TORONTO SHELTER BULLETIN

Bulletin Type: | **General Update**

Subject: | **SMIS Enhancement: Referrals, queue administration & service demand reporting**

Bulletin: | To ensure the efficient use of resources and improve bed management and system reporting, SSHA has made the following changes to SMIS effective immediately. Please review this bulletin with all shelter staff and **post** this bulletin in a conspicuous area for staff reference.

Service Queue:

This modification will allow users to see more details regarding client intakes on the service queue screen. In particular, there will be additional details on stale/pending referrals, intake status, duration of waiting periods, as well as the number of vacant beds available.

Referral to Bed:

Changes have been made to the referral screen to allow the receiving shelter to refer and link clients to vacant beds within their program.

After a successful referral has been saved, the client will appear in the service queue at which point the receiving shelter may reject, hold bed or intake and accept.

The referral screen shows details of all referrals that have been accepted or declined. Shelter staff must reject, hold or accept a referral.

Queue History:

This change involves the introduction of a "closeout" feature to capture information relating to the following situations:

a. If a client withdraws request for service
b. If a shelter provider is unable to admit the client

Information from the service queue will be merged with the queue history. The queue history outlines client status, including the total number of bed referrals and the number accepted or declined.

Automatic rejection of Referrals from SMIS queues:

Effective immediately referrals greater than 2.5 hours in duration will be automatically rejected from SMIS queues.

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Shelter staff may extend the length of the hold to a maximum of five hours for programs in the Men's, Women's, Mixed/Co-ed and Youth sectors. Family shelters may extend holds up to 24 hours.

Service Demand Monitoring and reporting:

A colour-coded queue monitoring feature has been introduced to SMIS. This change will assist staff in determining priorities.

These enhancements to SMIS seek to improve shelter bed access, referral management and reporting and site queue administration practices Please note the link to the available resources below for your reference.

Resources: | SMIS v3.4 Release Notes

SMIS v3.4 Service Demand User Guide

http://www.toronto.ca/housing/smis/smisuser.htm

Contact Information: | For more information about this Bulletin, please contact your ARO or Housing Consultant.