SMIS Release Notes

Version 3.9 - December 2022

SMIS Release Notes Version 3.9

The Shelter Management Information System (SMIS) a web-based information management system used by many programs across the City that provide services to individuals and families experiencing homelessness. SMIS is administered by the City's Shelter, Support and Housing Administration (SSHA) division. SMIS is primarily used by City-funded shelters, 24-hour respites, and COVID-19 temporary shelter programs to conduct client intake, admission, case management, and discharge. It is also used by some service programs (e.g., eviction prevention, drop-in programs).

This set of Release Notes describes the enhancements that are included in the December 2022 SMIS enhancement, release version 3.9. All changes included in this SMIS enhancement were prioritized by the City of Toronto SMIS Steering Committee and Director Group. Combined, these changes address the highest current priority change requests in SMIS.

Please note that this document will also be available online at Shelter Management Information System (SMIS) – City of Toronto.

SMIS Release Notes

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1) Enhanced the ability to document and track Room/Bed Online/Offline statuses

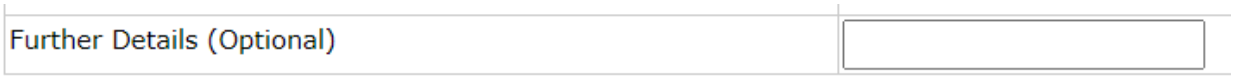
This Change improves the ability of users and SSHA head-office staff to (1) record and (2) review the status of rooms/beds. This includes:

1. **Added Additional Descriptive Subfields**: Added 3 new subfields to the [Facility Management > Edit Bed] and [Facility Management > Edit Room] modules. These subfields will appear if the user changes the bed/room status from [active] to [inactive], requiring the user to provide additional information regarding the change.
    a. "**Reason**" - mandatory drop-down field requiring the user to identify the reason that the bed/room is being turned offline. Drop-Down options currently include:

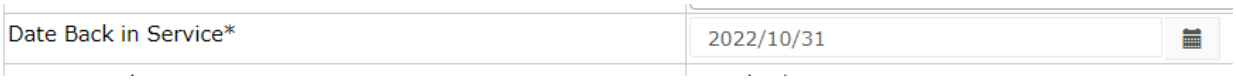
        I. Turnover – Cleaning
        II. Minor Repairs
        III. Deep Cleaning
        IV. Pest Control
        V. Client Death or Major Incident
        VI. Major Repairs (Service Provider Responsibility)
        VII. Major Repairs (Landlord/Hotel Responsibility)
        VIII. Major Repairs (SSHA/AM Responsibility)
        IX. Fire
        X. Flood
        XI. Police Investigation
        XII. Held for Client (Isolation, Hospital, Incarceration)
        XIII. Third Party Referral (not Central Intake)
        XIV. Public Health Direction
        XV. Program Closing
        XVI. Program Ramp-Up
        XVII. Capacity Change - Decrease in room Capacity
        XVIII. Permanently Offline
        XIX. Offline: Office Use
        XX. Offline: Program Space

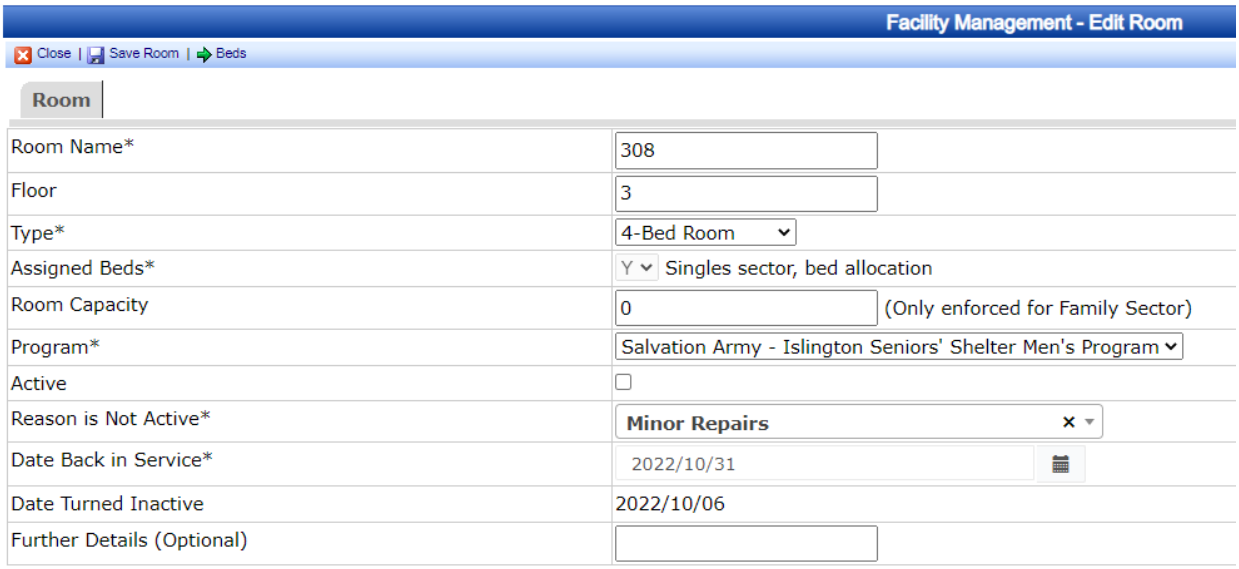
XXI. Offline: Medical/Harm Reduction Use
XXII. Offline: Dining Space
XXIII. Offline: Storage

b. "**Further Details (Optional)**" - Optional open-text field (255 character capacity) allowing the user to add additional information regarding the change in status for the bed/room.



c. "**Date Back in Service**" - mandatory calendar-selection field requiring the user to provide an estimated date that the user will reactivate the bed/room.
   - Note that **SMIS will not automatically reactivate the bed/room** based on this date. The user is required to manually reactivate, in order to ensure that the bed/room is truly active.



