing Plans

- 1. A client's progress to find and secure housing will be documented by:
 - a. The intensive case management agency that is supporting them.
 - b. The triage/service navigator assisting them.
- 2. This documentation can include:
 - a. Applying for housing units outside of the Coordinated Access Resource Inventory
 - b. Applying for housing subsidies
- 3. Connecting to additional supports, such as mental health, addictions, income assistance, obtaining identification, physical health resources, etc.

d. The individual is placed on BNL

e. Vacancy Matching: As vacancies become available, individuals will be prioritized based on vacancy eligibility criteria and community-based prioritization matrix.

i. Prioritization Matrix:

Prioritization matrix was created to be person-centered holistic tool by meeting the specific needs of families, youth, and single adults in the Coordinated Access system. Each group has a set criterion of priorities determined by the community. The criterion for each group is as follows (please see Appendix I for weighted matrix graphic):

1. Youth
 - a. Safety Risk/Acuity
 - b. Vulnerabilities
 - c. Length of Homelessness
 - d. Self-Reported/Suspected Health Concerns
 - e. Indigenous
 - f. Identifying as 2SLGBTQQIA+
2. Single Adults
 - a. Heightened Vulnerabilities
 - b. Safety Risk/Acuity
 - c. Length of Homelessness
 - d. Self-Reported/Suspected Health Concerns
 - e. Age
 - f. Indigenous
3. Families
 - a. Safety Risk/Acuity
 - b. Vulnerabilities
 - c. Length of Homelessness
 - d. Self-Reported/Suspected Health Concerns
 - e. Family Demographics
 - f. Preservation and Reunification
 - g. Indigenous

ii. When a housing agency in the Coordinated Access system has a vacancy:

1. The agency's Coordinated Access representative is responsible for bringing a list of vacancies and eligibility criteria to the Coordinated Access weekly meeting.
2. The Coordinated Access Specialist will be responsible for filtering the BNL through the priority matrix to determine a list of potential matches for the available vacancy.
3. The triage/service navigator is responsible for submitting the referral to the housing agency.
4. The housing agency is responsible for contacting the client to determine if client wants to accept the vacancy match and for completing all steps to access the housing unit.
5. If there is more than one individual who meets the vacancy eligibility criteria and are equally weighted to be prioritized by the community prioritization matrix, the Coordinated Access table will refer all prioritized, eligible candidates to the housing agency who will determine which individual will be matched to the vacancy.

iii. All individuals participating in the Coordinated Access system have a right to refuse a vacancy match without penalization.

- iv. All Reaching Home funded Partner Agencies are required to contribute to the Coordinated Access Housing Resource Inventory and fill housing vacancies using the By Name List. Voluntary PA agencies are encouraged to contribute to the Housing Resource Inventory and fill vacancies using the By Name List to increase consistency and comprehensiveness across the Coordinated Access system.
- v. Offers:
 - 1. When a client/family has been matched to a housing vacancy within Coordinated Access, the housing agency is responsible for verifying all documents are completed, finances (if relevant) are secured, and eligibility criteria are met for their housing program. The housing agency is responsible for scheduling a unit viewing, and communicating with client what support and resources the agency can provide.

f. After Housing Placement:

Once an individual is housed, they will be removed from the BNL.

g. Return to Homelessness:

If an individual returns to homelessness a third time after being previously housed by the CA system twice, and continues to choose to participate in the CA process, they will be referred to the intensive case management table to better identify gaps in supports, barriers to housing, and community partners to provide holistic wrap around support, led by the CA specialist.

3. Challenges

Any concerns or disagreements regarding prioritization and referrals at the Coordinated Access table or in the broader community will be brought to the attention of the Coordinated Access Specialist who will mediate the disagreement between service providers. If mediation cannot be achieved, the concern can be escalated to the Community Advisory Board.

A housing agency must provide justification to the Coordinated Access Specialist if a vacancy match is refused on their end.

