

Last Update: June 20, 2025

Version 01

Approval Date: November 12, 2024

## **Homeless Individual and Families Information System (HIFIS) User Access Policy**

### **Policy Statement:**

The Homeless Individual and Families Information System (HIFIS) User Access Policy details guidelines to be used by the City of Hamilton to guide decision-making for granting user access and access rights within HIFIS based on best practices in the field of database management.

### **Purpose:**

To ensure the City of Hamilton has adequate controls in place to restrict access to and within HIFIS to best support protection of privacy and service coordination for clients of Hamilton's homeless-serving system.

This policy is intended to support clear, consistent, and accountable approaches to managing HIFIS user access across the homeless-serving system.

### **Scope:**

This policy applies to all City-funded and non-City-funded agencies operating in the City of Hamilton who have committed to the use of and/or are actively using HIFIS to collect client information and record client service interactions. All agencies authorized to use HIFIS are required to have organizational commitment and signature to the Data Sharing Protocol for Hamilton's Homelessness Serving System.

This policy does not apply to programs or agencies that have not been authorized and onboarded to use HIFIS as per Hamilton's Data Sharing Protocol.

### **Responsibilities:**

#### **Community Entity (CE) - City of Hamilton**

The CE is accountable for the creation of policies, standards, and processes for HIFIS user and database administration. The CE is required to manage and facilitate access to HIFIS and ensure that user access is being requested by a manager/ supervisor/ director or approved designated staff at an agency. The CE is responsible for ensuring that the agency understands their role and responsibility in accessing HIFIS and what permissions each staff member is granted. The CE facilitates communications to the HIFIS Super Users using various communication channels including the monthly HIFIS Super Users meeting. The CE is responsible for training and providing data entry

guidance to the agency on the use of HIFIS, specifically relevant to the modules that each staff member has access to based on their user rights.

## **Agency**

It is the agency's responsibility to ensure that all staff accessing HIFIS have reviewed the Data Sharing Protocol and signed the user confidentiality agreement and understand their responsibility in accessing private and sensitive information in HIFIS. The agency is also responsible for updating the CE on staff changes that would impact user access to HIFIS. The agency is responsible for tracking which staff members have been trained to use HIFIS, document their role assignment, send in user access requests, understand the modules that they have permission to access, and circulate communications and data entry expectations as provided by the CE.

## **Indigenous Service Providers:**

Indigenous service providers are not required to use HIFIS. Indigenous service providers, identified as Hamilton's Homeless Serving System (HHSS) members through the HHSS partnership agreements and related consent policies, can request access to Indigenous client information stored in HIFIS through HIFIS administrators. Indigenous clients are not required, but may choose, to consent to their information being stored in HIFIS and on the By-Name List (BNL).

## **User Rights Approach:**

Based on the principle of Role-Based Access Control (RBAC), user permissions are granted based on a staff person's role within the organization and are designed and created for different job functions and distributed based on the user's responsibilities and qualifications. This ensures that a staff person will not have access to modules or information that is not pertinent to their job function. This model allows for clear and transparent access where changes to an employee's position only requires changing their role, not rewriting all of their permissions.

This is complemented by the Principle of Least Privilege, which ensures that each user role only has access to the information that they need and not more so that access is simplified and can be tracked appropriately. This also reduces the risk of a breach in privacy.

## **Access Rights:**

Access rights will be granted and standardized according to the identified HIFIS access role required for each user (see Appendix A for a description of the user roles). Uncertain staff role selection will default to the role of least privilege with the applicable role type.

City of Hamilton will act as the System Administrator with the highest right privileges within HIFIS via the Administrator Account and its associated rights.

A single user may have multiple user templates if they work and require access to HIFIS at multiple agencies or programs. Users who work at multiple agencies will need to complete the user access procedure at each agency.

The City of Hamilton maintains the right to limit an active user's access if inappropriate use of HIFIS is discovered.

The City of Hamilton maintains the right to accommodate access to additional service providers within the same agency for the purpose of facilitating urgent or emerging needs (e.g. emergency overflow or temporary shelter space). User requests for short-term or temporary staff assignment (e.g. shift coverage) or for privileged access will only be permitted in exceptional or emergency response situations and require CE management approval.

### **User Access Requirements:**

HIFIS user access will be granted to authorized agency staff by the City of Hamilton.

Each HIFIS user must have their own account, set up through support offered by the City of Hamilton. User accounts are associated with a person and should be recorded should the person ever need to re-activated as a user.

Agencies will not be allowed to have a generic account for access to HIFIS so that all actions can be appropriately tracked, monitored, and audited to ensure transparency and accountability.

User access requests must be made to the City of Hamilton by a recognized agency approver (e.g. supervisor/ manager/ director or approved designated staff from each agency). Approvers can only provide approvals to a single specific service provider (e.g. for their program's direct report staff), except in exceptional or emergent circumstances.

Access to the HIFIS application itself will require an agency specific email address and a personal unique username, and password for each user, to be managed and standardized by the City of Hamilton in consultation with each agency.