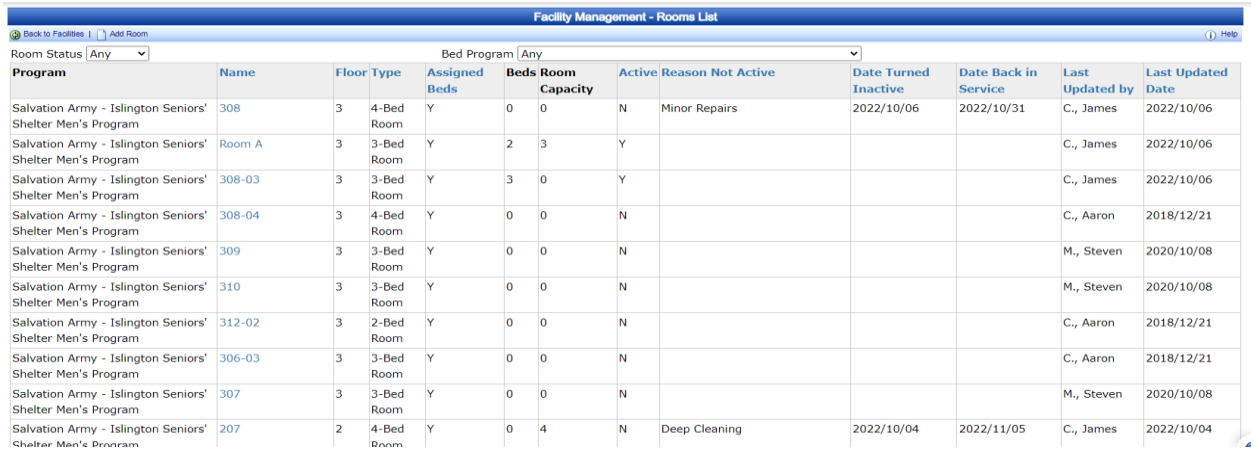


2. **Added a Room-to-bed Cascading "Inactive" Function**: If the user toggles a Room from 'Active' > 'Inactive', then all of the beds **within that room** will likewise automatically (1) be toggled to "inactive", using the same date/time/user stamp as the associated room, and (2) display the same "Reason" and "Date Back in Service" that were selected for the associated room
    a. Exception: This cascading **does not** apply to any beds that are **already** inactive (prior to the room being turned inactive).

- For example, Room A contains bed 1, 2, and 3.
    - On January 1, a User manually makes Bed 1 inactive due to "minor repairs" that will take an estimated 2 weeks.
    - On January 3, a User makes Room A inactive due to "deep cleaning".
    - As such, Beds 2 and 3 will automatically be toggled 'inactive' via cascading function, however bed 1 will not be changed, because it has a pre-existing inactive reason, regardless of whether the "Date Back in Service" is longer or shorter than that of Room A.

- Beds 2 and 3 will automatically be toggled 'inactive' via cascading function, however bed 1 will not be changed.

3. **Added a Room-to-bed Cascading "Active" Function**: If the user toggles a Room from 'Inactive > 'Active', then all of the beds **within that room** will likewise automatically (1) be toggled to "active", using the same date/time/user stamp as the associated room.
    a. Exception: This cascading **only** applies to beds that have a corresponding "Reason" to the Room.
        - Using the above example, if a User turns Room A to active, Beds 2 and 3 will automatically be toggled to 'active' because they have the same reason listed ("deep cleaning").
        - Bed 1, on the other hand will not automatically be toggled to active, because it has a different reason ("minor repairs").
4. **Expanded the Table View**: Added Five new columns to the existing [Facility Management > Room List] and [Facility Management > Bed List] tables. This allows users more easily view the newly-added information associated with the bed status, as described above. Columns include:
    a. "Reason" - indicating the selected reason that the room/bed was inactivated
    b. "Date Turned Inactive" - indicating the date that the room/bed was inactivated
    c. "Date Back in Service"- indicating the expected date that the room/bed will be reactivated
    d. "Last Updated by" - indicating the user that changed the room/bed status
    e. "Last Updated Date" - indicating the most recent date that the room/bed status was changed/updated



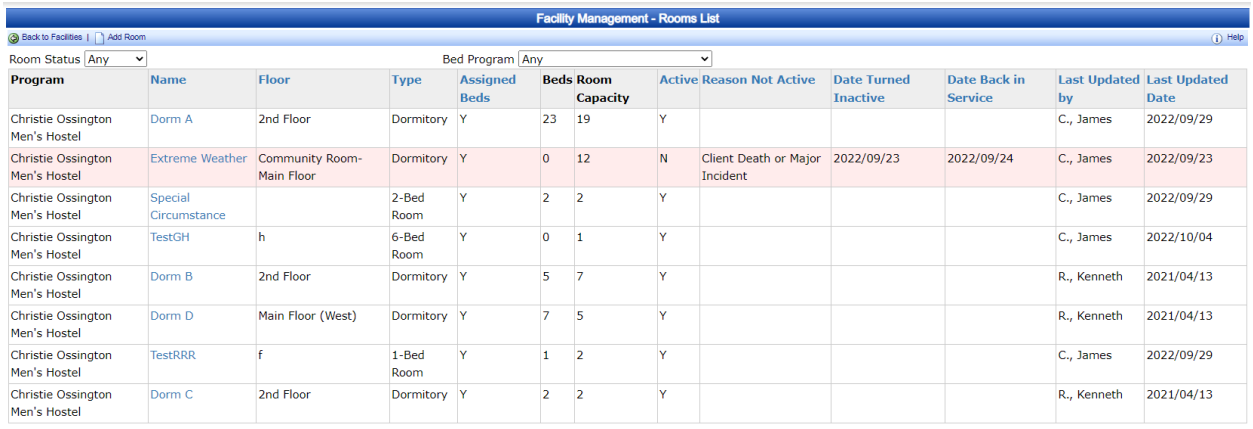
Facility Management - Rooms List

Back to Facilities | Add Room | Help

Room Status: Any | Bed Program: Any

Program	Name	Floor	Type	Assigned Beds	Beds	Room Capacity	Active	Reason Not Active	Date Turned Inactive	Date Back in Service	Last Updated by	Last Updated Date
Salvation Army - Islington Seniors' Shelter Men's Program	308	3	4-Bed Room	Y	0	0	N	Minor Repairs	2022/10/06	2022/10/31	C., James	2022/10/06
Salvation Army - Islington Seniors' Shelter Men's Program	Room A	3	3-Bed Room	Y	2	3	Y				C., James	2022/10/06
Salvation Army - Islington Seniors' Shelter Men's Program	308-03	3	3-Bed Room	Y	3	0	Y				C., James	2022/10/06
Salvation Army - Islington Seniors' Shelter Men's Program	308-04	3	4-Bed Room	Y	0	0	N				C., Aaron	2018/12/21
Salvation Army - Islington Seniors' Shelter Men's Program	309	3	3-Bed Room	Y	0	0	N				M., Steven	2020/10/08
Salvation Army - Islington Seniors' Shelter Men's Program	310	3	3-Bed Room	Y	0	0	N				M., Steven	2020/10/08
Salvation Army - Islington Seniors' Shelter Men's Program	312-02	3	2-Bed Room	Y	0	0	N				C., Aaron	2018/12/21
Salvation Army - Islington Seniors' Shelter Men's Program	306-03	3	3-Bed Room	Y	0	0	N				C., Aaron	2018/12/21
Salvation Army - Islington Seniors' Shelter Men's Program	307	3	3-Bed Room	Y	0	0	N				M., Steven	2020/10/08
Salvation Army - Islington Seniors' Shelter Men's Program	207	2	4-Bed Room	Y	0	4	N	Deep Cleaning	2022/10/04	2022/11/05	C., James	2022/10/04

5. **Added a Colour Coding Function:** Added Colour-Coding to the existing [Facility Management > Room List] and [Facility Management > Bed List] tables, where SMIS will now automatically highlight any beds/rooms in **red** if the associated room/bed (1) is currently inactive AND (2) the current date exceeds the listed "Date Back in Service". This colour coding will remain indefinitely until a user either (1) edits the "Date Back in Service" date for that respective room/bed to a later date than the current date OR (2) reactivates the respective room/bed. This change makes it easier for users to identify beds that have exceeded their "date back in service" date.



