

File No.: 04-1000-20-2023-532

September 12, 2023

s.22(1)

Dear s.22(1)

Re: **Request for Information**

I am responding to your request of August 30, 2023 under the ***Freedom of Information and Protection of Privacy Act (the Act)*** for:

Record of training materials related to the use of Homeless Individuals and Families Information System (HIFIS) in the ACCS department. Date range: January 1, 2015 to May 31, 2022.

This information is publicly available. The Arts, Culture, and Community Services department's Homelessness Services has advised that their Outreach team uses BC Housing's User Manual, which you can find at the following link:

https://www.hifisbc.ca/files/user_support/HIFIS%20User%20Manual%20-%20Version%203.0.pdf

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2023-532); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

[Signed by Cobi Falconer]

Cobi Falconer, MAS, MLIS, CIPP/C
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453 W. 12th Avenue Vancouver BC V5Y 1V4

If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Alternatively, you can call the FOI Case Manager at 604-871-6584.

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