User access or deactivation requests require:

- User's legal first and last name
- User's position/job title
- User's agency and/or HIFIS service provider name
- User's program(s)
- User's agency email address
- Identification of a previously active HIFIS user account (if applicable)
- Approver's first and last name
- Approver's position/job title
- Approver's agency and/or HIFIS service provider name
- Approver's program(s)

- Approver's agency email address

New access or changing user access requests additionally require:

- User's HIFIS access role required (see Appendix A for a description of the user roles)
- Signed copy of the HIFIS Confidentiality and User Agreement
- User's acknowledgement of receipt of current HIFIS onboarding resources including but not limited to training documents, user manuals, data sharing protocols etc.
- Other specifications as required by the CE as part of the onboarding procedure

User deactivation requests additionally require

- For deactivation requests, the effective date
- For temporary deactivation requests, the start and end date

Each user must have a single designated default HIFIS service provider for their primary data entry location. A user can only have secondary access to other service providers if their primary role includes HIFIS data entry.

If a user is moving to a new role in their agency, a user access change request is required.

In all cases, HIFIS users are required to follow processes and protocols for data entry, accessing information, and editing as outlined in the HIFIS onboarding resources including but not limited to training documents, user manuals, data sharing protocols, and based on their role and approved user access. It is the responsibility of the agency to ensure this occurs.

### Removal of User Access:

The City of Hamilton will review HIFIS individual user statuses on an annual basis, at minimum.

**Stale accounts:** User accounts shall be deemed stale if they are not used to logon to HIFIS within the last 180 days. Accounts that have been inactive for 180 days will be circulated to agency designated HIFIS Super Users for review and identified for deactivation. An inactive user will be deactivated unless the user logs onto HIFIS to reactivate the account or they are identified as being temporarily on leave by HIFIS Super User(s) within 30 days from circulation.

**Temporarily deactivated account:** Staff on a known temporary leave and expected to return to the same position, will remain active in HIFIS and will not have to complete user access procedures again. If individuals are not identified to the City of Hamilton as being on a temporary leave, they will be deactivated as per the inactive account guidance.

**Deactivated accounts:** User accounts shall be deactivated if the user has not logged on in the last 180 days or identified as being on a temporary leave. A user will not have access to log on to HIFIS if their account is deactivated. If the user returns, they will need to complete the user access procedures again.

If a user is leaving an agency a user access change request is required and their user access will be disabled.

The City of Hamilton reserves the right to lock an account if the user access or information is unclear or if it seems like they have access to excess information.

### Quality Assurance:

Audits will be conducted by the City of Hamilton on an annual basis at minimum to:

- Identify stale users
- Deactivate user accounts
- Track potentially unethical or unnecessary access to client files

### Definitions:

**Access Rights:** systems permissions associated with an account, including permissions to access, change, or delete data, to process transactions, create or change settings, etc. These are often referred to as read, write, and edit permissions.

**Active User:** authorized City of Hamilton or service provider staff member that has been granted access to HIFIS and has logged on to the system within the last 180 days.

**Agency:** an entity with a mandate to serve people in the community (e.g., provide services at no cost to people living in poverty). Agencies in a homeless-serving system help people to address their housing challenges and meet basic needs, possibly among other service mandates. An agency may have one or more service providers (programs) under its authority.

**Approver:** refers to staff who hold a position (e.g. job title) within in an agency that gives them direct oversight of other staff including program supervisor/ manager/ director or approved designated staff from each agency.

**Authorized Agency staff:** refers to staff who have been granted access to HIFIS after submission of individual user agreement (Hamilton's Homeless Serving System – HIFIS Confidentiality and User Agreement) and who has satisfied identified training requirements.

**Community Entity:** lead decision-making body that coordinates efforts to achieve federal, provincial, and local housing outcomes. The Designated Community Entity, prioritizes collaborative work with the Indigenous Community Entity in all areas of Coordinated Access planning, strategy, and service delivery to develop connections to housing and supports that are culturally appropriate and rooted in the spirit and actions of reconciliation that recognize the values of autonomy and self-determination. The

Designated Community Entity is the City of Hamilton, and the Indigenous Community Entity is the Coalition of Hamilton indigenous leadership.

**Deactivated User:** authorized City of Hamilton or service provider staff that has been granted access to HIFIS but their account is now deactivated, due to circumstances determined by the administrator including no longer requiring use of the database to perform their job functions, among others.

**Hamilton's Homeless Serving System (HHSS):** a group of agencies within our community, the Coalition of Hamilton Indigenous Leaders ("CHIL"), and the City of Hamilton's Housing Services Division that all work together to support those experiencing or approaching homelessness to help them find and maintain appropriate housing and supports.

**HIFIS:** Homeless Individuals and Families Information System (HIFIS) is a Homelessness Management Information System (HMIS) that supports the day-to-day operational activities of local agencies in the homeless-serving sector. It enables multiple service providers to access, collect, and share information to ensure individuals and families are referred to the services they need, at the right time.

