

This SMIS enhancement (September 2020) release version 3.4.13 addresses a number of high priority issues identified through recent user research conducted with a broad range of shelter staff.

There are a total of 8 enhancements in this release. The changes are detailed in the following pages.

Please note that this document will also be available online at <u>http://www.toronto.ca/housing/smis/smisuser.htm</u>





Enhancements:

- 1. Updated Gender Dropdown
- 2. Updated Indigenous Question in SMIS Intake
- 3. Enhanced Client Summary Screen
- 4. Make Discharge Fields Editable
- 5. Improved Case Notes View
- 6. New Referral Message added to Program Descriptions
- 7. "Have you stayed in a shelter before?" removed from Input Screen
- 8. Improved OW/ODSP information from SAMS on (DOS) Intake Form





1. Updated Gender Dropdown

In the Intake Screen, the Gender field dropdown option '*Transgender*' has been changed to '*Transgender, Non-Binary or Two Spirit*'.

Personal information		1
First name*	Female	Last na
Gender*	Transgender, Non-binary or Two Spirit	Date o (yyyy/
Alias		





2. Updated Indigenous Identity Question in SMIS Intake

The *Indigenous Identity* field is now **mandatory**, with an updated wording in the question and an updated dropdown as shown below:

Other information		
Language		
In Canada, the term "Indigenous" includes First Nations, Métis, or Inuit. Do you identify with any of these three groups?* VAW	No First Nations (status, non-status, treaty, non-treaty) Inuit Métis Prefer not to answer Unknown	
Current sleeping arrangements*	~	





3. Enhanced Client Summary Screen

The following are the changes in the Client Summary Screen:

- a) The **"Pronoun"** field has been added in the Personal Information Tab, display ONLY. (Select pilot sites have access to an editable pronoun field in the intake screen, but this is not yet available to all users. If the client has provided their Pronouns to one of these sites, their pronouns will be visible at all sites).
- b) A display of the "Total # of Bed Nights" has been added in the Key Information tab, display ONLY. This field refers to total number of bed nights client has in SMIS across all programs (since 2009) and is an indicator of length of homelessness.
- c) A display of the "Total number of bed nights in the past year" has been added in the Key Information Tab, display ONLY. This field refers to total number of bed nights client has in SMIS in the past year across all programs and is an indicator of length of homelessness.
- *d*) A display of the **"Total number of bed nights in the past 3 years"** field has been added in the Key Information Tab, display *ONLY*. This field refers to total number of bed nights client has in SMIS in the past 3 years across all programs and is an indicator of length of homelessness.
- *e)* A *"Chronically homeless"* flag will be displayed in the Key Information Tab for clients who meet the definition of chronic homelessness based on information recorded in SMIS. Workers will be prompted to prioritize clients experiencing chronic homelessness for housing assistance.
 - a. This means that SMIS has recorded a cumulative total of either 6 months (180 days) in the past year or 18 months (546 days) within the past 3 years. The definition aligns with the <u>federal definition</u> of chronic homelessness.
 - *b.* Please note that a client may still meet the definition of chronic homelessness even if they don't have the flag due to nights spent in locations that do not use SMIS, for example outdoors or in a VAW shelter.





- *c.* Please note that as of September 24, clients who meet this definition are eligible for housing allowances under the "chronic homelessness" stream.
- *d.* When the user clicks on the words **Chronically homeless**, it hyperlinks to the Reaching Home Directives page for the chronically homeless definition.
- *e.* The "housing assistance" words, when clicked, hyperlinks to the City's general information page for Subsidized Housing & Housing Benefits.

Below is a sample screenshot of the Client Summary Screen:

toronto S M I Havigator Stewart, Neil(249016)	S	Shelter: User:	נונט, Linda i Help
Summary History Intake Encounter Admission	Client Summary	w)	View Intakes
Referral Discharge Leave with Permission Service Restriction Complaint Consent Case Management Attachment Tasks Print Label Disbursements Eligibility Assessment Transactions - New	Client Number 249016 Date of Birth 1960/03/26 (Age 60) Gender Male (pronoun he, him)	Phone - Email - Status Active	
Summary/Detail [+] Advanced	Key information		Create alert
	Total number of bed nights over the past ye	ar	366 days
	Total number of bed nights over the past 3	years	1096 days
	Client meets the definition of experiencing c housing assistance.	hronic homelessness. Prioriti	ze this client for Chronically homeless





4. Make Discharge Fields Editable

Discharge fields can be edited for 2 weeks after initial discharge to allow staff to capture more accurate information including housing outcomes.

