



# SMIS Release Notes (Global)

Version 3.4.13  
September 2020

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



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## 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](#)

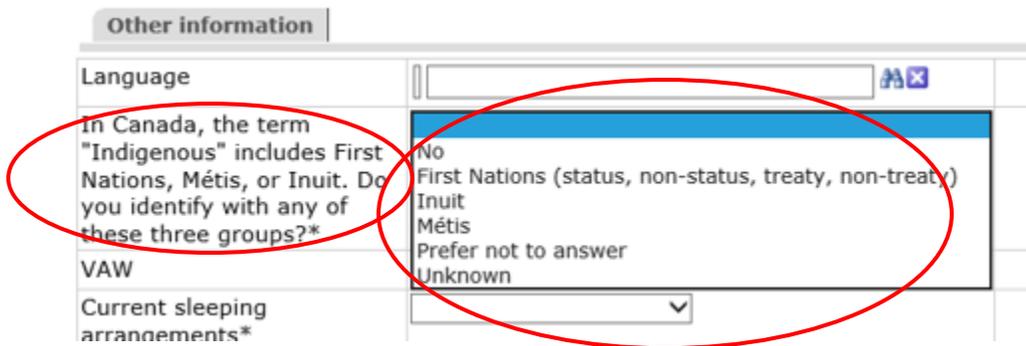
## 1. Updated Gender Dropdown

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

Personal information		
First name*	Female	Last name*
Gender*	Male	Date of birth (yyyy/mm/dd)
	<b>Transgender, Non-binary or Two Spirit</b>	
Alias	<input type="text"/>	

## [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:



The screenshot shows a form titled "Other information" with several fields. The field for "Indigenous Identity" is highlighted with a red oval. The question text is: "In Canada, the term 'Indigenous' includes First Nations, Métis, or Inuit. Do you identify with any of these three groups?\*" The dropdown menu is also highlighted with a red oval and contains the following options: "No", "First Nations (status, non-status, treaty, non-treaty)", "Inuit", "Métis", "Prefer not to answer", and "Unknown".