**Privileged Accounts:** system or application accounts that have advanced permissions (as compared to regular user account permissions) with HIFIS. Examples of user accounts with privileges include: administrative accounts.

**Rights Template:** a built-in template document used in HIFIS to assign view/add/edit/delete rights to specific functions and features. Rights are assigned to specific users and organizations in alignment with a role-based access control approach. In HIFIS, rights templates functionality allows an administrator to apply the same user rights to multiple HIFIS users depending upon their roles and/or responsibilities.

**Role-based access control (RBAC):** a security approach that permits system access to users based on their role(s) within an organization.

**Service Provider:** an entity with staff that directly interacts with clients for the purpose of delivering service. The set up of service providers varies in HIFIS and can represent an entire agency, a single program, or multiple programs in HIFIS. There are different kinds of service providers, each with different resources (or programming) to offer.

**Stale User:** authorized City of Hamilton or service provider staff that have been granted access to HIFIS and have not logged on to the system within the last 180 days and have not been identified as being on a temporary leave.

**Super Users:** refers to staff member(s) appointed by each service provider program within the HHSS to act as the main contact person responsible for the operations of HIFIS within the agency, tasked with engaging in Super User activities as per the Super Users agreed Terms of Reference as per Hamilton's Data Sharing Protocol.

**System Administrator Account:** a user account with privileges that have advanced permissions on an IT system that are necessary for the administration of this system. An administrator account can create new users, change account permissions, modify security settings such as password settings, modify system logs, etc.

**Temporarily Deactivated User:** authorized City of Hamilton or service provider staff that have been granted access to HIFIS and are known to be on a temporary leave.

### **Related Documents:**

- Homeless Individuals and Family Information System (“HIFIS”) Data Sharing Protocol for Hamilton’s Homelessness Serving System
- Hamilton’s Coordinated Access Guidelines
- Hamilton’s Homelessness Serving System - HIFIS Confidentiality and User Agreement
- City of Hamilton - HIFIS User Request Form

## Appendix A

# City of Hamilton

## HIFIS Role-based Access Permissions

### Contents

Introduction.....	9
Emergency Shelter Level 1.....	10
Emergency Shelter Level 2 (Case Manager).....	11
Emergency Shelter Level 3 (Enhanced Emergency Shelter/ Transitional Living Program) .....	12
Emergency Shelter Supervisor (Incl. Transitional Living Program).....	14
Housing Support Case Manager (ICM/RRH).....	15
Housing Support Supervisor (ICM/RRH).....	16
Outreach & Navigation .....	17
Outreach & Navigation Supervisor .....	18
Drop-in .....	19
Drop-in Supervisor .....	20
Supportive Housing.....	21
Supportive Housing Supervisor .....	22
City of Hamilton View Only User.....	23
City of Hamilton HMIS/QA .....	24
Administrator .....	25








## Introduction

User access permissions stipulate what a user can see and what actions they can perform in HIFIS. User access permissions are assigned using what is called a “Rights Template” in HIFIS. The primary Rights Templates set up in HIFIS for use in the City of Hamilton are:

- A. Emergency Shelter Level 1
- B. Emergency Shelter Level 2 (Case Manager)
- C. Emergency Shelter Level 3 (Enhanced Shelter/ Transitional Living Program)
- D. Emergency Shelter Supervisor (Incl. Transitional Living Program)
- E. Housing Support Case Manager (ICM/RRH)
- F. Housing Support Supervisor (ICM/RRH)
- G. Outreach
- H. Outreach Supervisor
- I. Drop-in
- J. Drop-in Supervisor
- K. Supportive Housing
- L. Supportive Housing Supervisor
- M. COH View Only User
- N. City of Hamilton HMIS/QA
- O. Administrator

An overview of each Rights Template is outlined below.

















































### Permissions Legend

 Owner	User is or can be identified as the creator and owner of the record and can add, edit, and delete all details within the record or section of the client file as specified. Ownership of a record only apply to service interactions such as Admissions, cases, assessments, etc.
 Editor	User can add, edit, and delete all details within the record or section of the client file as specified
 Full View Access	User has access to view all details within the record or section of the client file as specified
 Summary Level (List only) Access	User has access to view limited details about the record or section of the client file as specified
 No Access or Not Applicable	User has been restricted from accessing the record or section of the client file as specified

















































## Emergency Shelter Level 1

Includes emergency shelter roles that have a primary function of collecting and verifying client information for new and existing HIFIS clients, booking clients in and out, and completing VI-SPDATs.

May also include administrative staff that support this work.