Once a client is discharged, all staff in the program who have access to the discharge function (e.g. supervisors, case worker, intake worker roles) can update the discharge fields in the Discharge Screen for the next 14 days.

Example:

A Client is admitted to a bed program (i.e "Cornerstone Place")







Then, client was discharged from the bed program:

Image: http://m7xd0155070 Image: style I	wkstn.toronto.ca.9080/SMISBP/PMmm ■ Shelter Management Infor × Is Help • Safety ▼ Tools ▼ @ ▼ \$ \$	odule/QuatroDischarge.do				- ¢	Search			م	- 6 - ☆☆	; @
				Shelter: User:	L	., Ben	Home	e My Tasks Program	Reports Adminis	tration Help Shelter	Logout Head Office	
Navigator				Client	Management	- Discharge Edit						
Brigham, Trenton(16928)	Client No.	16928										
History	Name	Brigham, Trei	nton		DOB	1956/05/01		Age	63			
Intake	Close										(i) I	telp
Encounter	 Saved Successfully! 											
Referral	Discharge											
Leave with Permission	Discharge Disposition*		Unknown Location	\sim								
Service Restriction	Discharge Reason*		Part-time program	closed		~						
Complaint	Transportation Type Prov	ided		\sim								
Consent Case Management Attachment Tasks Print Label Disbursements Eligibility Assessment Transactions - New [+] Advanced	Discharge Notes (15/400	0 characters)	fdssddsfdfdsdsd			<u>`</u>						

A link icon on "**Discharge**" page is shown and each discharge record has "**Update**" link icon beside "**View**" link icon

(→) 1 http://m7xd0155070. 16f #146495: SMIS V.3.4.13 Patch - File File Edit View Favorites Tool 10 - - - - -	wkstn.toronto.ca:9080/SMISBP/P/ Shelter Management Infor s Help Safety = Tools = 🔞 = 💭	Mmodule/QuatroDischarge.do			▼ Ø Search				+ م	- ∎ ×] û ☆ © (
			Shelter: User:	L.,	, Ben	Home My Ta Client Pr	asks Reports ogram	Administration Facility She	Help Iter H	Logout lead Office
Navigator			Client	Managemer	nt - Discharge					
Brigham, Trenton(16928) Summary History	Client No. Name	16928 Brigham, Trenton		DOB	1956/05/01	A	ge	63		
Intake Encounter Admission Referral	Back to Client Search Discharge	Export to Excel								(i) Help
Discharge	Program Name		Admission Date		Discharge Date	Staff	Stat	us	ctions	
Leave with Permission Service Restriction	Cornerstone Place		2020/03/10 01:49:48 PM	1	2020/03/10 01:51:56 PM	L., Be	en disch	iarged 🤇 🔪	iew Up	odate
Complaint	Birkdale Residence -	Bedded Program	2018/10/02 11:46:49 AM	1	2018/10/02 12:03:58 PM	L., Be	en disch	arged 🚺	iew	
Consent Case Management Attachment Tasks Print Label Disbursements Eligibility Assessment Transactions - New [+] Advanced	2 items found, displaying a	li items.								





If a user clicks the *View* link icon, they will not be able to update because page is in read-only mode.

