

## Protection of client information continues to be very important

This system is far more secure than the manual filing systems it is replacing. All user access to information is tracked and available for review by an auditor, if required. The City of Toronto has a legal requirement to protect the personal information in its custody and to control and to communicate how this information is protected. Therefore, Toronto SMIS is working with the City's Corporate Access and Privacy Office to complete a Privacy Impact Assessment. This is a tool to measure compliance with the laws that apply. Furthermore, as per the Toronto Shelter Standards, "shelters must have written policies concerning the privacy, security and confidentiality of resident information maintained in electronic format (e.g., password protected, use of mobile devices, remote access, etc.)" (See Section 6.8.)

### From the client's point of view

Toronto SMIS has three key features that will change the way we serve clients.

#### Client Signature Pad

Clients will no longer sign "pinks". Instead, they will sign on an electronic signature pad upon admission. Clients who don't want to sign the electronic signature pad can sign a hard copy form and have the form scanned into the system. Clients will also use the signature pads for consent to release information.

#### Automated PNA Eligibility Check

Toronto SMIS automatically checks a client's PNA eligibility. If approved, clients will receive their PNA as usual. As before, those receiving Ontario Works or Ontario Disability Support Program are not eligible for PNA.

#### No more double-booking

This centralized system will eliminate double bookings. With Toronto SMIS, a client can only book one bed at a time, thus making more beds available to clients who need them. If the client wants to move to a different shelter, then Toronto SMIS will automatically release any previously booked bed upon admission to the new shelter.

For more information, please call 416.397.4398, email [smis@toronto.ca](mailto:smis@toronto.ca) or visit [www.toronto.ca/housing](http://www.toronto.ca/housing)



# What shelter staff need to know about Toronto Shelter Management Information System (Toronto SMIS)

## THE PINK BUSTER IS COMING TO SHELTERS ACROSS TORONTO!

*The City of Toronto is piloting a new centralized information management system in selected emergency shelters during the fall of 2009. Everyone must use the system, which will be up and running in all City-funded shelters by early 2010.*

*Toronto SMIS will help shelters provide better service to their clients, while providing a powerful tool so the City can maximize efficiency across the entire system.*

*System users will be fully trained before the launch of Toronto SMIS in their shelters.*



## Main features of Toronto SMIS

- Paperless. No more pinks!
- Manages bed occupancy
- Simplifies client intake, admission and discharge
- Clients sign an electronic signature pad on admission (not on a monthly basis any more)
- Shows all available beds (“real-time occupancy”) across the shelter system
- Facilitates referrals
- Supports case management
- Displays a client’s history at the shelter
- Improves complaints tracking and resolution
- Provides incident reports and lists service restrictions in your shelter
- Notifies staff about health and safety alerts
- Automatically determines client eligibility for Personal Needs Allowance (PNA)
- Generates a wide range of reports
- Works for both bedded and service-only programs
- Simplifies per diem billing by automatically generating occupancy data–invoices can be emailed using an electronic template until the planned financial component is added.

### FEATURES COMING LATER

- Electronic per diem billing and PNA pay-out

## Streamlining information collection

With Toronto SMIS, every shelter will be using the same template to ensure that we collect consistent information. As a shelter worker, you will only be authorized to see information that pertains to your role and shelter or program. This can include client intake and admission information, case management notes, and service restrictions.

A limited amount of client information is available to every Toronto SMIS user. If a client was previously registered in the system, then every intake worker can automatically see the following information:

- Client name (first, last and alias)
- Date of birth
- Gender
- Client number (generated by the system)
- Brief description of any health and safety flags
- Client status–inactive or active (i.e. currently assigned a bed within a shelter; note that the name of the shelter is only available to staff of that shelter.)

## Toronto SMIS simplifies day-to-day shelter operations

Toronto SMIS can generate valuable information to better manage shelter operations. Available reports include:

- Intakes, admissions and discharges
- Client list
- Bed and room rosters
- Incidents and service restrictions
- Occupancy–length of stay and average occupancy, real-time occupancy (in your shelter and in our organization)
- Specific or all case management pieces (e.g., health and housing.)

In the future, Hostel Services will work with shelter operators to determine what additional information is required.

## Toronto SMIS simplifies shelter management

The following reports will be automatically created by Toronto SMIS for Hostel Services, so you do not have to submit them:

- Occupancy reports
- Service restrictions–shelter operators will enter all service restrictions into the system as they occur, so detailed forms will no longer be required (although more information on specific restrictions may be requested)
- Service requests–intakes will generate a service request.

## Benefits of the case management feature

Any program can use the feature, whether there are beds involved or not. For example, if your agency has a separate employment program, it can be set up in the system, even if the client is not staying at your shelter. You can also use the case management feature for follow-up with clients who have left your shelter.

The case management feature is limited to staff from the originating shelter. Notes are not shared among shelters. If your organization has a number of shelters, user access can be granted to each shelter, although the user may have to log out of one shelter and log into another.

## Real-time information to better manage the emergency shelter system

Staff at Hostel Services can create overall system reports that show current occupancy, as well as service restrictions, service requests and incidents.