Program/ Location Access	Sector Access	
		<b>Client Information:</b>
		<ul style="list-style-type: none"> <li>Client Details (Vitals, Consent)</li> </ul>
		<ul style="list-style-type: none"> <li>Comments</li> </ul>
		<ul style="list-style-type: none"> <li>Contact Information</li> </ul>
		<ul style="list-style-type: none"> <li>Contributing Factors (under Various Factors)</li> </ul>
		<ul style="list-style-type: none"> <li>Family</li> </ul>
		<ul style="list-style-type: none"> <li>Financial Profile</li> </ul>
		<ul style="list-style-type: none"> <li>Housing History</li> </ul>
		<ul style="list-style-type: none"> <li>Identification</li> </ul>
		<ul style="list-style-type: none"> <li>Watch Concerns (under Various Factors)</li> </ul>
		<b>Client Assessments:</b>
		<ul style="list-style-type: none"> <li>Assessments (SPDAT)</li> </ul>
		<ul style="list-style-type: none"> <li>Assessments (VI-SPDAT)</li> </ul>
		<b>Client Services:</b>
		<ul style="list-style-type: none"> <li>Admissions (Stays)</li> </ul>
		<ul style="list-style-type: none"> <li>Case Management Supports</li> </ul>
		<ul style="list-style-type: none"> <li>Goods and Services</li> </ul>
		<ul style="list-style-type: none"> <li>Group Activities</li> </ul>
		<ul style="list-style-type: none"> <li>Housing Placement Supports and Follow Ups</li> </ul>
		<ul style="list-style-type: none"> <li>Incidents</li> </ul>
		<ul style="list-style-type: none"> <li>Service Restrictions</li> </ul>
		<ul style="list-style-type: none"> <li>Storage</li> </ul>
		<ul style="list-style-type: none"> <li>Turn Aways</li> </ul>
		<b>Reports Manager:</b>
		<ul style="list-style-type: none"> <li>Client details reports</li> </ul>
		<ul style="list-style-type: none"> <li>Program or service provider details reports</li> </ul>
		<ul style="list-style-type: none"> <li>Homeless-serving system summary reports</li> </ul>
		<ul style="list-style-type: none"> <li>Homeless-serving system details &amp; HIFIS user reports</li> </ul>
























































## Emergency Shelter Level 2 (Case Manager)

Includes emergency shelter roles that have a primary function of collecting and verifying client information for new and existing HIFIS clients, providing housing-focused case managements supports to shelter stayers, and completing VI-SPDATs.		
Program/ Location Access	Sector Access	
		<b>Client Information:</b>
		<ul style="list-style-type: none"> <li>Client Details (Vitals, Consent)</li> </ul>
		<ul style="list-style-type: none"> <li>Comments</li> </ul>
		<ul style="list-style-type: none"> <li>Contact Information</li> </ul>
		<ul style="list-style-type: none"> <li>Contributing Factors (under Various Factors)</li> </ul>
		<ul style="list-style-type: none"> <li>Family</li> </ul>
		<ul style="list-style-type: none"> <li>Financial Profile</li> </ul>
		<ul style="list-style-type: none"> <li>Housing History</li> </ul>
		<ul style="list-style-type: none"> <li>Identification</li> </ul>
		<ul style="list-style-type: none"> <li>Watch Concerns (under Various Factors)</li> </ul>
		<b>Client Assessments:</b>
		<ul style="list-style-type: none"> <li>Assessments (SPDAT)</li> </ul>
		<ul style="list-style-type: none"> <li>Assessments (VI-SPDAT)</li> </ul>
		<b>Client Services:</b>
		<ul style="list-style-type: none"> <li>Admissions (Stays)</li> </ul>
		<ul style="list-style-type: none"> <li>Case Management Supports</li> </ul>
		<ul style="list-style-type: none"> <li>Goods and Services</li> </ul>
		<ul style="list-style-type: none"> <li>Group Activities</li> </ul>
		<ul style="list-style-type: none"> <li>Housing Placement Supports and Follow Ups</li> </ul>
		<ul style="list-style-type: none"> <li>Incidents</li> </ul>
		<ul style="list-style-type: none"> <li>Service Restrictions</li> </ul>
		<ul style="list-style-type: none"> <li>Storage</li> </ul>
		<ul style="list-style-type: none"> <li>Turn Aways</li> </ul>
		<b>Reports Manager:</b>
		<ul style="list-style-type: none"> <li>Reports with detailed client data</li> </ul>
		<ul style="list-style-type: none"> <li>Reports with summary data specific to a program or service provider</li> </ul>
		<ul style="list-style-type: none"> <li>Reports with summary data specific to homeless-serving system</li> </ul>
		<ul style="list-style-type: none"> <li>Reports with detailed client, service, and user data</li> </ul>

## Emergency Shelter Level 3 (Enhanced Emergency Shelter/ Transitional Living Program)

Includes emergency shelter and transitional living program roles that have a primary function of collecting and verifying client information for new and existing HIFIS clients, providing housing-focused case management supports to shelter or transitional program participants, and completing assessments but also require enhanced access to additional modules due to the current data entry guidance (e.g. Early Intervention Pilot Case Managers - Housing Placement Supports and Follow Ups, Emergency Shelter Family Centre Workers - Housing Placement Supports and Follow Ups, Transitional Living Programs - Housing Placement Supports and Follow Ups, and SPDATs).