Facility Management - Rooms List

Back to Facilities | Add Room | Help

Room Status: Any | Bed Program: Any

Program	Name	Floor	Type	Assigned Beds	Beds	Room Capacity	Active	Reason Not Active	Date Turned Inactive	Date Back in Service	Last Updated by	Last Updated Date
Christie Ossington Men's Hostel	Dorm A	2nd Floor	Dormitory	Y	23	19	Y				C., James	2022/09/29
Christie Ossington Men's Hostel	Extreme Weather	Community Room-Main Floor	Dormitory	Y	0	12	N	Client Death or Major Incident	2022/09/23	2022/09/24	C., James	2022/09/23
Christie Ossington Men's Hostel	Special Circumstance		2-Bed Room	Y	2	2	Y				C., James	2022/09/29
Christie Ossington Men's Hostel	TestGH	h	6-Bed Room	Y	0	1	Y				C., James	2022/10/04
Christie Ossington Men's Hostel	Dorm B	2nd Floor	Dormitory	Y	5	7	Y				R., Kenneth	2021/04/13
Christie Ossington Men's Hostel	Dorm D	Main Floor (West)	Dormitory	Y	7	5	Y				R., Kenneth	2021/04/13
Christie Ossington Men's Hostel	TestRRR	f	1-Bed Room	Y	1	2	Y				C., James	2022/09/29
Christie Ossington Men's Hostel	Dorm C	2nd Floor	Dormitory	Y	2	2	Y				R., Kenneth	2021/04/13

6. **Added a new "Room/Bed Availability Report":** Added a new report to the [Program Management > Reports] and [Facility Management > Reports] screens that allows applicable user roles to view a summary of current room/bed availability for their program(s). The report includes two mandatory filters:

    a. **A "Program(s)" filter**: This mandatory filter allows the user to select one or more programs to display in the report (limited to programs that the user has access to).

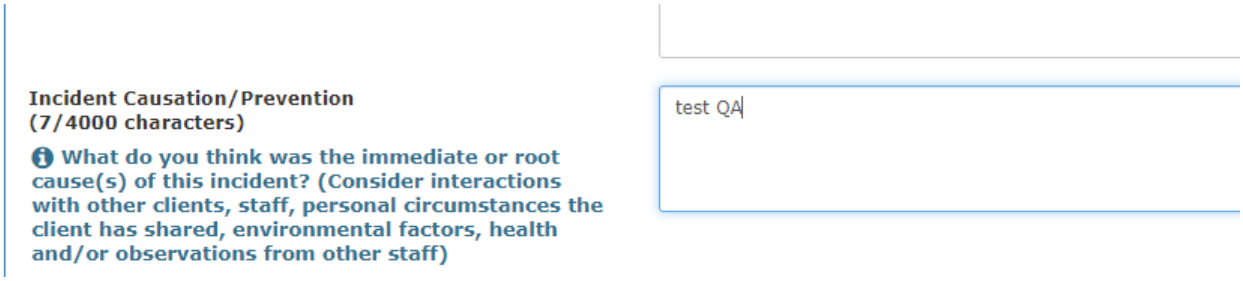
    a. **A "Display Options" Filter**: This mandatory filter allows the user to alter the display settings for the report, including 3 potential options:

        i. "**display all rooms/beds**" - report will display all rooms/beds for the selected program(s), including both active and inactive room/beds
        ii. "**display active rooms/beds only**" - report will *only* display rooms/beds for the selected program(s) that are currently "active"
        iii. "**displayed inactive rooms/beds only**" - report will *only* display rooms/beds for the selected program(s) that are currently "inactive"

2) Supported the Development of a "Behavioural Risk Alert Safety System (BRASS)" in SMIS

To meet legislative requirements under the Occupational Health and Safety Act (OHSA) and meet the City of Toronto's obligations as the SMIS Service Manager, Shelter, Support & Housing Administration (SSHA) is required to develop and implement a system of communicating a potential risk of violence to service providers using SMIS. This Change supports the development and future implementation of this system, the Behavioural Risk Alert Safety System (BRASS). This includes:

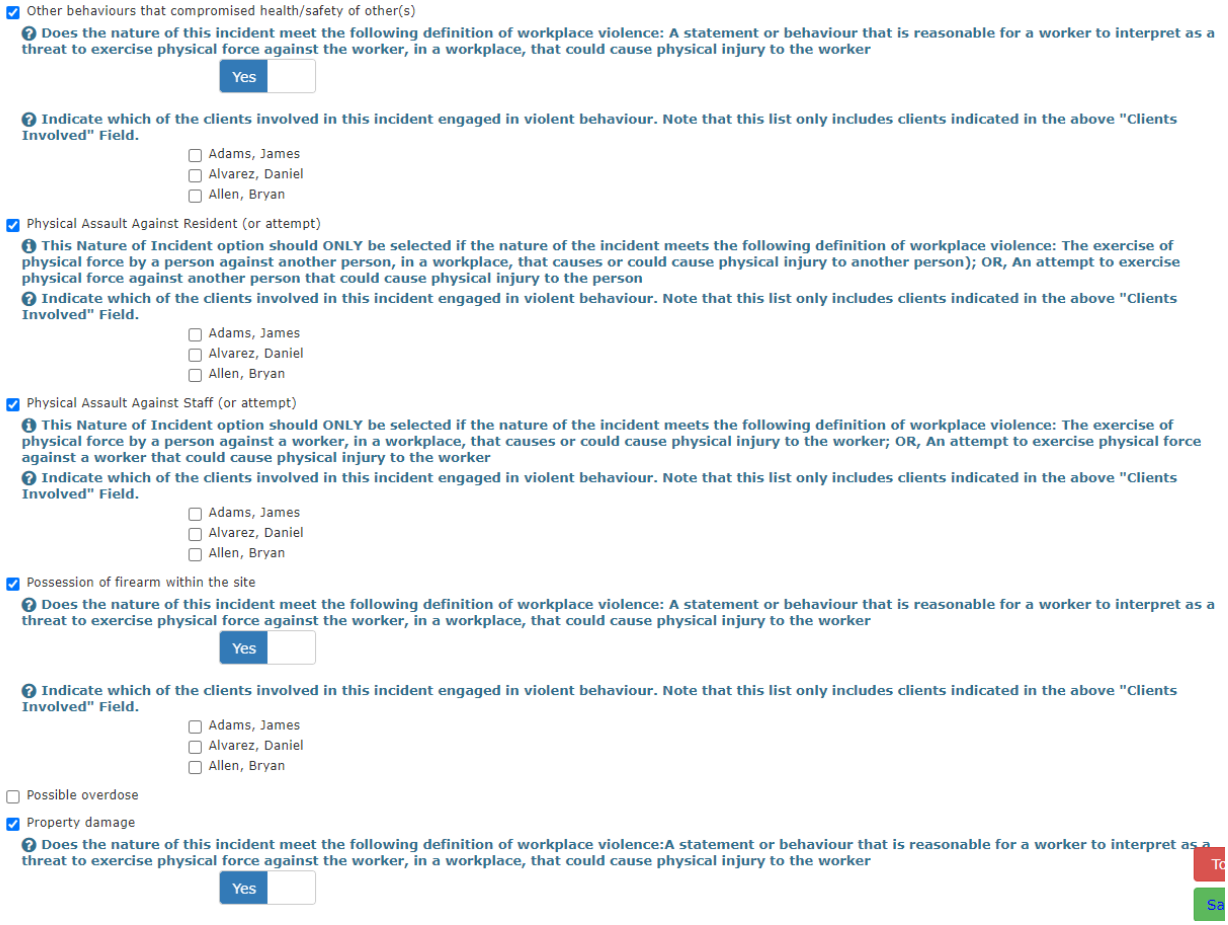
1. **Added a New "Incident Causation/Prevention" Field to the Incident Module:** This new optional, open text field allows the user to provide additional information regarding the immediate or root cause(s) of the incident.



2. **Added 9 mandatory "Clients Involved in an Incident of Violent Behaviour" subfields:** Currently, there are 9 [Nature of Incident] options that prompt the user to indicate whether the incident meets a definition of workplace violence, per the OHSA. These fields include:
    a. Physical Assault Against Resident (or attempt)
    b. Physical Assault Against Staff (or attempt)
    c. Property damage
    d. Threats (death/harm)
    e. Throwing Object
    f. Verbal Abuse Against Staff
    g. Wielding weapon or dangerous object
    h. Possession of firearm within the site
    i. Other behaviours that compromised health/safety of other(s)

This change added an additional subfield to each of the above listed 9 [Nature of Incident] options, requiring the user to tag one-or-more clients to the specific [Nature of Incident], to explicitly identify which client(s) engaged in the behaviour. These subfields are mandatory and multi-select, requiring the user to select one-or-one clients.

- Note that these new subfields pull from the [Clients Involved] field in the Incident module. As such, if the user selects one-or-more of the above listed 9 [Nature of Incident] options, they will now be required to identify at least one client involved in the incident, and tag that client to the respective [Nature of Incident].

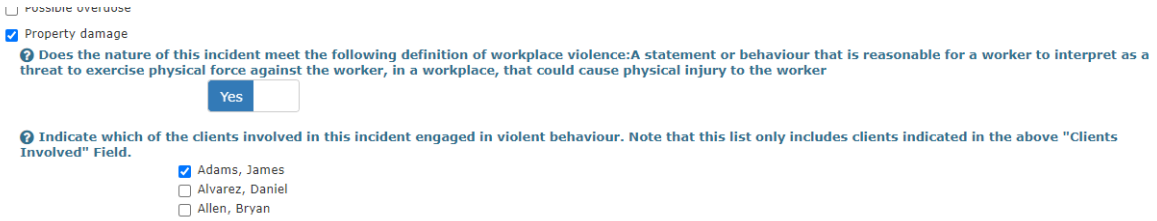


3. **Added a "Behavioural Risk Alert" Flag to the [Client Summary] Screen**: Added a new flag to the [Client Summary] screen to alert and instruct users about a potential risk of violent behaviour. This Alert **does not** display by default, and instead only displays if the specific client is tagged to an incident of workplace violence.
    a. **Important Note: This function <u>will not be</u> available immediately at the time of the 3.9 SMIS release. This function will become available at a later date, once SSHA has further reviewed and developed additional components of the BRASS system.**

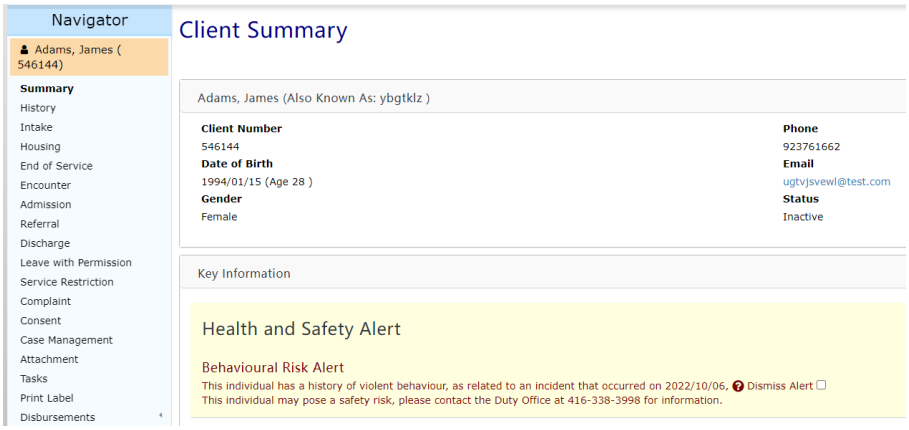
For further clarity on what actions will prompt an alert (once they are implemented, see note above):

a. **Incidents that <u>do</u> generate an alert**: The Alert will be generated on the client file ONLY when a User completes an incident record via the Incident Module that indicates the respective client as a "Clients Involved in an Incident of Violent Behaviour" subfield.
b. **Incidents that <u>do not</u> generate an alert**: The Alert **will not** generate on a client file unless that client is explicitly selected in one or more of the "Clients Involved in an Incident of Violent Behaviour" subfields.
c. **Examples:**

    i. If an incident report lists "Client A" as having engaged in "Property Damage" via the "Clients Involved in an Incident of Violent Behaviour" subfield, the flag **would generate** on their client file.