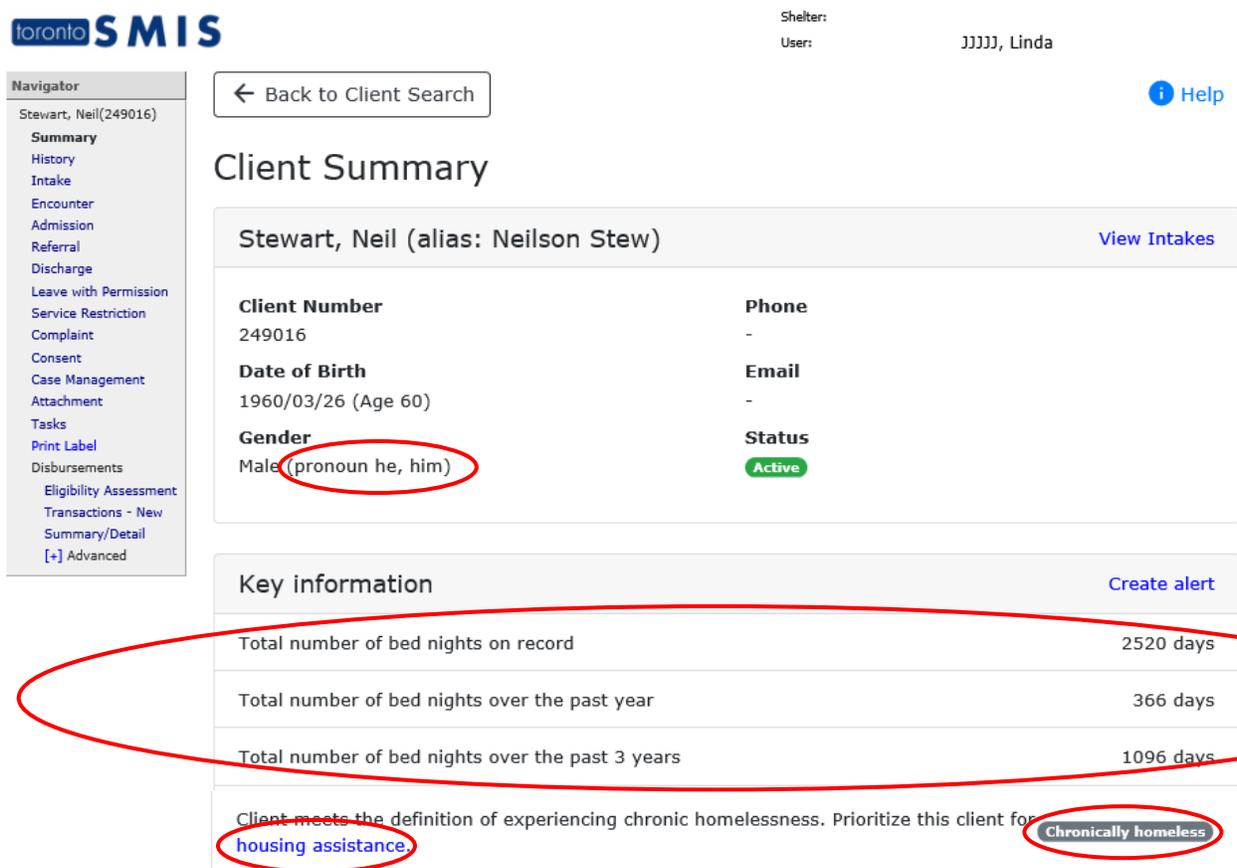
### 3. Enhanced Client Summary Screen

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 [federal definition](#) 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:



Shelter: JJJJJ, Linda  
User: JJJJJ, Linda

← Back to Client Search Help

### Client Summary

Stewart, Neil (alias: Neilson Stew) [View Intakes](#)

<b>Client Number</b>	249016	<b>Phone</b>	-
<b>Date of Birth</b>	1960/03/26 (Age 60)	<b>Email</b>	-
<b>Gender</b>	Male (pronoun he, him)	<b>Status</b>	Active

#### Key information [Create alert](#)

Total number of bed nights on record	2520 days
Total number of bed nights over the past year	366 days
Total number of bed nights over the past 3 years	1096 days

Client ~~meets~~ the definition of experiencing chronic homelessness. Prioritize this client for [housing assistance](#). **Chronically homeless**



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## 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**")

The screenshot shows the SMIS Client Management - Admission screen for Client No. 16928, Brigham, Trenton. The client's DOB is 1956/05/01 and their age is 63. The admission history table shows two entries: Cornerstone Place (admitted 2020/03/10 01:49:48 PM) and Birkdale Residence - Bedded Program (discharged 2018/10/02 12:03:58 PM).

Program Name	Admission Date	Discharge Date	Staff	Status	Actions
Cornerstone Place	2020/03/10 01:49:48 PM		L., Ben	admitted	Update
Birkdale Residence - Bedded Program	2018/10/02 11:46:49 AM	2018/10/02 12:03:58 PM	L., Ben	discharged	View



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Then, client was discharged from the bed program:

Client Management - Discharge Edit

Client No. 16928  
Name Brigham, Trenton DOB 1956/05/01 Age 63

Discharge Disposition\* Unknown Location  
Discharge Reason\* Part-time program closed  
Transportation Type Provided  
Discharge Notes (15/4000 characters) fdsadddfdfdadad