Workers using this template should consult additional data entry guidance to ensure they are following the proper procedures for their role.

















































Program/ Location Access	Sector Access	
		<b>Client Information:</b>
		• Client Details (Vitals, Consent)
		• Comments
		• Contact Information
		• Contributing Factors (under Various Factors)
		• Family
		• Financial Profile
		• Housing History
		• Identification
		• Watch Concerns (under Various Factors)
		<b>Client Assessments:</b>
 		• Assessments (SPDAT)
 		• Assessments (VI-SPDAT)
		<b>Client Services:</b>
 		• Admissions (Stays)
 		• Case Management Supports
 		• Goods and Services
 		• Group Activities
 		• Housing Placement Supports and Follow Ups
 		• Incidents
 		• Service Restrictions ( <i>Not applicable to TLP programs</i> )
 		• Storage
 		• Turn Aways ( <i>Not applicable to TLP programs</i> )
		<b>Reports Manager:</b>
		• Reports with detailed client data
		• Reports with summary data specific to a program or service provider

⊘	⊘	<ul style="list-style-type: none"> <li>• Reports with summary data specific to homeless-serving system</li> </ul>
⊘	⊘	<ul style="list-style-type: none"> <li>• Reports with detailed client, service, and user data</li> </ul>

## Emergency Shelter Supervisor (Incl. Transitional Living Program)

Includes emergency shelter roles and transitional living program roles that have a primary function of managing program operations, are accountable for reporting, and oversee activities completed in HIFIS by Emergency Shelter Workers and/or Emergency Shelter Case Managers or Transitional Living Program Workers.

















































May also include agency senior leadership (i.e. Directors) or other designated management support staff.

Program/ Location Access	Sector Access	
		<b>Client Information:</b>
		<ul style="list-style-type: none"> <li>Client Details (Vitals, Consent)</li> </ul>
		<ul style="list-style-type: none"> <li>Comments</li> </ul>
		<ul style="list-style-type: none"> <li>Contact Information</li> </ul>
		<ul style="list-style-type: none"> <li>Contributing Factors (under Various Factors)</li> </ul>
		<ul style="list-style-type: none"> <li>Family</li> </ul>
		<ul style="list-style-type: none"> <li>Financial Profile</li> </ul>
		<ul style="list-style-type: none"> <li>Housing History</li> </ul>
		<ul style="list-style-type: none"> <li>Identification</li> </ul>
		<ul style="list-style-type: none"> <li>Watch Concerns (under Various Factors)</li> </ul>
		<b>Client Assessments:</b>
		<ul style="list-style-type: none"> <li>Assessments (SPDAT)</li> </ul>
		<ul style="list-style-type: none"> <li>Assessments (VI-SPDAT)</li> </ul>
		<b>Client Services:</b>
		<ul style="list-style-type: none"> <li>Admissions (Stays)</li> </ul>
		<ul style="list-style-type: none"> <li>Case Management Supports</li> </ul>
		<ul style="list-style-type: none"> <li>Goods and Services</li> </ul>
		<ul style="list-style-type: none"> <li>Group Activities</li> </ul>
		<ul style="list-style-type: none"> <li>Housing Placement Supports and Follow Ups</li> </ul>
		<ul style="list-style-type: none"> <li>Incidents</li> </ul>
		<ul style="list-style-type: none"> <li>Service Restrictions</li> </ul>
		<ul style="list-style-type: none"> <li>Storage</li> </ul>
		<ul style="list-style-type: none"> <li>Turn Aways</li> </ul>
		<b>Reports Manager:</b>
		<ul style="list-style-type: none"> <li>Reports with detailed client data</li> </ul>
		<ul style="list-style-type: none"> <li>Reports with summary data specific to a program or service provider</li> </ul>
		<ul style="list-style-type: none"> <li>Reports with summary data specific to homeless-serving system</li> </ul>
		<ul style="list-style-type: none"> <li>Reports with detailed client, service, and user data</li> </ul>

## Housing Support Case Manager (ICM/RRH)

Includes housing program roles that have a primary function of collecting and verifying client information for existing HIFIS clients, providing longer-term housing focused case management supports, and completing SPDATs.

















































May also include administrative staff that support this work.

Program/ Location Access	Sector Access	
		<b>Client Information:</b>
		• Client Details (Vitals, Consent)
		• Comments
		• Contact Information
		• Contributing Factors (under Various Factors)
		• Family
		• Financial Profile
		• Housing History
		• Identification
		• Watch Concerns (under Various Factors)
		<b>Client Assessments:</b>
		• Assessments (SPDAT)
		• Assessments (VI-SPDAT)
		<b>Client Services:</b>
		• Admissions (Stays)
		• Case Management Supports
		• Goods and Services
		• Group Activities
		• Housing Placement Supports and Follow Ups
		• Incidents
		• Service Restrictions
		• Storage
		• Turn Aways
		<b>Reports Manager:</b>
		• Reports with detailed client data
		• Reports with summary data specific to a program or service provider
		• Reports with summary data specific to homeless-serving system
		• Reports with detailed client, service, and user data

## Housing Support Supervisor (ICM/RRH)










































Includes housing program roles that have a primary function of managing program operations, are accountable for reporting, and oversee activities completed in HIFIS by Housing Support Case Managers (i.e. ICM/RRH).