4. Resource Inventory Management

The Coordinated Access Specialist will be responsible for tracking resource inventory in the Coordinated Access system, including the number of units each housing agency is maintaining, unit capacity, vacant units, and transitions in and out of units.

5. Coordinated Access Participation

Active participation in the Coordinated Access system requires Partner Agencies to:

- 1. Enter data into the HIFIS database that is timely, comprehensive, and accurate as per previously stated HIPB policy.
- 2. Report on housing vacancies to the Coordinated Access table, match and fill vacancies using the BNL and the community developed priority matrix.

3. Engage transparently and in good faith with fellow HIFIS Partner Agencies to provide wrap around supports for shared clients when needed.
4. Designate an agency representative to sit at the Coordinated Access table.
5. Attend at least two Coordinated Access meetings per month. When an agency representative cannot attend a meeting, they are responsible for:
 - a. Contacting the Coordinated Access Specialist prior to the meeting to give an update, follow-up on any delegated tasks from previous meeting, and to report any current or upcoming vacancies.
 - b. Alternatively, a substitute representative can attend the Coordinated Access in a representative's place, given they have the above information to present during the meeting, and they have HIFIS access.

6. Data for By Name List in Brandon

- a. Client Vitals
 - i. Client consent form signed, scanned, and attached
 - ii. First Name, Last Name, any aliases
 - iii. Completed Indigenous and veteran status
 - iv. Accurate birthdate, verified if possible
 - v. Completed racial identity
- b. Housing History
 - i. To enter Housing History:
 1. Navigate to the Housing History module through the Client Information menu in a client's HIFIS file.
 2. Click "Add Housing" if adding a new housing history entry. If editing an existing housing history entry, click the edit button (pen icon) on the housing entry item that is to be edited.
 3. Enter the address, phone number, or place name, if available.
 - ii. Housing status changes are in line with the Reaching Home Housing Continuum in HIFIS 4.
 1. The following housing types are considered "homeless":
 - a. Makeshift/Street
 - b. Vehicle
 - c. Abandoned Building
 - d. Encampment/Campsite
 - e. Emergency Shelter
 - f. YMCA/YWCA Westman
 - g. Hostel
 - h. Hotel/Motel
 - i. Couch surfing – staying temporarily with others
 - j. Domestic Violence – Emergency shelter
 2. The following housing types are considered "housed"
 - a. Co-op Housing
 - b. Foster Care
 - c. Housed in Family's House/Apartment
 - d. Home Ownership
 - e. Housed On-Reserve
 - f. Military Housing
 - g. Rooming House
 - h. Single Room Occupancy

- i. Social/Community Housing
 - j. Rental at Market Price
 - k. Group Home
 - l. Indigenous Housing Provider
 - m. Rental at Market Price with Rent Subsidy
 - n. Room in a House
 - o. Secondary Suite
 - p. Supportive Housing
 - q. Residential Care Facility
- iii. Housing status changes automatically once a client's Housing History is updated.
- iv. HIFIS users will use the HIFIS Coordinated Access Intake Form when collecting data to add a new individual to the HIFIS 4 system. The intake form comprises all information that is required to add an individual to the database, including Housing History.
- v. When adding or updating a client in the HIFIS 4 system, HIFIS users will ensure they include Housing History data regarding where the client was staying immediately before becoming homeless and, once they've exited a housing program, where they went.
- vi. The HIFIS Housing History Completeness report has been added to the monthly auditing process. The HIFIS Lead Agency will work with Partner Agencies to ensure that any missing data is completed.
- c. Coordinated Access Priority Questionnaire
- d. The By Name List is updated weekly, including updates to the Housing History data for clients on the list.

7. Inactivity Policy

- a. A client state will become "inactive" in the HIFIS 4 system when data has not been entered on their HIFIS account for 90 days. Client will become "active" again once a new data entry occurs. Examples of data entry that change a client activity status are as follows:
 - i. Client admission data
 - ii. Client case management data
 - iii. Client housing placement data
- b. The HIFIS Reaching Inactivity report has been included in the monthly auditing process. Individuals who are about to become inactive will be discussed at weekly Coordinated Access Meetings to confirm if data can be updated and whether the client requires follow-up from an outreach worker, housing coordinator, or case manager.