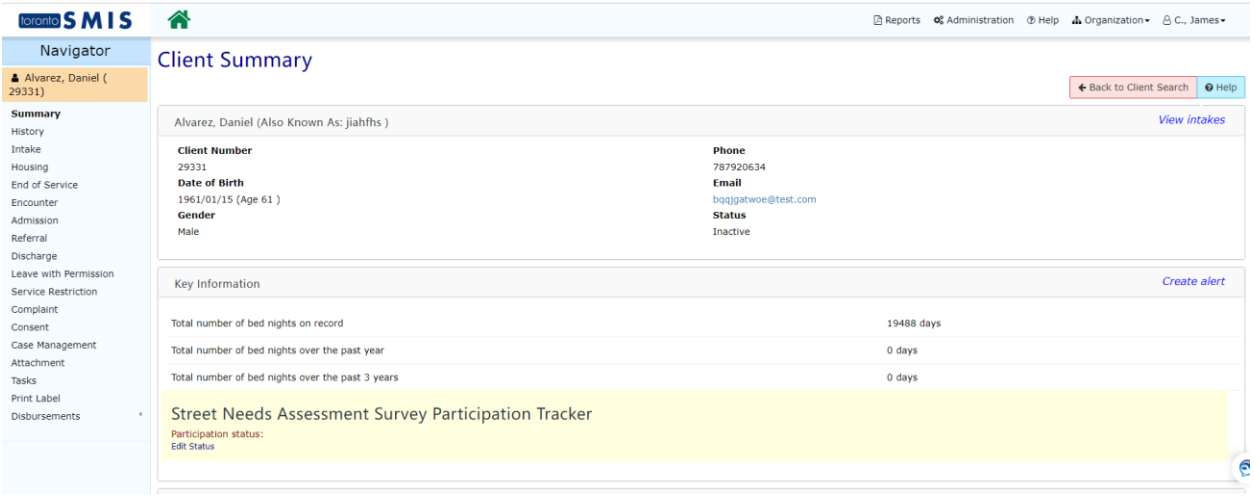


In the Client Summary page, behavioural risk alert is displayed:



ii. If "Client B" was listed in the same incident, but was not tagged for any of the "Clients Involved in an Incident of Violent Behaviour" subfields, the flag **will not generate** on their client file.

In the Client Summary page, no behavioural risk alert is displayed:



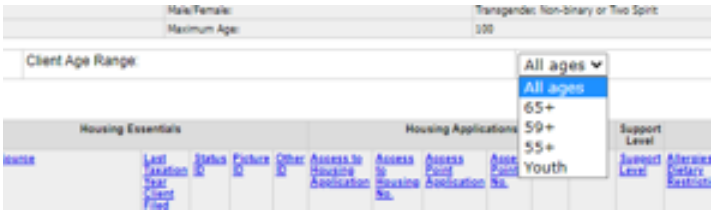
3) Enhanced the "Client Report for Case Managers" for the family sector

This Change enhances the existing "Client Report for Case Managers", so that it better serves the family sector. This includes:

1. **Added a "Relationship" column to the Report:** This new column allows the user to see the client's family relationship, if applicable. It will indicate whether the client is tagged as a "head of household", "spouse", "dependent", or "blank" to indicate that they are single.

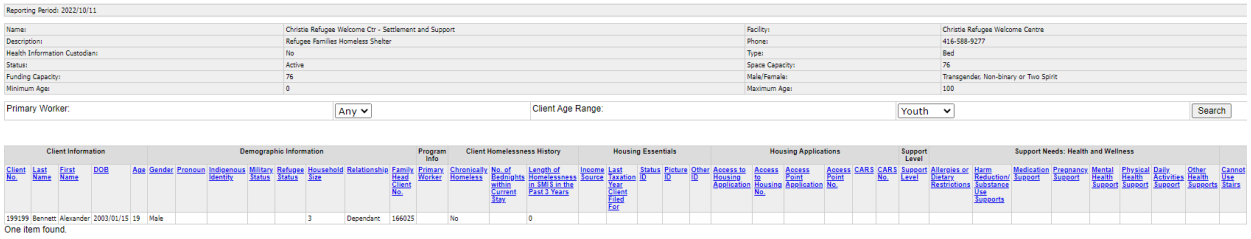
Client Information					Demographic Information								Program Info	
Client No.	Last Name	First Name	DOB	Age	Gender	Pronoun	Indigenous Identity	Military Status	Refugee Status	Household Size	Relationship	Family Head Client No.	Primary Worker	C H
21612	King	Lisa	1960/01/15	62	Male		Inuit	No	Refugee claimant: Claim is in progress		Single			N
625366	Gray	Timothy	1997/01/15	25	Male		First Nations (status, non-status, treaty, non-treaty)	No	Unknown		Single			Y
538255	Martinez	Bryan	2015/01/15	7	Female						Single			N
398709	Cox	Melissa	1952/01/15	70	Male		No			2	Head	398709		Y
601023	Wood	Richard	2015/01/15	7	Female					2	Dependant	398709	; E.,	Y

2. **Reformatted the "Age Range" Filter:** Enhanced this existing filter so that it not only displays clients within the selected age range (e.g., 65+), but also displays any other household members for that client.



   a. For example, in family A, the Head of Household is 45, the spouse is 55, and dependent is 12.

i. If the User applies the 'youth' Filter, then the entire household displays, because the dependent meets the filter criteria;



Reporting Period: 2022/10/11

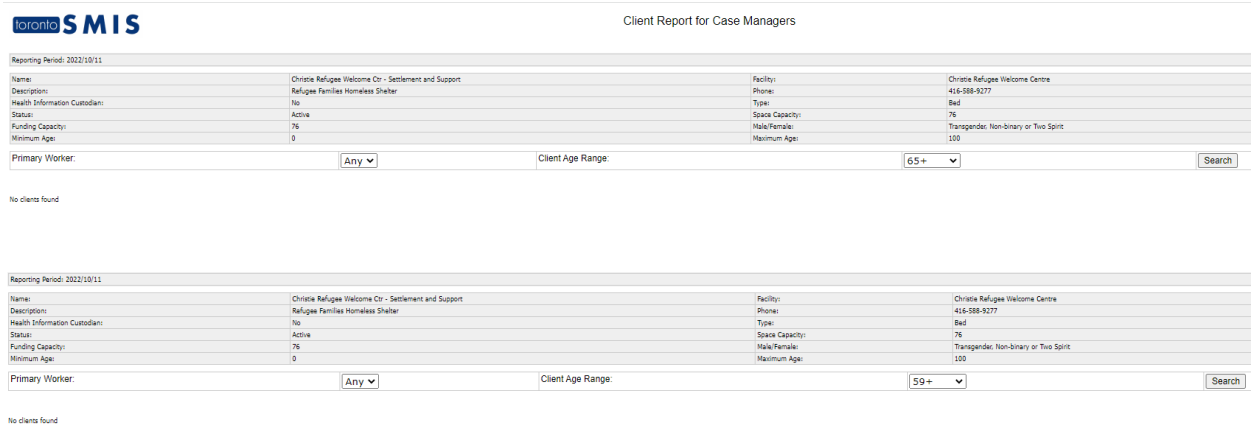
Name:	Christie Refugee Welcome Ctr - Settlement and Support	Facility:	Christie Refugee Welcome Centre
Description:	Refugee Families Homeless Shelter	Phone:	416-588-9277
Health Information Custodian:	No	Type:	Bed
Status:	Active	Space Capacity:	76
Funding Capacity:	76	Male/Female:	Transgender, Non-binary or Two Spirit
Minimum Age:	0	Maximum Age:	100