May also include agency senior leadership (i.e. Directors) or other designated management support staff.

Program/ Location Access	Sector Access	
		<b>Client Information:</b>
		• Client Details (Vitals, Consent)
		• Comments
		• Contact Information
		• Contributing Factors (under Various Factors)
		• Family
		• Financial Profile
		• Housing History
		• Identification
		• Watch Concerns (under Various Factors)
		<b>Client Assessments:</b>
		• Assessments (SPDAT)
		• Assessments (VI-SPDAT)
		<b>Client Services:</b>
		• Admissions (Stays)
		• Case Management Supports
		• Goods and Services
		• Group Activities
		• Housing Placement Supports and Follow Ups
		• Incidents
		• Service Restrictions
		• Storage
		• Turn Aways
		<b>Reports Manager:</b>
		• Reports with detailed client data
		• Reports with summary data specific to a program or service provider
		• Reports with summary data specific to homeless-serving system
		• Reports with detailed client, service, and user data



















































## Outreach & Navigation

Includes housing-focused street outreach program roles and roles within other partners agencies engaged in outreach and system navigation supports that have a primary function of collecting and verifying client information for new and existing HIFIS clients, providing low-barrier services to unsheltered clients (recorded as goods and services) and completing VI-SPDATs.		
Program/ Location Access	Sector Access	
		<b>Client Information:</b>
		• Client Details (Vitals, Consent)
		• Comments
		• Contact Information
		• Contributing Factors (under Various Factors)
		• Family
		• Financial Profile
		• Housing History
		• Identification
		• Watch Concerns (under Various Factors)
		<b>Client Assessments:</b>
		• Assessments (SPDAT)
		• Assessments (VI-SPDAT)
		<b>Client Services:</b>
		• Admissions (Stays)
		• Case Management Supports
		• Goods and Services
		• Group Activities
		• Housing Placement Supports and Follow Ups
		• Incidents
		• Service Restrictions
		• Storage
		• Turn Aways
		<b>Reports Manager:</b>
		• Reports with detailed client data
		• Reports with summary data specific to a program or service provider
		• Reports with summary data specific to homeless-serving system
		• Reports with detailed client, service, and user data

















































## Outreach & Navigation Supervisor

Includes housing-focused street outreach program roles and roles within other partners agencies engaged in outreach and system navigation supports that have a primary function of managing program operations, are accountable for reporting, and oversee activities completed in HIFIS by outreach workers.

May also include agency senior leadership (i.e. Directors) or other designated management support staff.

Program/ Location Access	Sector Access	
		<b>Client Information:</b>
		<ul style="list-style-type: none"> <li>Client Details (Vitals, Consent)</li> </ul>
		<ul style="list-style-type: none"> <li>Comments</li> </ul>
		<ul style="list-style-type: none"> <li>Contact Information</li> </ul>
		<ul style="list-style-type: none"> <li>Contributing Factors (under Various Factors)</li> </ul>
		<ul style="list-style-type: none"> <li>Family</li> </ul>
		<ul style="list-style-type: none"> <li>Financial Profile</li> </ul>
		<ul style="list-style-type: none"> <li>Housing History</li> </ul>
		<ul style="list-style-type: none"> <li>Identification</li> </ul>
		<ul style="list-style-type: none"> <li>Watch Concerns (under Various Factors)</li> </ul>
		<b>Client Assessments:</b>
		<ul style="list-style-type: none"> <li>Assessments (SPDAT)</li> </ul>
		<ul style="list-style-type: none"> <li>Assessments (VI-SPDAT)</li> </ul>
		<b>Client Services:</b>
		<ul style="list-style-type: none"> <li>Admissions (Stays)</li> </ul>
		<ul style="list-style-type: none"> <li>Case Management Supports</li> </ul>
		<ul style="list-style-type: none"> <li>Goods and Services</li> </ul>
		<ul style="list-style-type: none"> <li>Group Activities</li> </ul>
		<ul style="list-style-type: none"> <li>Housing Placement Supports and Follow Ups</li> </ul>
		<ul style="list-style-type: none"> <li>Incidents</li> </ul>
		<ul style="list-style-type: none"> <li>Service Restrictions</li> </ul>
		<ul style="list-style-type: none"> <li>Storage</li> </ul>
		<ul style="list-style-type: none"> <li>Turn Aways</li> </ul>
		<b>Reports Manager:</b>
		<ul style="list-style-type: none"> <li>Reports with detailed client data</li> </ul>
		<ul style="list-style-type: none"> <li>Reports with summary data specific to a program or service provider</li> </ul>
		<ul style="list-style-type: none"> <li>Reports with summary data specific to homeless-serving system</li> </ul>
		<ul style="list-style-type: none"> <li>Reports with detailed client, service, and user data</li> </ul>

















































