
Bulletin Type: **General Update**

Subject: Invitation to Mandatory **SMIS training for Improving Housing Outcomes**

Bulletin: This Bulletin is to inform staff about upcoming mandatory SMIS trainings. This mandatory training is designed to support homelessness providers to use SMIS to improve housing outcomes for service users and is required to ensure providers are prepared for the SMIS update scheduled for **June 28, 2022**.

Updates to the Attachments Module were released at all sites on **March 15**. Updates to the Intake & Triage module, the new Housing Checklist module, and the Client Level Report for Case Managers, are scheduled for **June 28, 2022** for all sites.

These housing-focussed changes offer 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.

They are part of the Service Triage, Assessment, and Referral Supports (STARS) tool which is a standardized way to understand service users' support needs, and will help inform system planning to ensure services are being delivered equitably. These changes to SMIS contribute to the implementation of a Coordinated Access System in Toronto.

The training is offered in a pre-recorded format and is available on [ELI](#) for City of Toronto staff, and on the [City of Toronto website](#) for purchase-of-service agencies.

The curriculum is divided into **9 modules**. All modules are mandatory for all SMIS users, unless indicated otherwise below:

Module 1: Personal Information, Living Situation & Contact Information
Module 2: Client Details (demographic questions)
Module 3: Support Needs & Triage

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- Module 4: Income & Identification
 - Module 5: Family Intake (mandatory only for Family shelter staff)
 - Module 6: Attachments
 - Module 7: Housing Checklist (*mandatory only for Housing Workers/Case Workers/Counsellors, Supervisors, and Managers*)
 - Module 8: Updating discharge information using the 14-Day Discharge Window
 - Module 9: Client Level Report for Case Managers (*mandatory only for Housing Workers/Case Workers/Counsellors, Supervisors, and Managers*)

Each module is between 5 and 30 minutes long.

This mandatory training must be completed by **June 27, 2022**.

Additional Q & A sessions will be scheduled after the new changes are released as part of this training process. Dates and additional details will be provided in a separate Bulletin.

Upon completing the training, please print the training completion certificate and submit to the SMIS Access Manager at your program.

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: [Training Modules – City of Toronto](#) website

Contact Information: For more information about this Bulletin, please contact your Agency Review Officer (ARO) or Manager.