								– 🛛 🗡
A http://m7xd0155070).wkstn.toronto.ca:9080/SMISBP/	/PMmodule/QuatroDischarge.d	o?method=view&admissionId=20297&clientId=16	28	→ 🖒 Search		5	J- ☆☆@(
🖬 #146495: SMIS V.3.4.13 Patch	🔋 Shelter Management Infor	. × 📑						
File Edit View Favorites Too	ols Help							
🏠 🕶 🖾 👻 🖃 🌧 💌 Page 🖬	🔹 Safety 👻 Tools 👻 🔞 🗴 💭	1 B						
						Home My Tacks Benetts	Administration No.	la Lagout
toronto SMIS			Shelter:		Pop	Tome Ply Taxa Reports		p cogour
			user.	L.	., beil	Client Program	Facility Shelter	Head Office
Navigator			Client	Management	- Discharge Edit			
Brigham, Trenton(16928)	Client No	16928						
Summary	Name	Brigham Tre	enton	DOB	1956/05/01	Age	63	
History		brightin, riv		000	1550/05/01	Age	05	0.0.1
Encounter	Close							() нер
Admission	Discharge							
Referral	Distancinge	*						
Discharge	Discharge Disposition	n∽	Unknown Location					
Service Restriction	Discharge Reason*		Part-time program closed		~			
Complaint	Transportation Type	Provided	~					
Consent	Discharge Notes (15,	/4000 characters)	fdssddsfdfdsdsd		~			
Case Management								
Attachment								
Print Label					\sim			
Disbursements								
Eligibility Assessment								
Transactions - New								
[+] Auvanced								

If a user clicks the **Update** link icon, all fields in the Discharge tab are editable.

(=) 1 http://m7xd015507	0.wkstn.toronto.ca:9080/SMISBP/I	PMmodule/QuatroDischarge.c	do?method=edit&admissionId=20297&client	ld=16928	- ♂ Searc	h	₽- 命☆
46495: SMIS V.3.4.13 Patch	🔋 Shelter Management Infor	× 📑					
Edit View Favorites To	ols Help						
• 🔝 • 🖃 🖶 • Page	🕶 Safety 🕶 Tools 🕶 🔞 🖛 💭	D .					
			Shelter:			Home My Tasks Repo	rts Administration Help Logout
			User:	L.,	Ben	Client Program	Facility Shelter Head Office
igator			(lient Management -	Discharge Edit		
gham, Trenton(16928)	Client No.	16928					
History	Name	Brigham, Tr	enton	DOB	1956/05/01	Age	63
Intake	🔀 Close 🔒 Save						(i) He
ncounter dmission aforral	Discharge						
scharge	Discharge Disposition	*	Unknown Location	•			
ave with Permission	Discharge Reason*		Part-time program closed	~			
ervice Restriction	Transportation Type	Provided	~				
onsent	Discharge Notes (15/	4000 characters)	fdssddsfdfdsdsd		<u>^</u>		
ase Management							
isks							
int Label					\sim		
sbursements							
Transactions - New							
[+] Advanced							





Edit the fields and click on Save:

	0		- C Search			P - ☆☆()
1						
				Hemo Ny Taoka	Reports Administration	Hole Legent
	Shelter:			Home Pry Tasks	Reports Administration	Logouc
	User:		L., Ben	Client Program	Facility Shelter	Head Office
	Clier	t Managemen	nt - Discharge Edit			
16928						
Brigham, Tre	enton	DOB	1956/05/01	Age	63	
						(i) Help
	Unknown Location					
	Part-time program closed		~			
rided	Made Own Arrangements 🗸					
0 characters)	test update edit discharge					
			^			
			~			
	16928 Brigham, Tro vided 30 characters)	Sheker: User: User: 16928 Brigham, Trenton Unknown Location Part-line program closed Made Own Arrangements V D0 characters) test update edit discharge	Steller: User: Client Managemer 16928 Brigham, Trenton DOB Vided Plat-Line program closed Plat-Line program closed Plade Own Arrangements V 10 characters) test update edit discharge	Sheter: Use: L., Ben Client Management - Discharge Edit 16928 Brigham, Trenton DOB 1956/05/01 Unknown Location ✓ Part-time program closed Vided Made Own Arrangements ✓ D0 characters) test update edit discharge	Skelter: User: L., Ben Client Management - Discharge Edit 16928 Brigham, Trenton DOB 1956/05/01 Age Part-time program closed Part-time program closed Part-time program closed D0 characters) test update edit discharge	steller: User: L., Ben Client Management - Discharge Edit 16928 Brigham, Trenton DOB 1956/05/01 Age 63 vided Made Own Arrangements V D0 characters) test update edit discharge

The Client History page will show when a discharge has been edited.