## Drop-in

Includes drop-in program roles that have a primary function of collecting and verifying client information for new and existing HIFIS clients, providing low-barrier services to clients (recorded as goods, services, group activities), and completing VI-SPDATs.		
Program/ Location Access	Sector Access	
		<b>Client Information:</b>
		<ul style="list-style-type: none"> <li>Client Details (Vitals, Consent)</li> </ul>
		<ul style="list-style-type: none"> <li>Comments</li> </ul>
		<ul style="list-style-type: none"> <li>Contact Information</li> </ul>
		<ul style="list-style-type: none"> <li>Contributing Factors (under Various Factors)</li> </ul>
		<ul style="list-style-type: none"> <li>Family</li> </ul>
		<ul style="list-style-type: none"> <li>Financial Profile</li> </ul>
		<ul style="list-style-type: none"> <li>Housing History</li> </ul>
		<ul style="list-style-type: none"> <li>Identification</li> </ul>
		<ul style="list-style-type: none"> <li>Watch Concerns (under Various Factors)</li> </ul>
		<b>Client Assessments:</b>
		<ul style="list-style-type: none"> <li>Assessments (SPDAT)</li> </ul>
		<ul style="list-style-type: none"> <li>Assessments (VI-SPDAT)</li> </ul>
		<b>Client Services:</b>
		<ul style="list-style-type: none"> <li>Admissions (Stays)</li> </ul>
		<ul style="list-style-type: none"> <li>Case Management Supports</li> </ul>
		<ul style="list-style-type: none"> <li>Goods and Services</li> </ul>
		<ul style="list-style-type: none"> <li>Group Activities</li> </ul>
		<ul style="list-style-type: none"> <li>Housing Placement Supports and Follow Ups</li> </ul>
		<ul style="list-style-type: none"> <li>Incidents</li> </ul>
		<ul style="list-style-type: none"> <li>Service Restrictions</li> </ul>
		<ul style="list-style-type: none"> <li>Storage</li> </ul>
		<ul style="list-style-type: none"> <li>Turn Aways</li> </ul>
		<b>Reports Manager:</b>
		<ul style="list-style-type: none"> <li>Reports with detailed client data</li> </ul>
		<ul style="list-style-type: none"> <li>Reports with summary data specific to a program or service provider</li> </ul>
		<ul style="list-style-type: none"> <li>Reports with summary data specific to homeless-serving system</li> </ul>
		<ul style="list-style-type: none"> <li>Reports with detailed client, service, and user data</li> </ul>

## Drop-in Supervisor

Includes drop-in program roles that have a primary function of managing program operations, are accountable for reporting, and oversee activities completed in HIFIS by drop-in workers.

















































May also include agency senior leadership (i.e. Directors) or other designated management support staff.

Program/ Location Access	Sector Access	
		<b>Client Information:</b>
		• Client Details (Vitals, Consent)
		• Comments
		• Contact Information
		• Contributing Factors (under Various Factors)
		• Family
		• Financial Profile
		• Housing History
		• Identification
		• Watch Concerns (under Various Factors)
		<b>Client Assessments:</b>
		• Assessments (SPDAT)
		• Assessments (VI-SPDAT)
		<b>Client Services:</b>
		• Admissions (Stays)
		• Case Management Supports
		• Goods and Services
		• Group Activities
		• Housing Placement Supports and Follow Ups
		• Incidents
		• Service Restrictions
		• Storage
		• Turn Aways
		<b>Reports Manager:</b>
		• Reports with detailed client data
		• Reports with summary data specific to a program or service provider
		• Reports with summary data specific to homeless-serving system
		• Reports with detailed client, service, and user data

## Supportive Housing

Includes permanent supportive housing roles that have a primary function of collecting and verifying client information for new and existing HIFIS clients, providing on-site wrap-around supports to tenants (case management, group activities), and completing SPDATs.

May also include administrative staff that support this work.

Program/ Location Access	Sector Access	
		<b>Client Information:</b>
		• Client Details (Vitals, Consent)
		• Comments
		• Contact Information
		• Contributing Factors (under Various Factors)
		• Family
		• Financial Profile
		• Housing History
		• Identification
		• Watch Concerns (under Various Factors)
		<b>Client Assessments:</b>
		• Assessments (SPDAT)
		• Assessments (VI-SPDAT)
		<b>Client Services:</b>
		• Admissions (Stays)
		• Case Management Supports
		• Goods and Services
		• Group Activities
		• Housing Placement Supports and Follow Ups
		• Incidents
		• Service Restrictions
		• Storage
		• Turn Aways
		<b>Reports Manager:</b>
		• Reports with detailed client data
		• Reports with summary data specific to a program or service provider
		• Reports with summary data specific to homeless-serving system
		• Reports with detailed client, service, and user data

## Supportive Housing Supervisor

Includes permanent supportive housing roles that have a primary function of managing program operations, are accountable for reporting, and oversee activities completed in HIFIS by Supportive Housing workers.

















































May also include agency senior leadership (i.e. Directors) or other designated management support staff.

