

A Tool for Understanding HOMELESSNESS

HIFIS is software that captures and shares comprehensive data about homelessness in real-time. Communities can improve their understanding of homelessness by analyzing aggregate data from three different perspectives:



Individual-level

Service-level

System-level



HIFIS enables communities to implement Coordinated Access and take an outcomes-based approach to preventing, reducing, and ending homelessness by ensuring that:

- Communities have data available when needed
- Communities use data to inform decisions and measure outcomes
- Communities have high quality data



Communities that maximize their use of HIFIS can improve their:

- ▶ Data availability
- ▶ Data use
- ▶ Data quality

Individual-level data is information on unique individuals and their family members experiencing homelessness

HIFIS collects individual-level data that communities can use to improve collaborative service delivery and implement Coordinated Access with a Unique Identifier List. Communities can use HIFIS data to:

- Determine eligibility for programs
- Inform prevention and diversion efforts
- Identify permanent housing solutions
- Refer people to services and supports

For example, the following modules collect individual-level data:

- Client Details captures demographic information
- Housing History captures past residences and sleeping arrangements
- Contributing Factors lists factors that contribute to an individual's experience of homelessness
- Assessments evaluate a person's needs

In addition to the built-in options for collecting individual-level data, HIFIS has customization features that allow communities to collect the data they want, including the ability to create surveys and custom tables.

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Service-level data is individual-level data aggregated by service type

HIFIS captures program activities and service transactions delivered by service providers. Communities can analyze this data to advocate for funding or evaluate service delivery and program outcomes.

For example, the following modules collect service-level data in the following ways:

- Admissions captures data on shelter usage
- Case Management lists engagements and progress toward a goal
- Housing Placement records housing search journeys
- Housing Loss Prevention follow-ups and rent subsidies

Additionally, HIFIS can capture other activities like food bank transactions, medication dispensing, incidents, conflicts, service restrictions, and turn aways.

System-level data includes individual-level and service-level data aggregated by service provider

System-level data enables communities to measure outcomes, drive policies, inform planning, and allocate resources. This gives communities the opportunity to analyze their data in a way that may never have been possible before.

Any community that uses HIFIS can:

- Study the inflow of people into homelessness to improve prevention services and better understand why people become homeless
- Understand the scale of homelessness and quantify the number of individuals and families currently experiencing homelessness in the community
- Study outflow of people from homelessness into housing to improve housing services
- Examine the over-representation of specific demographics of people experiencing homelessness in the community
- Analyze system-wide service interactions for all service providers to increase efficiency and collaboration

Infrastructure Canada exports data from HIFIS on a quarterly basis and uses it to inform the national understanding of homelessness. With over forty instances of HIFIS countrywide, this data is invaluable to the advancement of knowledge and understanding of homelessness in Canada through the National Shelter Study, the Shelter Capacity Report, and others.



For more information on homelessness in Canada visit the Data Analysis, Reports, and Publications page on Infrastructure Canada's website