8. Encampment Policy

- a. An Encampment refers to temporary outdoor campsites on public property or privately owned land. A temporary outdoor campsite will be considered an encampment if the occupant of the campsite has no other housing available, has occupied the campsite for at least 14 days, and has at least one structure on the premises.
- b. When an Encampment is identified by a HIFIS Partner Agency, the Partner Agency can enter the Encampment location and the individuals residing in the Encampment through the Encampment module and the Housing History module.
- c. To enter data in the Encampment module:
 - i. Access Encampment module from the Front Desk menu.
 - ii. Click "Add Encampment" from Encampment main page
 - iii. Enter:

1. Encampment location
 2. Encampment name
 3. Approximate start date of encampment
 4. Geographic region
 5. Brief description
 6. Approximate encampment address/coordinates
- iv. Once basic location data is saved, a client can be added to the Encampment by clicking “manage” icon next to encampment.
- d. To enter data in the Housing History module:
 - i. Navigate to the Housing History module through the Client Information menu in a client’s HIFIS file.
 - ii. Click “Add Housing” if adding a new housing history entry. If editing an existing housing history entry, click the edit button (pen icon) on the housing entry item that is to be edited.
 - iii. Select “Encampment/Campsite” for Housing Type, enter approximate address, and save.
 - e. Once entered, it is recommended that the PA inform the HIFIS lead agency of the new encampment to mobilize outreach and resources.

9. Easy and Equitable Access to Coordinated Access Network

The Coordinated Access network in Brandon ensures easy and equitable access to services by partnering with a number of agencies with varying mandates, programs, and eligibility requirements. Clients are not required to show identification to be served by the Coordinated Access network. The only requirement is that they provide informed consent by signing a HIFIS consent form and indicating on the form that they consent to be housed through the Coordinated Access System.

If issues arise where inappropriate barriers to access are in place, the Partner Agencies must inform the HIFIS Lead Agency. If the concern cannot be resolved it will be escalated to the Partner Agency Advisory Committee, and then the Community Advisory Board for resolution.

10. Community Systems Map Policy

The Partner Agency Advisory Committee intends to update the Community Systems Map once a year, or every time a new agency or program joins the Brandon Coordinated Access network. Roles, mandates, and program capacity within the systems map will be reassessed at this time. Policies will also be reviewed yearly.

CHANGES TO THIS AND OTHER DOCUMENTS

1. All plans, forms, standards and documents regulating the operation and administration of the Homelessness Information Partnership Brandon shall be reviewed and, if necessary, revised at least annually by the HIFIS Partner Agency Advisory Committee
2. The HIFIS Lead Agency will be responsible for notifying the HIFIS Partner Agency Advisory Committee if an update to one or more of the plans, forms, standards and governance documents is necessary.
3. Proposed changes to HIPB plans, forms, standards and governance documents may originate from any Partner Agency user.
4. Proposed changes must be reviewed by the Partner Agency Executive Director, and then submitted by the Partner Agency Executive Director to the HIFIS Lead Agency, who will maintain a list of proposed changes.

5. The proposed changes will be added to the next HIFIS Partner Agency Advisory Committee meeting agenda to be discussed and decided upon.