DE: CM/IC 1/ 2 / 12 Det 1	Chathan Mars	ant lafas y 📑					Searchin						
95: SMIS V.3.4.13 Patch	Shelter Managem	ent Infor ×											
	- Créatrie Traise	രം തത											
∭ • ⊡ 👼 • Page	 Safety • 1001s • 	0 • ¹ • ¹⁰											
				Shelter:			Home My Tasks Reports	Administratio	n Help Logout				
05MI5				User:	L., B	Ben	Client Brown	uitau Ch	where Hand Office				
							Cienc Program P	aciity Si	Head Office				
ator		Client Management - History											
Brigham, Trenton(16928) Summary	Client No	169	28										
	Name	Brig	ham Trenton		DOB	1056/05/01	Age	63					
tory	Name	Drig	jnam, menton		DOD	1930/03/01	Age	05					
ncounter dmission eferral ischarge	Back to Client S	earch 🄑 Search 🚨	Export to Excel						0				
	Ac	tion Date	Start			End							
		Action		~									
charge		Program		~									
charge ve with Permission		Program		~									
charge ve with Permission vice Restriction	Client Histo	Program ry		~									
charge ve with Permission vice Restriction nplaint isent	Client Histo	Program ry		~				Reco	ord per page 20				
charge ve with Permission vice Restriction nplaint isent e Management	Client Histo	Program ry , displaying all records.		v				Reco	ord per page 20				
charge ve with Permission vice Restriction nplaint isent e Management achment	Client Histo 13 records found Action	Program ry , displaying all records. Action	Reference	v			Program	Reco Staff U	ord per page 20				
charge ve with Permission vice Restriction nplaint sent e Management achment ks	Client Histo 13 records found Action Date	Program ry , displaying all records. Action	Reference	×			Program	Reco Staff U	ord per page 20				
harge ve with Permission vice Restriction uplaint sent e Management chment ks t Label usrcements	Client Histo 13 records found Action Date 2020/03/10	Program ry , displaying all records. Action Discharge Update	Reference Discharge Dispositi	v on: Unknown Location. [Discharge Reasor	n: Part-time program	Program Cornerstone Place	Recc Staff U	ord per page 20 Jpdate Date 020/03/10				
charge ve with Permission vice Restriction nplaint sent e Management chment ks t Label pursements inbiblity Assessment	Client Histo 13 records found Action Date 2020/03/10	Program ry , displaying all records. Action Discharge Update	Reference Discharge Dispositi closed.	on: Unknown Location. [Discharge Reasor	1: Part-time program	Program Cornerstone Place	Recc Staff U L., Ben 2	ord per page 20				
charge ve with Permission vice Restriction nplaint sent e Management chment ks t t Label Jursements ligibility Assessment ransactions - New	Client Histo 13 records found Action Date 2020/03/10 2020/03/10	Program ry , displaying all records. Action Discharge Update Discharge	Reference	on: Unknown Location. [Discharge Reasor	n: Part-time program	Program Cornerstone Place	Recc Staff U L., Ben 2 L., Ben 2	ord per page 20 Jpdate Date 020/03/10 2:12:23 PM 020/03/10 11:51:56 PM				
charge ve with Permission vice Restriction nplaint sent e Management schment ks tit Label oursements ligibility Assessment ransactions - New r] Advanced	Client Histo 13 records found Action Date 2020/03/10 2020/03/10 2020/03/10	Program ry , displaying all records. Action Discharge Update Discharge Admit/Bed	Reference Discharge Dispositi closed. Room Dornitory Reason: Part-time	on: Unknown Location. [Discussion of the second of the s	Discharge Reasor	1: Part-time program	Program Cornerstone Place	Recc Staff U L., Ben 2 0 L., Ben 2 0	ord per page 20 Jpdate Date 020/03/10 12:12:23 PM 020/03/10 11:51:56 PM 020/03/10				
charge vice Restriction uplaint sent e Management chment ks t Label pursements igibility Assessment ransactions - New -] Advanced	Client Histo 13 records found Action Date 2020/03/10 2020/03/10	Program ry , displaying all records Action Discharge Update Discharge Admit/Bed Assignment	Reference Discharge Dispositi closed. Room: Dormitory, I Reason: Dermitory, I	on: Unknown Location. I program closed. Bed: 46	Discharge Reasor	1: Part-time program	Program Cornerstone Place Cornerstone Place	Recc Staff U L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 0	ord per page 20 Jpdate Date 020/03/10 2:12:23 PM 020/03/10 1:51:56 PM 020/03/10 1:49:48 PM				
charge we with Permission vice Restriction uplaint sent e Management chament t Label pursements ligibility Assessment ransactions - New] Advanced	Client Histo 13 records found Action Date 2020/03/10 2020/03/10 2020/03/10	Program ry , displaying all records: Action Discharge Update Discharge Admit/Bed Assignment Intake	Reference Discharge Dispositi closed. Room: Dormitory, I Room: Dormitory, I	on: Unknown Location. [Drug & Singley, Disp program closed. Bed: 46	Discharge Reasor	n: Part-time program	Program Cornerstone Place Cornerstone Place Cornerstone Place	Reco Staff U L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 L., Ben 2	ord per page 20 20/03/10 212:23 PM 020/03/10 11:51:56 PM 020/03/10 11:49:48 PM 020/03/10				