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

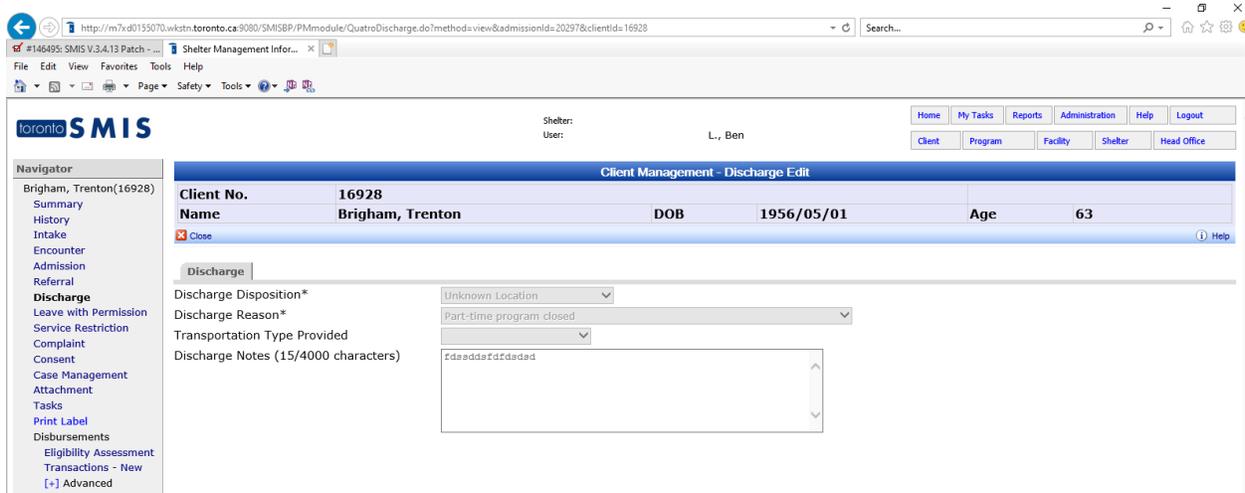
Client Management - Discharge

Client No. 16928  
Name Brigham, Trenton DOB 1956/05/01 Age 63

Program Name	Admission Date	Discharge Date	Staff	Status	Actions
Cornerstone Place	2020/03/10 01:49:48 PM	2020/03/10 01:51:56 PM	L., Ben	discharged	<a href="#">View</a>   <a href="#">Update</a>
Birkdale Residence - Bedded Program	2018/10/02 11:46:49 AM	2018/10/02 12:03:58 PM	L., Ben	discharged	<a href="#">View</a>

2 items found, displaying all items.

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

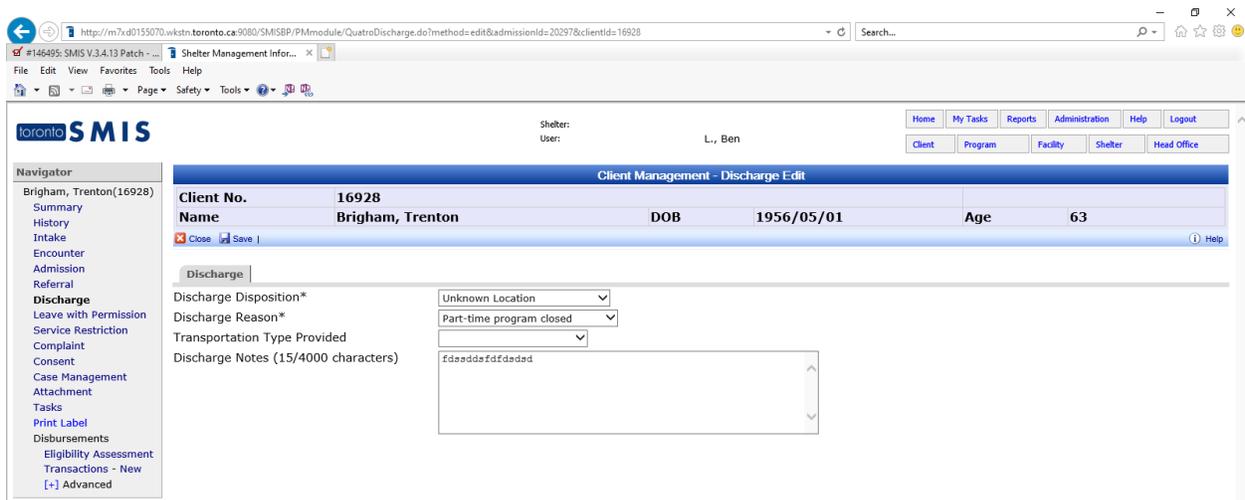


Client Management - Discharge Edit

<b>Client No.</b>	16928	<b>DOB</b>	1956/05/01	<b>Age</b>	63
<b>Name</b>	Brigham, Trenton				

Discharge Disposition\*: Unknown Location  
 Discharge Reason\*: Part-time program closed  
 Transportation Type Provided: [Dropdown]  
 Discharge Notes (15/4000 characters): fdaadddafdfadad

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



Client Management - Discharge Edit

<b>Client No.</b>	16928	<b>DOB</b>	1956/05/01	<b>Age</b>	63
<b>Name</b>	Brigham, Trenton				

Discharge Disposition\*: Unknown Location  
 Discharge Reason\*: Part-time program closed  
 Transportation Type Provided: [Dropdown]  
 Discharge Notes (15/4000 characters): fdaadddafdfadad



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Edit the fields and click on **Save**:

**Client Management - Discharge Edit**

Client No. 16928  
Name Brigham, Trenton DOB 1956/05/01 Age 63

Discharge Disposition\* Unknown Location  
Discharge Reason\* Part-time program closed  
Transportation Type Provided Made Own Arrangements  
Discharge Notes (26/4000 characters) test update edit discharge

Saved Successfully!