APPENDIX A: HIPB AGREEMENT

Signed by Participating Partner Agency (PA): _____

Executive Director/Program Manager

Signature: _____ Position: _____

APPENDIX B: HIFIS PARTNER AGENCY ADVISORY COMMITTEE MEMBERS

Representatives from:

- Brandon Neighbourhood Renewal Corporation
- Brandon Friendship Centre
- YWCA Westman
- MMF Brandon Housing First
- CHHA
- Western Manitoba Women's Centre
- Samaritan House Ministries
- Brandon Bear Clan
- John Howard Society
- PSC - Bridgeway
- Westman Youth for Christ
- PMH – 7th Street Health Access Centre
- City of Brandon

APPENDIX C: HIPB HIFIS CLIENT CONSENT FORM

Client Consent for HIFIS Information Collection and Coordinated Access

HIFIS Database Brandon

Client Name (print clearly): _____

Client Date of Birth: _____

I understand that this agency is part of the Homelessness Information Partnership Brandon (HIPB). This means data is entered into a computer system, which shares some information about clients and the services they are using in order to help provide better services to people who are experiencing homelessness. I also understand that this information is protected and only those people working at partner agencies that have a need to access personal information are permitted access to it. The following service providers are part of the Homelessness Information Partnership Brandon (HIPB):

- Brandon Neighbourhood Renewal Corporation
- Brandon Friendship Centre
- Samaritan House Ministries – Safe and Warm Shelter
- MMF Brandon Housing First
- Western Manitoba Women's Centre
- Brandon Bear Clan
- John Howard Society
- City of Brandon
- PSC - Bridgeway
- Westman Youth for Christ
- 7th Street Health Access Centre
- Salvation Army
- CHHA
- YWCA Westman

I understand that I have a right to see a copy of my client record, and ask for changes, upon request. I have been informed and understand that some non-identifiable information may be shared with agencies outside of the Homelessness Information Partnership for reporting or research purposes. I also understand that the information collected and shared, or my lack of consent to provide or share some of this information, may not be used to deny outreach, shelter, housing or other assistance.

I consent to _____ sharing personal information, including personal health information, with other partner agencies for the purpose of providing services to me, evaluating programs, and research and planning for the homelessness system.

I consent to being included in the Coordinated Access System so that I can receive help to find housing and support that best meets my needs. Client initial: _____

Client Signature: _____

Date: _____

Staff name (print clearly): _____

Staff signature: _____

APPENDIX D: HIFIS OATH OF CONFIDENTIALITY



HIFIS CONFIDENTIALITY AND USER AGREEMENT

I am an employee of _____.

I acknowledge that my employer has arranged for me to be granted access to HIFIS - Homelessness Individual and Families Information System. HIFIS is used to collect, share and report on client information.

In recognition of the confidential nature of the information contained in HIFIS, I understand and agree as follows:

1. I will access HIFIS only in the normal course of fulfilling my employment duties at _____.
2. I will not divulge client information to anyone other than to persons who are authorized to receive the information in accordance with the policies and procedures provided to me by Homelessness Information System Partnership Brandon and/or my employer.
3. I will use HIFIS, and collect, use and disclose client information only in accordance with the policies and procedures outlined in the Homelessness Information System Partnership Brandon Policy and Procedures Manual.
4. I will take reasonable precautions regarding the protection of client information. This includes the following:
 - 4.1. I will protect my HIFIS login password;
 - 4.2. I will not share my HIFIS login password;
 - 4.3. I will not leave client information unattended on my computer screen; and
 - 4.4. I will not save my HIFIS login password if prompted to do so by the browser on a shared computer.
5. I will immediately cease access to HIFIS at the HIFIS Coordinator's and/or my employer's request.
6. I will immediately notify the HIFIS Agency Administrator/HIFIS Coordinator if I believe there has been a privacy breach. Most common privacy breaches happen when personal information of clients is stolen, lost or mistakenly disclosed.
7. I acknowledge that the Agency HIFIS Administrator/HIFIS Coordinator will monitor my access to HIFIS, and that this may include the review of my access to HIFIS.
8. I agree to take any privacy training required by the Homelessness Information System Partnership Brandon and/or my employer.
9. I understand that my password will be revoked without further notice to me if I do not adhere to and comply with this Confidentiality and User Agreement.