charge ve with Permission vice Restriction nplaint sent e Management chiment ks t Label Jursements ligbility Assessment ransactions - New J Advanced	Client Histo 13 records found Action Date 2020/03/10 2020/03/10 2020/03/10	Program ry displaying all records Action Discharge Update Discharge Admit/Bed Assignment Intake	Reference Discharge Dispositi closed. Room: Dormitory, I Room: Dormitory, I	on: Unknown Location. [on: Unknown Location. [on: Control of the second of the sec	Discharge Reasor	1: Part-time program	Program Cornerstone Place Cornerstone Place Cornerstone Place	Recc Staff U L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 0 0 0 0 0 0 0 0 0 0 0 0	ord per page 20 Jpdate Date 020/03/10 2:12:23 PM 020/03/10 1:51:56 PM 020/03/10 1:49:48 PM 020/03/10 1:49:30 PM				
harge ve with Permission vice Restriction pplaint ent ent to be to	Client Histo 13 records found Action Date 2020/03/10 2020/03/10 2020/03/10 2020/03/10 2020/03/10	Program ry , displaying all records Action Discharge Update Discharge Admit/Bed Assignment Intake Intake Change	Reference Discharge Dispositi closed. Room: Dormitory, Reason: Part-time Room: Dormitory, I	v on: Unknown Location. I program closed. Bed: 46	Discharge Reasor	1: Part-time program	Program Cornerstone Place Cornerstone Place Cornerstone Place Cornerstone Place Cornerstone Place Cornerstone Place	Recc Staff U L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 0 L., Ben 2 0 0 0 0 0 0 0 0 0 0 0 0 0	ord per page 20 20/03/10 2:12:23 PM 020/03/10 1:51:56 PM 020/03/10 1:49:48 PM 020/03/10 1:49:40 PM 018/12/20				
charge verith Permission vice Restriction nplaint sent estat estat estat estat tabel uursements ligbility Assessment ransactions - New] Advanced	Client Histo 13 records found Action Date 2020/03/10 2020/03/10 2020/03/10 2020/03/10 2018/10/02	Program ry displaying all records Action Discharge Update Discharge Admit/Bed Assignment Intake Intake Change	Reference Discharge Dispositi closed. Room: Dormicory, Reason: Part-time Room: Dormitory,	on: Unknown Location. [program closed. Bed: 46	Discharge Reason	n: Part-time program	Program Cornerstone Place Cornerstone Place Cornerstone Place Cornerstone Place Cornerstone Place	Recc Staff U L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 0 L., Ben 2 0 0 0 0 0 0 0 0 0 0 0 0 0	ord per page 20 20/03/10 12:12:23 PM 020/03/10 11:51:56 PM 020/03/10 11:49:48 PM 020/03/10 11:49:30 PM 020/03/10 11:49:30 PM 018/12/20 15:06:28 PM				
charge ve with Permission vice Restriction nplaint sent e Management chrment ks t Label uursements ligibility Assessment ransactions - New -] Advanced	Client Histo 13 records found Action 2020/03/10 2020/03/10 2020/03/10 2018/10/02 2018/10/02	Program ry , displaying all records. Action Discharge Update Discharge Admit/Bed Assignment Intake Intake Discharge Discharge	Reference Discharge Dispositi closed. Room: Dormicory, I Reason: Part-time Room: Dormitory, I Discharge Dispositi closed	on: Unknown Location. [program closed. Bed: 46	Discharge Reasor	n: Part-time program	Program Cornerstone Place Cornerstone Place Cornerstone Place Cornerstone Place Cornerstone Place Central Intake Birkdale Residence - Bedded Deveners	Recc Staff U L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 0 L., Ben 2 0 0 0 0 0 0 0 0 0 0 0 0 0	ord per page 2C Jpdate Date 020/03/10 0212/23 PM 020/03/10 0151:56 PM 020/03/10 11:49:48 PM 0020/03/10 11:49:30 PM 018/12/20 5:06:28 PM 018/10/02 2:03:59 DM 018/12/20				
harge ve with Permission vice Restriction nplaint e Management chiment ks t Label t Label uursements lighlity Assessment ransactions - New -] Advanced	Client Histo 13 records found Action Date 2020/03/10 2020/03/10 2020/03/10 2020/03/10 2020/03/10 2018/10/02 2018/10/02	Program ry , displaying all records Action Discharge Update Discharge Admit/Bed Assignment Intake Intake Change Discharge Admit/Rad	Reference Discharge Dispositi closed. Room: Dormitory, I Reason: Part-time Room: Dormitory, I Discharge Dispositi closed.	on: Unknown Location. I program closed. Bed: 46	Discharge Reasor	1: Part-time program	Program Cornerstone Place Cornerstone Place Cornerstone Place Cornerstone Place Cornerstone Place Cornerstone Place Central Intake Birkdale Residence - Bedded Program Biologic Decidence Contract Co	Recc Staff U L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 L., Ben 2 0 0 L., Ben 2 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0	Digital per page 200 Digital Date 020/03/10 2121223 PM 020/03/10 11:51:56 PM 020/03/10 11:49:48 PM 020/03/10 11:49:48 PM 020/03/10 11:49:20 PM 018/12/20 5:06:28 PM 018/10/02 2:03:58 PM 029/10/02				