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

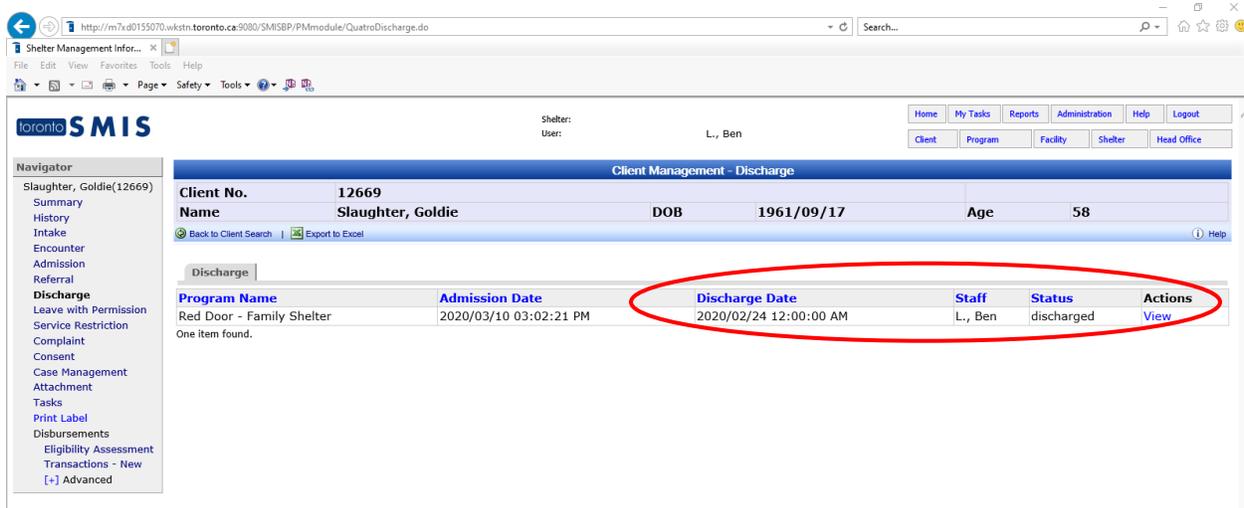
**Client Management - History**

Client No. 16928  
Name Brigham, Trenton DOB 1956/05/01 Age 63

Action Date	Action	Reference	Program	Staff	Update Date
2020/03/10	Discharge Update	Discharge Disposition: Unknown Location. Discharge Reason: Part-time program closed.	Cornerstone Place	L., Ben	2020/03/10 02:12:23 PM
2020/03/10	Discharge	Room: Dormitory, Bed: 46 Discharge Disposition: Unknown Location. Discharge Reason: Part-time program closed.	Cornerstone Place	L., Ben	2020/03/10 01:51:56 PM
2020/03/10	Admit/Bed Assignment	Room: Dormitory, Bed: 46	Cornerstone Place	L., Ben	2020/03/10 01:49:48 PM
2020/03/10	Intake		Cornerstone Place	L., Ben	2020/03/10 01:49:30 PM
2018/10/02	Intake Change		Central Intake	L., Ben	2018/12/20 05:06:28 PM
2018/10/02	Discharge	Discharge Disposition: Unknown Location. Discharge Reason: Part-time program closed.	Birkdale Residence - Bedded Program	L., Ben	2018/10/02 12:03:58 PM
2018/10/02	Admit/Bed Assignment	Room: 401 A1, A2	Birkdale Residence - Bedded Program	L., Ben	2018/10/02 11:46:50 AM

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.



The screenshot shows the SMIS interface for Client Management - Discharge. The client information is as follows:

Client No.	12669		
Name	Slaughter, Goldie	DOB	1961/09/17
		Age	58

The Discharge table below shows one record:

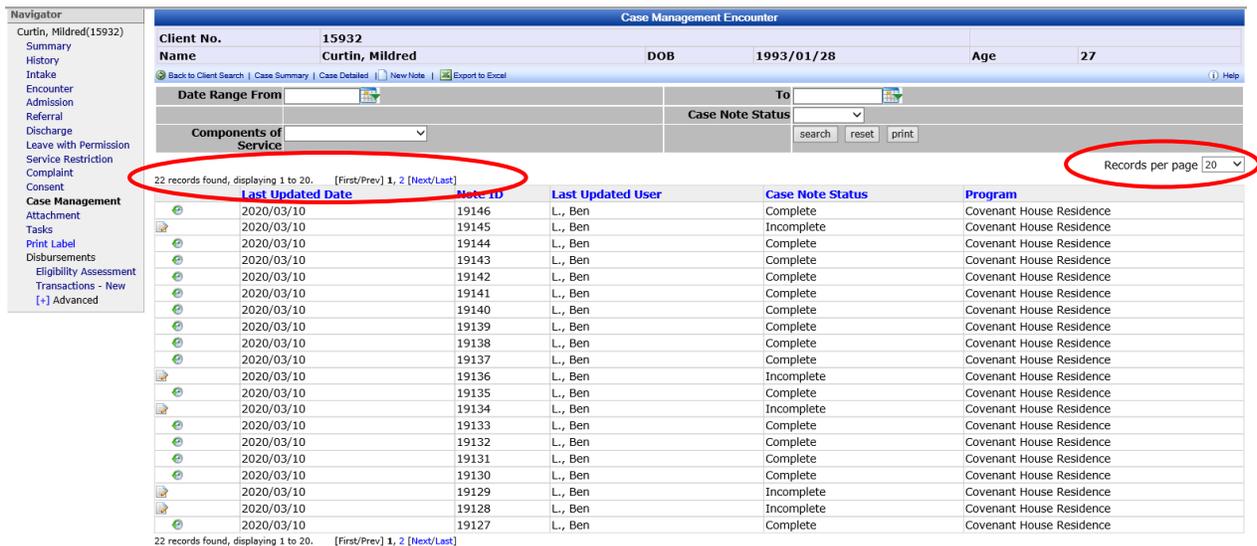
Program Name	Admission Date	Discharge Date	Staff	Status	Actions
Red Door - Family Shelter	2020/03/10 03:02:21 PM	2020/02/24 12:00:00 AM	L., Ben	discharged	<a href="#">View</a>

The 'Discharge Date' column in the table is circled in red in the original image.

## 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:



The screenshot shows the Case Management Encounter screen for client Curtin, Mildred (15932). The interface includes a left-hand navigation menu, a top header with client details (Name, DOB, Age), and a main table of case notes. Two red circles highlight the 'Records per page' dropdown menu set to 20 and the '22 records found, displaying 1 to 20.' status message.

Last Updated Date	Note ID	Last Updated User	Case Note Status	Program
2020/03/10	19146	L., Ben	Complete	Covenant House Residence
2020/03/10	19145	L., Ben	Incomplete	Covenant House Residence
2020/03/10	19144	L., Ben	Complete	Covenant House Residence
2020/03/10	19143	L., Ben	Complete	Covenant House Residence
2020/03/10	19141	L., Ben	Complete	Covenant House Residence
2020/03/10	19142	L., Ben	Complete	Covenant House Residence
2020/03/10	19141	L., Ben	Complete	Covenant House Residence
2020/03/10	19140	L., Ben	Complete	Covenant House Residence
2020/03/10	19139	L., Ben	Complete	Covenant House Residence
2020/03/10	19138	L., Ben	Complete	Covenant House Residence
2020/03/10	19137	L., Ben	Complete	Covenant House Residence
2020/03/10	19136	L., Ben	Incomplete	Covenant House Residence
2020/03/10	19135	L., Ben	Complete	Covenant House Residence
2020/03/10	19134	L., Ben	Incomplete	Covenant House Residence
2020/03/10	19133	L., Ben	Complete	Covenant House Residence
2020/03/10	19132	L., Ben	Complete	Covenant House Residence
2020/03/10	19131	L., Ben	Complete	Covenant House Residence
2020/03/10	19130	L., Ben	Complete	Covenant House Residence
2020/03/10	19129	L., Ben	Incomplete	Covenant House Residence
2020/03/10	19128	L., Ben	Incomplete	Covenant House Residence
2020/03/10	19127	L., Ben	Complete	Covenant House Residence

## 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: Accessible, RGI, Referral must be referred by social service agency, hospital, doctor	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 testtest	Bed	18	0	200
Birkdale Residence - Bedded Program 416 392 5650 Only accepting Referrals from Family Residence & C.I. 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	<input type="text"/>  
Do you identify as Indigenous (Aboriginal, Native or Indian)?*	<input type="text"/>
VAW	<input type="text"/>
Current sleeping arrangements*	Abandoned Building <input type="text"/>
Reason for homelessness	<input type="text"/>
Reason for Service*	Relationship Breakdown <input type="text"/>
Presenting issues	



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## 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