Employee Name: _____ Signature: _____

Position/Job Title: _____ Date: _____

Phone: _____ Email: _____
(must be work email and cannot be a shared email account)

Senior Manager/Director Name: _____ Signature: _____

Position/Job Title: _____ Date: _____

Phone: _____ Email: _____
(must be work email and cannot be a shared email account)

Each person requiring access to HIFIS must complete and sign this Confidentiality and User Agreement.
The HIFIS Coordinator via BNRC will provide a user name and password for access to HIFIS.
Email: hifis@bnrc.ca

Mar-2024

APPENDIX E: HIFIS NEW HIRE CHECKLIST



Homelessness Information System Partnership Brandon HIFIS New Hire Checklist

- Complete PHIA Training.
- Review and Sign HIFIS Confidentiality and User Agreement.
- Complete HIFIS training with HIFIS Agency Administrator or HIFIS Coordinator.
- Assign HIFIS user access rights by Executive Director or Program Manager.
- Submit request to HIFIS Coordinator to create new HIFIS username and password.
- Sign into HIFIS, agree to terms, and change temporary password to unique password (8-16 characters long, containing at least one number).

March - 2024

APPENDIX G: REQUEST TO END CONSENT FOR HIFIS

Withdrawal of Client Consent for Information Collection

HIFIS Database Brandon

I no longer wish to have my personal information added to the HIFIS database (a shared computer system) in Brandon by any agency in the Homelessness Information Partnership Brandon.

I am aware that my information currently in HIFIS will remain in HIFIS.

I understand that I have a right to see a copy of my client record, and ask for changes, upon request.

I am aware that this withdrawal of consent request may take up to 5 business days to process in the system.

Printed Name

Signature

Date

Signature of caseworker or other witness

Completed forms must be sent to:

**HIFIS Coordinator
440 Rosser Ave, Brandon, MB, R0K2A0**

Version 1- Nov 2019

APPENDIX H: COORDINATED ACCESS INTAKE FORM

Brandon HIFIS – Coordinated Access Intake Form

Full Name: _____

Alias: _____

Date of Birth: _____ **Verified Y/N?**

Gender: _____

Disability: _____

Veteran Status:

- Veteran - Canadian Armed Forces Not a Veteran Unknown – Not asked
 Veteran – Allies Veteran – Civilian Former RCMP
 Undeclared/Refused

Citizen/Immigration Status:

- Canadian Citizen – Born in Canada Canadian Citizen – Born Outside of Canada
 Permanent Resident/Immigrant Refugee ~~Refugee~~ Claimant
 Student Visa Visitor Visa Work Visa Undeclared

Indigenous Status:

- Non-Indigenous First Nations – Off-reserve First Nations – On-Reserve
 Inuit Metis Non-Status Don't Know

Racial Identity:

- Yes Decline to Answer Don't Know Identify as Indigenous Only

Select all that apply:

- Arab (e.g., Syrian, Egyptian, Yemeni)
 Asian- south-east (e.g., Filipino, Vietnamese, Cambodian, Malaysian, Laotian)
 Asian-East (e.g., Chinese, Korean, Japanese)
 Asian-South or Indo-Caribbean (e.g., Indian, Pakistani, Sri Lankan, Indo-Guyanese, Indo-Trinidadian)
 Asian-west (e.g., Iranian, Afghan) Black-African (e.g., Ghanaian, Ethiopian, Nigerian)
 Black-Canadian/American Latin American (e.g., Brazilian, Mexican, Chilean, Cuban)
 White (e.g. European, French, Ukrainian, Euro-Latinx) Not listed

January 16, 2025

Country of Birth: _____

Province of Birth: _____

City of Birth: _____

OPTIONAL:

Physical Appearance:

Height: _____ Weight: _____

Hair Colour: _____ Eye Colour: _____

Distinguishing Features: _____

Current Housing Location: _____

Personal Contact Information:

Phone: _____

Email: _____

Hangouts: _____

Emergency Contact Information Person:

Name: _____

Phone: _____

Email: _____

No Contact Individuals (people who you have gotten a no contact order against):