Primary Worker: Any | Client Age Range: Youth | Search

Client Information					Demographic Information								Program Info	Client Homelessness History			Housing Essentials				Housing Applications						Support Level	Support Needs: Health and Wellness									
Client No.	Last Name	First Name	DOB	Age	Gender	Pronoun	Indigenous Identity	Military Status	Refugee Status	Household Size	Relationship	Family Head Client No.	Primary Worker	Chronically Homeless	No. of Redlights within Current Stay	Length of Homelessness in SMIS in the Past 3 Years	Income Source	Last Taxation Year Client Filed For	Status ID	Picture ID	Other ID	Access to Housing Application	Access to Housing No.	Access Point Application	Access Point No.	CARS	CARS No.	Support Level	Allergies or Dietary Restrictions	Harm Reduction/ Substance Use Supports	Medication Support	Pregnancy Support	Mental Health Support	Physical Health Support	Daily Activities Support	Other Health Supports	Cannot Use Stairs
199199	Bennett	Alexander	2003/01/15	19	Male					3	Dependant	166025		No		0																					

One item found.

ii. If the User applies the 65+ or 59+ Filter, then none of these family members display, because none of them meet the filter criteria



Client Report for Case Managers

Reporting Period: 2022/10/11

Name:	Christie Refugee Welcome Ctr - Settlement and Support	Facility:	Christie Refugee Welcome Centre
Description:	Refugee Families Homeless Shelter	Phone:	416-588-9277
Health Information Custodian:	No	Type:	Bed
Status:	Active	Space Capacity:	76
Funding Capacity:	76	Male/Female:	Transgender, Non-binary or Two Spirit
Minimum Age:	0	Maximum Age:	100

Primary Worker: Any | Client Age Range: 65+ | Search

No clients found

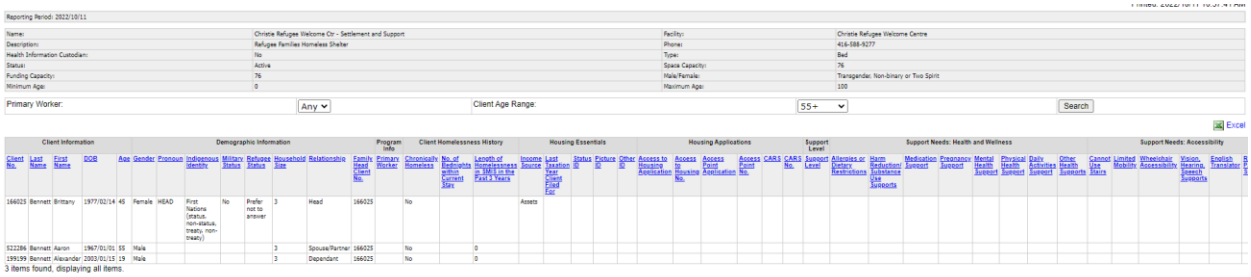
Reporting Period: 2022/10/11

Name:	Christie Refugee Welcome Ctr - Settlement and Support	Facility:	Christie Refugee Welcome Centre
Description:	Refugee Families Homeless Shelter	Phone:	416-588-9277
Health Information Custodian:	No	Type:	Bed
Status:	Active	Space Capacity:	76
Funding Capacity:	76	Male/Female:	Transgender, Non-binary or Two Spirit
Minimum Age:	0	Maximum Age:	100

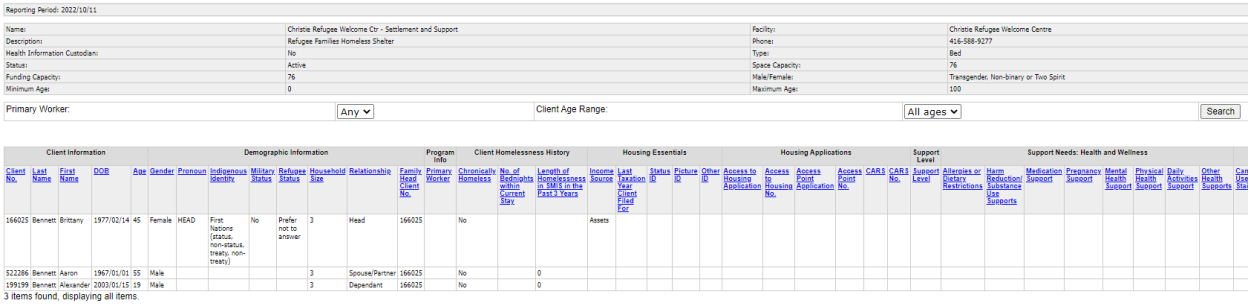
Primary Worker: Any | Client Age Range: 59+ | Search

No clients found

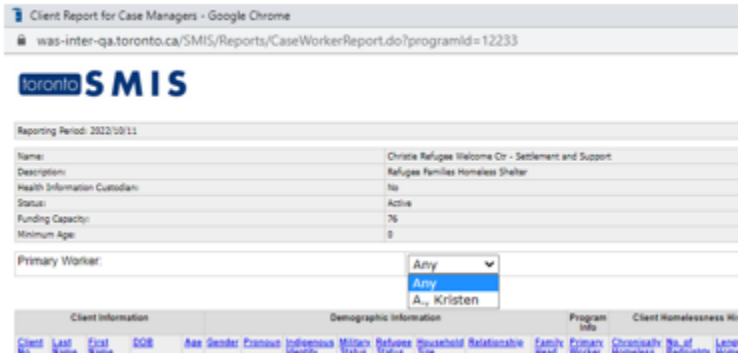
iii. If the User applies the 55+ Filter, then the entire household displays, because the spouse meets the filter criteria



iv. If the User applies the "all ages" Filter, then the entire household displays.



