

Bulletin Type: **General Update**

Subject: Invitation to mandatory SMIS Training for Access Managers & Selected Site Lead Staff

Bulletin: This Bulletin is to inform staff about upcoming mandatory SMIS training on the updated Intake & Triage and Attachments modules, and the new Housing Checklist and History Log modules.

This training is required to ensure SMIS users are prepared for the upcoming SMIS update. The Attachments and History Log will be released at all sites on **March 17**. The updates to the Intake & Triage and the new Housing Checklist module are scheduled for March 17 at pilot sites and **early April** for all other sites. These updates include a series of functionality improvements that will provide workers with enhanced tools to help clients access housing more quickly and identify supports they may be eligible for.

The training roll-out was delayed in early January due to Omicron, however, given the importance of this improved functionality to support improved shelter services and connections to housing, the training roll-out is now proceeding through February and March.

These training sessions are being held for SMIS Access Managers and up to 2 additional staff at each location. The 2 additional staff will be selected by Service Providers. **Please ensure that the 2 additional staff are people who oversee the work of the intake workers and housing workers / caseworkers / counsellors who will use these modules regularly.**

The sessions offered will be 3 hours in length via Webex, and will be facilitated by the SMIS training team.

The training dates for Access Managers and up to 2 additional staff at each location are as follows:

Date	Time
Mon. Feb. 7 th	1:00 PM – 4:00 PM
Thurs. Feb. 10 th	9:00 AM – 12:00 PM
Fri. Feb 11 th	9:00 AM – 12:00 PM
Wed. Feb 16 th	9:00 AM – 12:00 PM (open for Family shelters only)
Fri. Feb 25 th	9:00 AM – 12:00 PM

Wed. Mar. 9 th	9:00 AM – 12:00 PM
Thurs. Mar. 10 th	9:00 AM – 12:00 PM (open for Family shelters only)
Fri. Mar. 11 th	9:00 AM – 12:00 PM
Wed. March 16 th	9:00 AM – 12:00 PM
Fri. Mar. 18 th	1:00 PM – 4:00 PM
Wed. Mar. 23 rd	9:00 AM – 12:00 PM
Fri. Mar. 25 th	9:00 AM – 12:00 PM (open for Family shelters only)

Please RSVP to your session by emailing smistraining@toronto.ca. Space capacity is limited for each session. A link will be provided by a member of the SMIS training team upon confirmation of RSVP.

Access Managers and selected staff, upon completing the training, are expected to provide support and guidance on the updated Intake & Triage and the new Housing Checklist modules to other staff at their site. Training for all other staff will begin in late February 2022 through pre-recorded webinars. All staff must complete the Intake & Triage, and Attachments training modules by March 31, 2022.

Please ensure that this Bulletin is cascaded to all relevant staff as soon as possible, and a hard copy of this document posted in a conspicuous place for ongoing reference.

Resources:

Contact Information: For more information about this Bulletin, please contact your ARO.