Treaty Number: _____

Band Name: _____

Home Community/Reserve: _____

January 16, 2025

APPENDIX I: COORDINATED ACCESS WEIGHTED PRIORITIZATION MATRIX

Brandon Coordinated Access Scored Matrix - Draft

Youth Priority	Safety Risk/Acuity	Vulnerabilities	Length of Homelessness	Self-Reported/ Suspected Health	Indigenous	2SLGBTQIA+	
Youth Details	<ul style="list-style-type: none"> Domestic Violence Intimate Partner Violence Human Trafficking Risk of Exploitation 	<ul style="list-style-type: none"> Displaced from family home In care of CFS Age <ul style="list-style-type: none"> 16-18 19-29 Aging out of care Self-reported pregnancy Young parent 	<ul style="list-style-type: none"> First Time Homelessness Chronic Homelessness 	<ul style="list-style-type: none"> Chronic physical health Mental health Substance use Cognitive/Developmental Disabilities <ul style="list-style-type: none"> ABI/TBI FASD Autism Spectrum Disorder Intellectual Disability Learning Disability 			
Youth Score	8 (2 per answer)	7 (1 per answer; 2 if 16-18) 6 (1 per answer)	5 (if first time experiencing homelessness) 4 (if chronically unhoused)	4 (1 point for each)	2	1	
Families Priority	Safety Risk/Acuity	Vulnerabilities	Length of Homelessness	Self-Reported/ Suspected Health	Family Demographics	Preservation & Reunification	Indigenous
Family Details	<ul style="list-style-type: none"> Domestic Violence Intimate Partner Violence Human Trafficking Risk of Exploitation 	<ul style="list-style-type: none"> Displaced from family home Self-reported pregnancy New Parent Eviction 	<ul style="list-style-type: none"> Chronic First Time Homelessness 	<ul style="list-style-type: none"> Chronic physical health Mental health Substance use Cognitive/Developmental Disabilities <ul style="list-style-type: none"> ABI/TBI FASD Autism Spectrum Disorder Intellectual Disability Learning Disability 	<ul style="list-style-type: none"> Family size over 6 Families with children 6 and under Senior Care givers (55+) Custody <ul style="list-style-type: none"> Full Partial Intergenerational 	<ul style="list-style-type: none"> At risk of apprehension Families with an open CFS file and reunification plan 	
Family Score	16 (4 per each answer)	12 (3 for each answer)	10 (10 points for either chronic or first time homelessness)	9 (3 for cognitive/developmental disabilities, 2 for all others)	6 (1 point for each, 2 points for full custody) 5 (1 per answer)	3 (1 point for reunification plan, 2 points for risk of apprehension)	1
Single Adult Priority	Heightened Vulnerabilities	Safety Risk/Acuity	Length of Homelessness	Self-Reported/ Suspected Health	Age	Indigenous	
Single Adult Details	<ul style="list-style-type: none"> Housing Status - Unsheltered <ul style="list-style-type: none"> Sleeping Rough Outdoors Makeshift Institutional Involvement <ul style="list-style-type: none"> Justice: Discharge from Corrections Health: Discharge from hospital Discharge from mental health facility Self-Identified Pregnancy Displaced from homeland Veterans 	<ul style="list-style-type: none"> Domestic Violence Intimate Partner Abuse Human Trafficking Risk of Exploitation 	<ul style="list-style-type: none"> Chronic homelessness First time homelessness 	<ul style="list-style-type: none"> Chronic physical health Mental health Substance use Cognitive/Developmental Disabilities <ul style="list-style-type: none"> ABI/TBI FASD Autism Spectrum Disorder Intellectual Disability Learning Disability 	<ul style="list-style-type: none"> 55+ 		
Single Adult Score	10 (4 for unsheltered homelessness, 3 for institutional involvement, 1 for each of the rest)	8 (2 points for each)	5 points for Chronic Homelessness 4 points for first time homelessness	4 (1 point for each)	2	1	