

1. Training for Frontline Staff:

A. Shelter Worker Training: This course provides standard training for Shelter Workers in Nova Scotia and PEI. In 4 hours of content, it covers: logging in and accessing HIFIS; adding clients, consent, families, and other client information; shelter operations; providing goods, services and group activities; the VI-SPDAT assessment; incidents, turnaways, and service restrictions; and running reports.

B. Housing Support and Case Management Training: This course provides standard training for Housing Support and Case Management Workers in Nova Scotia and PEI. In 3.5 hours of content, it covers: adding clients, consent, families, and other client information; case management; the housing search process; housing loss prevention; SPDAT assessments; goods and financial assistance

C. Outreach ICM Training: This course provides standard training for Outreach Workers who do ongoing case management. In 3.5 hours of content, it covers: logging in and accessing HIFIS; adding clients, consent, families, and other client information; case management; providing goods and services; outreach mapping; the VI-SPDAT, SPDAT and VAT; and running reports.

D. Supportive Housing Worker Training: This course provides standard training for Supportive Housing Workers in Nova Scotia and PEI. In 3.5 hours of content, it covers: logging in and accessing HIFIS; adding clients, consent, families, financial and health information, and other client information; case management; VAT and SPDAT assessments; appointments; and running reports.

E. Day Program/Front Line Support Staff Training: In 2 hours of content, it covers: adding clients, consent, families, and other client information; providing goods, services, and group activities; the VI-SPDAT assessment; incidents; and service restrictions.

F. Shelter Based Case Manager Training: This course provides standard training for Case Managers that are shelter-based. In 3.5 hours of content, it covers: *adding clients, consent, families, and other client information; shelter operations; providing goods, services, and group activities; the VI-SPDAT assessment; incidents, turnaways, and service restrictions.* In addition to these shelter specific activities, this training will introduce you to the Case Management module – housing search process, VAT & SPDAT, goods and financial assistance - in HIFIS.

G. Shelter Diversion/Motel Stays Training: This course provides training for staff in Nova Scotia and PEI whose primary role is to provide shelter diversion to clients, such as under the SDS program. In 4 hours of content, it covers logging in and accessing HIFIS; adding clients, consent, families, and other client information; the diversion module; turnaways and service restrictions; and running reports.

H. Diversion Module (add on training only): This course included additional training for staff who use HIFIS for diversion. Because this is a newer module, it's not part of the core training for any of our other roles yet, so this is intended as a supplement to other training.

2. Training for Supervisors/Managers:

A. Supportive Housing Supervisor Training: This course provides standard training for Supportive Housing Supervisors in Nova Scotia and PEI. In 4 hours of content, it covers: logging in and accessing HIFIS; adding clients, consent, families, financial and health information, and other client information; case management; VAT and SPDAT assessments; appointments; running reports and other administrative tasks

B. Housing Support Supervisor Training: This course provides standard training for Housing Support Supervisors in Nova Scotia and PEI. In 4 hours of content, it covers: adding clients, consent, families and other client information; case management; the housing search process; housing loss prevention; SPDAT assessments; goods, and financial assistance; running reports and various administrative tasks.

C. Outreach Supervisor Training: This course provides standard training for Outreach Supervisors in Nova Scotia and PEI. In 4 hours of content, it covers: logging in and accessing HIFIS; adding clients, consent, families, and other client information; case management; providing goods and services; outreach mapping; the VI-SPDAT, SPDAT and VAT; running reports; and various administrative tasks.

D. Shelter Supervisor Training: This course provides standard training for Shelter Supervisors in Nova Scotia and PEI. In 4.5 hours of content, it covers: logging in and accessing HIFIS; adding clients, consent, families and other client information; shelter operations; providing goods, services and group activities; the VI-SPDAT assessment; incidents, turnaways and service restrictions; managing shelter beds; running reports; and other administrative tasks.