3. **Reformatted the "Primary Worker" Filter:** Enhanced this existing filter so that it only displays (1) users at the currently selected program AND (2) Users that have been assigned as "primary worker" to at least one of the clients listed in the report (either via the intake module or admissions module).



4) Enhanced the ability to sub-categorize Programs

This Change allows SSHA head office to (1) further customize the "Disposition" and "Reason" lists for both the [Discharge] and [End-of-Service] modules and (2) add a sub-type category SMIS service programs.

1. **Separate the "Disposition" and "Reason" tables for [Discharge] and [End-of-Service]:** This Change separates the tables used to generate the "Disposition" and "Reason" tables for [Discharge] and [End-of-Service] modules. This is valuable, as Service programs (using end of service) and bedded programs (using discharge) have distinct disposition and reason options and can now be updated independently.
2. **Added a "Service Program Service Type" subcategory:** This Change introduces a new field that allows SSHA head office to sub-categorize service programs into one of 22 new sub- types. This allows SSHA to more effectively categorize and report on service programs.
    1. Shelter
    2. 24-Hour Respites Site
    3. Motel/Hotel Shelter
    4. Interim Housing
    5. Warming Centre
    6. 24-Hour Women's Drop-in
    7. Isolation/Recovery Site

8. Out of the Cold
9. Alternative Space Protocol
10. Administrative
11. Children & Family
12. Community Supports
13. Daytime Drop-in
14. Education/Employment
15. Eviction Prevention
16. Housing Access
17. Housing Follow Up
18. Shelter Diversion
19. Medical
20. Shelter Referrals
21. Settlement
22. Street Outreach

3. **Add new [Disposition/Reason Management] screen to the [System Administration] module:** This Change introduces a new administration module for SSHA Head Office staff, allowing for "Dispositions" and "Reasons" to be customized based on bedded and service program sub- types. More specifically, it allows SSHA head office to turn each disposition and reason on/off for each respective program subtype, as required.

5) Introduced Accessibility Enhancements to three SMIS Pages

This Change includes a significant number of accessibility enhancements to the SMIS (1) Log-in, (2) Multi-Factor Authentication, and (3) Admission Pages, in compliance with the (1) Accessibility for Ontarians with Disabilities Act standards and (2) City of Toronto Standards for corporate accessibility. Changes include:

a. Added supports for assistive technologies (e.g., screen readers) to allow users to more effectively navigate SMIS and input information. This includes keyboard navigation, via keyboard hotkeys, and screen reader compatibility.
b. Improved colour-contrasts (e.g., fonts, section headers, alerts, the navigator-pane) to ensure that there is an appropriate colour-contrast for information

that is displayed in SMIS, so that users with visual support needs can see the information displayed on screen.

c. Added screen-scalability, so that the screen will automatically adjust its scaling, depending on the current size of the user's screen.
d. Made errors easier to identify, navigate to, and correct to ensure that error messages are displayed closer to the source of the error to support users with short-term memory support needs. Also provides new navigation to allow users to easily review errors.

6) Added an Additional Security Layer

This Change adds an additional security layer between the User Interface (UI) and Rest Application Programming Interface (API) to ensure valid user access. More specifically, upon successful user login, SMIS will automatically generate a "JavaScript Object Notation (JSON) Web Token" (an industry standard to securely transmit information between parties) for the specific user. Then, when the user attempts to access designated modules (e.g. housing, attachment) the SMIS server will first verify the JSON Web Token before the user is granted access.

7) Enhanced the Performance for Three SMIS Reports

This Change enhances the performance of the following three in-SMIS reports, allowing for the reports to be generated more effectively. Reports include the:

- Program-Level Financial Exception Report
- Program-Level Client Report Case Managers
- Head Office-Level Occupancy Report

8) Enhanced the existing "Document Type" List and its associated filters

This Change is a further enhancement to the "Document Type" Field that was introduced in the [Attachments] Module in SMIS 3.7 (March 2022). This Change introduces a large number of enhancements to improve the ways that the "Document Type" options are displayed and filtered across SMIS. These changes are illustrated in the following table, where:

1. Column A provides a comprehensive list of all available drop-down options. Options that were added/changed/removed as part of 3.9 are described in column B, where applicable.

2. Column C indicates whether each "Document Type" option is considered as "identification". If so, it is filtered to display in the "Identification" section in the [Intake] and [Housing] modules as well as associated reports. Changes as part of 3.9 are identified.
3. Column D indicates whether each "Document Type" option is considered as "Status ID". If so, it is filtered to display in associated reports. Changes as part of 3.9 are identified.
4. Column E indicates whether each "Document Type" option is considered as "Photo ID". If so, it is filtered to display in associated reports. Changes as part of 3.9 are identified.
5. Column F indicates whether each "Document Type" option is considered as a "Housing document". If so, it is filtered to display in the "Housing Documents " section in the [Housing] module as well as associated reports. Changes as part of 3.9 are identified.
6. Column G indicates whether each "Document Type" option has an expiry date. If so, the user will be required to enter the applicable expiry date when uploading the document. Changes as part of 3.9 are identified.

List of Document Type Option Changes

Document Type option	Does it replace an existing option?	Considered as Identification?	Considered Status ID?	Considered as Photo ID?	Considered a Housing doc.?	Has an Expiry Date?
Acknowledgment from IRCC of application for permanent status or citizenship	Option added in 3.9	Yes, as of 3.9				
Alberta Health Card		Yes		Yes		Yes
Arrears Repayment Plan					Yes	
Bail Record						
Bank Statement					Yes	
British Columbia Health Card		Yes		Yes		Yes
Budget Form						
Canada Ontario Housing Benefit (COHB) Application	Option added in 3.9				Yes, as of 3.9	
Canada Ontario Housing Benefit (COHB) Renewal	Option added in 3.9				Yes, as of 3.9	
Canadian Birth Certificate		Yes	Yes			
Canadian Citizenship Application	Option added in 3.9	Yes, as of 3.9				
Canadian Citizenship Card		Yes	Yes	Yes		
Canadian Citizenship Certificate		Yes, as of 3.9	Yes			
Canadian Driver's Licence		Yes	No, as of 3.9	Yes		Yes