Program/ Location Access	Sector Access	
		<b>Client Information:</b>
		• Client Details (Vitals, Consent)
		• Comments
		• Contact Information
		• Contributing Factors (under Various Factors)
		• Family
		• Financial Profile
		• Housing History
		• Identification
		• Watch Concerns (under Various Factors)
		<b>Client Assessments:</b>
		• Assessments (SPDAT)
		• Assessments (VI-SPDAT)
		<b>Client Services:</b>
		• Admissions (Stays)
		• Case Management Supports
		• Goods and Services
		• Group Activities
		• Housing Placement Supports and Follow Ups
		• Incidents
		• Service Restrictions
		• Storage
		• Turn Aways
		<b>Reports Manager:</b>
		• Reports with detailed client data
		• Reports with summary data specific to a program or service provider
		• Reports with summary data specific to homeless-serving system
		• Reports with detailed client, service, and user data

## City of Hamilton View Only User

Includes City of Hamilton roles that have a primary function of system-level policy and program planning, and monitoring and reporting.		
Program/ Location Access	Sector Access	
		<b>Client Information:</b>
👁	👁	• Client Details (Vitals, Consent)
👁	👁	• Comments
👁	👁	• Contact Information
👁	👁	• Contributing Factors (under Various Factors)
👁	👁	• Family
👁	👁	• Financial Profile
👁	👁	• Housing History
👁	👁	• Identification
👁	👁	• Watch Concerns (under Various Factors)
		<b>Client Assessments:</b>
👁	👁	• Assessments (SPDAT)
👁	👁	• Assessments (VI-SPDAT)
		<b>Client Services:</b>
👁	👁	• Admissions (Stays)
👁	👁	• Case Management Supports
👁	👁	• Goods and Services
👁	👁	• Group Activities
👁	👁	• Housing Placement Supports and Follow Ups
👁	👁	• Incidents
👁	👁	• Service Restrictions
👁	👁	• Storage
👁	👁	• Turn Aways
		<b>Reports Manager:</b>
🚫	🚫	• Reports with detailed client data
👁	👁	• Reports with summary data specific to a program or service provider
👁	👁	• Reports with summary data specific to homeless-serving system
🚫	🚫	• Reports with detailed client, service, and user data

## City of Hamilton HMIS/QA

Includes City of Hamilton roles that have a primary function of supporting HIFIS 4.0 and acting as site administrators. Includes additional administrative functionality to add, edit, and delete HIFIS records beyond what is noted below.		
Program/ Location Access	Sector Access	
		<b>Client Information:</b>
		<ul style="list-style-type: none"> <li>Client Details (Vitals, Consent)</li> </ul>
		<ul style="list-style-type: none"> <li>Comments</li> </ul>
		<ul style="list-style-type: none"> <li>Contact Information</li> </ul>
		<ul style="list-style-type: none"> <li>Contributing Factors (under Various Factors)</li> </ul>
		<ul style="list-style-type: none"> <li>Family</li> </ul>
		<ul style="list-style-type: none"> <li>Financial Profile</li> </ul>
		<ul style="list-style-type: none"> <li>Housing History</li> </ul>
		<ul style="list-style-type: none"> <li>Identification</li> </ul>
		<ul style="list-style-type: none"> <li>Watch Concerns (under Various Factors)</li> </ul>
		<b>Client Assessments:</b>
		<ul style="list-style-type: none"> <li>Assessments (SPDAT)</li> </ul>
		<ul style="list-style-type: none"> <li>Assessments (VI-SPDAT)</li> </ul>
		<b>Client Services:</b>
		<ul style="list-style-type: none"> <li>Admissions (Stays)</li> </ul>
		<ul style="list-style-type: none"> <li>Case Management Supports</li> </ul>
		<ul style="list-style-type: none"> <li>Goods and Services</li> </ul>
		<ul style="list-style-type: none"> <li>Group Activities</li> </ul>
		<ul style="list-style-type: none"> <li>Housing Placement Supports and Follow Ups</li> </ul>
		<ul style="list-style-type: none"> <li>Incidents</li> </ul>
		<ul style="list-style-type: none"> <li>Service Restrictions</li> </ul>
		<ul style="list-style-type: none"> <li>Storage</li> </ul>
		<ul style="list-style-type: none"> <li>Turn Aways</li> </ul>
		<b>Reports Manager:</b>
		<ul style="list-style-type: none"> <li>Reports with detailed client data</li> </ul>
		<ul style="list-style-type: none"> <li>Reports with summary data specific to a program or service provider</li> </ul>
		<ul style="list-style-type: none"> <li>Reports with summary data specific to homeless-serving system</li> </ul>
		<ul style="list-style-type: none"> <li>Reports with detailed client, service, and user data</li> </ul>



## Administrator

Full access database administrator role.