After 2 weeks from initial discharge, a discharge update is not allowed.

Example: Discharge Date was '2020/02/24' and now ('2020/03/10') user is trying to access the discharge record and **Update** link is not visible.

Image: Shelter Management Infor Image: Shelte	wkstn.toronto.ca:9080/SMISBP/PMmo S Is Help Safety V Tools V 🕖 V 💭	dule/QuatroDischarge.do	~ ¢	Search		ि ☆ 🤇
toronto SMIS		Shelter: User:	L., Ben	Home My Tasks Client Progra	am Facility Shelte	Help Logout r Head Office
Navigator			Client Management - Discharge			
Slaughter, Goldie(12669) Summary History	Client No. Name	12669 Slaughter, Goldie	DOB 1961/09/17	Age	e 58	
Encounter Admission Referral Discharge Leave with Permission Service Restriction Complaint Consent Case Management Attachment Tasks Print Label Diskurgenents	Discharge Discharge Program Name Red Door - Family Shelte One item found.	Admission Date r 2020/03/10 03:02:21 PM	Discharge Date 2020/02/24 12:00:00 AM	Staff L., Be	Status n discharged	Actions View
Eligibility Assessment Transactions - New [+] Advanced						





5. Improved Case Note View

The Case Management Encounter screen now displays the most recent case notes first (instead of requiring a date range). Users can sort and set the number of rows they see, with the default showing up to the first 20 rows.

Below is a sample screenshot of Case Management Encounter Screen:

Navigator				Case Manage	ement Encounter		
Curtin, Mildred(15932)	Client No.	15032					
Summary	Name	Curtin Mildred		DOP	1002/01/28	100	37
History	Name	Curtan, Milarea	-	DOB	1995/01/28	лус	27
Intake	Back to Client Se:	arch Case Summary Case Detailed New Note 2	Export to Excel				(i) Help
Admission	Date Ran	nge From 🔤			то		
Referral				(Case Note Status		
Discharge	Compo	onents of 🗸 🗸			search reset print		
Leave with Permission		Service					
Service Restriction						· · · · · · · · · · · · · · · · · · ·	Records per page 20 V
Complaint	22 records found,	displaying 1 to 20. [First/Prev] 1, 2 [Next/La	st] 🔵				
Case Management		Last Updated Date	Note ID	Last Updated User	Case Note Status	Program	
Attachment	6	2020/03/10	19146	L., Ben	Complete	Covenant House Res	idence
Tasks		2020/03/10	19145	L., Ben	Incomplete	Covenant House Res	idence
Print Label	6	2020/03/10	19144	L., Ben	Complete	Covenant House Res	idence
Disbursements	6	2020/03/10	19143	L., Ben	Complete	Covenant House Res	idence
Eligibility Assessment	6	2020/03/10	19142	L., Ben	Complete	Covenant House Res	idence
[+] Advanced	6	2020/03/10	19141	L., Ben	Complete	Covenant House Res	idence
(i) Harancea	6	2020/03/10	19140	L., Ben	Complete	Covenant House Res	idence
	6	2020/03/10	19139	L., Ben	Complete	Covenant House Res	idence
	Ø	2020/03/10	19138	L., Ben	Complete	Covenant House Res	idence
	6	2020/03/10	19137	L., Ben	Complete	Covenant House Res	idence
		2020/03/10	19136	L., Ben	Incomplete	Covenant House Res	idence
	6	2020/03/10	19135	L., Ben	Complete	Covenant House Res	idence
		2020/03/10	19134	L., Ben	Incomplete	Covenant House Res	idence
	6	2020/03/10	19133	L., Ben	Complete	Covenant House Res	idence
	6	2020/03/10	19132	L., Ben	Complete	Covenant House Res	idence
	6	2020/03/10	19131	L., Ben	Complete	Covenant House Res	idence
	•	2020/03/10	19130	L., Ben	Complete	Covenant House Res	idence
		2020/03/10	19129	L., Ben	Incomplete	Covenant House Res	idence
		2020/03/10	19128	L., Ben	Incomplete	Covenant House Res	idence
	Ø	2020/03/10	19127	L., Ben	Complete	Covenant House Res	idence

22 records found, displaying 1 to 20. [First/Prev] 1, 2 [Next/Last]





6. New Referral Message added to Program Descriptions

Additional referral information (read only) has been added to the SMIS Program Search screen. The improved program description will allow users to complete more informed and appropriate Referrals to other programs. Additional Program Descriptions will be added over time.

Referral Information is displayed on the Program Search Screen window (when you refer a client to a bed/service program)

Bailey House 416-967-1111 Referrals not accepted: Mon-Sun 8:30AM and 4:30 PM	Bed	6	0	50
Barrett House 416-864-1627 Type: Transitional/Supportive Housing for people with HIV/AIDS; Program Info: Access RGI, Referral must be referred by social service agency, hospital, doctor	ble, Bed	2	0	50
Birchmount Res-Outreach Program 416 392 5795	Service		10	100
Birchmount Residence 416-392-6164 Accepting Referrals for all Clients over 50 years of age.	Bed	4	6	70
Birkdale Residence - Toronto Plaza Hotel Program 416-256-5000 testtesttest testtest	Bed	18	0	200
Birkdale Residence - Bedded Program 416.392 5650 Only accepting Referrals from Family Residence & C.L. for the immediate future	Bed	6	0	1000
Birkdale Residence - Children's Program (416) 392-5552	Service		1	0





7. "Have you stayed in a shelter before?" removed from Intake Screen

This question was identified as redundant and has been removed as previous stays are recorded in SMIS.

Other information		
Language	A 🛛	
Do you identify as Indigenous (Aboriginal, Native or Indian)?*	✓	
VAW		
Current sleeping arrangements*	Abandoned Building	
Reason for homelessness	✓	
Reason for Service*	Relationship Breakdown	

Presenting issues





8. Improved OW/ODSP information from SAMS on (DOS) Intake Form

In the OW/ODSP Status tab of the Intake form, the information displayed from SAMS has been simplified with more descriptive language. (Only for Directly Operated Shelter (DOS) programs)

Below is a sample screenshot of OW/ODSP information in the Intake Form:

OW/ODSP Status		
Benefit Unit Status	Ongoing OW - Reg. Basic amount	
Last Benefit Month of OW	Nov 2010	
Office	260 TSS - METRO HALL	

