



# 4 Things You Should Know About The New Toronto Shelter Management Information System

The City of Toronto has developed a new computer system for all emergency shelters across the city. This will improve the services you receive in your shelter, and help us to better manage the entire emergency shelter system.

**HERE'S WHAT TORONTO SMIS MEANS FOR YOU:**

**FASTER CHECK IN:** No matter what shelter you go to, staff can quickly find your basic information, such as name, date of birth, gender and client number. This will speed things up!

**BETTER AND FASTER REFERRALS:** Toronto SMIS tracks the status of every shelter bed in the city. If your shelter has no available beds, staff can quickly find you a bed in another location. Staff can also see if space is available in another shelter or program that might better suit your needs. This will reduce wait times and make sure you have a bed for the night.

**BETTER CASE MANAGEMENT:** Important documents, such as your identification, can be scanned into Toronto SMIS and kept in your file. If you lose something, staff can make copies for you. Your worker can keep notes in the system and help you make plans for housing and your future. The system will also do a Personal Needs Allowance check, so you can get your PNA if you qualify. If you are receiving Ontario Works (OW), or Ontario Disability Support Program (ODSP), the system will see that too.

**SAFE AND SECURE:** As always, your personal information is strictly confidential and is only used by authorized shelter staff to determine which services are right for you.

For more information, please talk to shelter staff, pick up a detailed brochure, or visit [www.toronto.ca/housing](http://www.toronto.ca/housing)



*This is a paperless system. You will be asked to sign an electronic signature pad every time you are admitted to a shelter. This is for our files only and cannot be used in for any other purpose.*