Document Type option	Does it replace an existing option?	Considered as Identification?	Considered Status ID?	Considered as Photo ID?	Considered a Housing doc.?	Has an Expiry Date?
Canadian National Defence Card	Option added in 3.9	Yes, as of 3.9	Yes, as of 3.9			
Canadian Passport		Yes	Yes	Yes		Yes
Case Plan						
Case Plan Agreement						
Child Custody Document						
Child Protection Agency Document						
Client Appeal Forms						
Communication with Case Workers						
Communication with External Agencies						
Confirmation for Online Referrals						
Confirmation of Client on Wait List						
Confirmation of School Enrollment						
Consent - OAS / CPP (Old Age Security / Canada Pension Plan)	Option added in 3.9					
Consent - ODSP (Ontario Disability Support Program)	Option added in 3.9					
Consent - OW (Ontario Works)	Option added in 3.9					
Consent - The Access Point	Option added in 3.9				Yes, as of 3.9	Yes, as of 3.9

Document Type option	Does it replace an existing option?	Considered as Identification?	Considered Status ID?	Considered as Photo ID?	Considered a Housing doc.?	Has an Expiry Date?
Consent and Declaration - Access to Housing (A2H)	Option added in 3.9				Yes, as of 3.9	Yes, as of 3.9
Consent for Release of Information to/from a Third Party – Access to Housing	Option added in 3.9				Yes, as of 3.9	Yes, as of 3.9
Consent Form - Coordinated Access					Yes, as of 3.9	Yes
Consent Form - Other						
Consent Form - Probation Officer						Yes
Consent Form - Program						Yes
Consent Form - S2H to Encampment Office						Yes
CPP-D (Canada Pension Plan - Disability) Application	Option added in 3.9					
Developmental Disability Passport Program Funding Documents	Option added in 3.9					
Eligibility Interview letter (refugee claimant/person in need of protection)	Eligibility Interview Letter	Yes, as of 3.9	Yes, as of 3.9			
Eligibility Verification Form (EVF)	EVF Referral Form				Yes, as of 3.9	
Emergency Contact List					No, as of 3.9	
Employment Letter					Yes, as of 3.9	

Document Type option	Does it replace an existing option?	Considered as Identification?	Considered Status ID?	Considered as Photo ID?	Considered a Housing doc.?	Has an Expiry Date?
Financial Agreement						
Foreign Birth Certificate		Yes		No, as of 3.9		
Foreign Driver's Licence		Yes		Yes		
Foreign Health Card		Yes		Yes		Yes
Foreign Passport		Yes		Yes		Yes
Furniture Bank Communication					Yes, as of 3.9	
GAINS Assessment						
Harm Reduction Plan						
Household Income and Assets Review Form (A2H)					Yes, as of 3.9	
Housing Application - Access Point					Yes	
Housing Application - Access to Housing					Yes	
Housing Application - CARS					Yes	
Housing Application - Other					Yes	
Housing Discharge Checklist/ Plan					Yes, as of 3.9	
Housing Plan					Yes, as of 3.9	
Housing Stabilization Fund Form					Yes, as of 3.9	

Document Type option	Does it replace an existing option?	Considered as Identification?	Considered Status ID?	Considered as Photo ID?	Considered a Housing doc.?	Has an Expiry Date?
Humanitarian & Compassionate (H&C) request documents	Option added in 3.9	Yes, as of 3.9				
Indigenous Status Card		Yes	Yes	Yes		
Landed Immigrant Documents		Yes	Yes			
Lease					Yes, as of 3.9	
Letter Confirming Homelessness (OW, ODSP, Outreach, Drop-in, other)					Yes, as of 3.9	
Letter for Disadvantage Status (DA Code) (A2H)	Letter for Disadvantage Status (A2H)				Yes, as of 3.9	
Letter for Special Priority Program (SPP) Status (A2H)	Letter for Special Priority Status (A2H)				Yes, as of 3.9	
Letter from ID Clinic		Yes				
Letter of Advocacy						
Letter of Support						
Long Term Care (LTC) - Acceptance Letter	Option added in 3.9				Yes, as of 3.9	
Long Term Care (LTC) - Rejection Letter	Option added in 3.9				Yes, as of 3.9	
Manitoba Health Card		Yes		Yes		Yes
Medical Request for Additional Bedroom (A2H)	Option added in 3.9				Yes, as of 3.9	

Document Type option	Does it replace an existing option?	Considered as Identification?	Considered Status ID?	Considered as Photo ID?	Considered a Housing doc.?	Has an Expiry Date?
Medical Request for Modified Unit (A2H)	Option added in 3.9				Yes, as of 3.9	
New Brunswick Health Card		Yes		Yes		Yes
Newfoundland and Labrador Health Card		Yes		Yes		Yes
Northwest Territories Health Card		Yes		Yes		Yes
Notice of Assessment					Yes	No, as of 3.9
Notice of Decision - Accepted Claim (refugee / person in need of protection)	Notice of Decision	Yes, as of 3.9	Yes, as of 3.9			
Notice of Decision - Rejected Claim (refugee / person in need of protection)	Notice of Decision	Yes, as of 3.9				
Notice to Appear (refugee / person in need of protection hearing)	Option added in 3.9	Yes, as of 3.9	Yes, as of 3.9			
Nova Scotia Health Card		Yes		Yes		Yes
Nunavut Health Card		Yes		Yes		Yes
OAS / GIS (Old Age Security/Guaranteed Income Supplement) Application	Option added in 3.9					

Document Type option	Does it replace an existing option?	Considered as Identification?	Considered Status ID?	Considered as Photo ID?	Considered a Housing doc.?	Has an Expiry Date?
ODSP (Ontario Disability Support Program) monthly statement	Ontario Disability Support Program monthly statement				Yes, as of 3.9	No, as of 3.9
Ontario Health Card	Canadian Health Card	Yes	No, as of 3.9	Yes		Yes
Ontario Photo ID		Yes		Yes		Yes
Ontario Public Drug Programs Seniors Copayment Program Documents	Option added in 3.9					
Other						
OW (Ontario Works) monthly statement	Ontario Works Monthly statement				Yes, as of 3.9	No, as of 3.9
Pay Direct Form					Yes, as of 3.9	
Pay Stub					Yes	
Permanent Resident (PR) Application	Option added in 3.9	Yes, as of 3.9				
Permanent Resident Card		Yes	Yes	Yes		Yes
Power of Attorney documents	Option added in 3.9					
Prince Edward Island Health Card		Yes		Yes		Yes
Probation Papers						
Promise of Address (PoA)	Proof of Address				Yes, as of 3.9	
Proof of Cohabitation	Confirmation of Cohabitation				Yes, as of 3.9	
Proof of Shelter Stay						

Document Type option	Does it replace an existing option?	Considered as Identification?	Considered Status ID?	Considered as Photo ID?	Considered a Housing doc.?	Has an Expiry Date?
Quebec and Newfoundland Baptismal Certificate	Option added in 3.9	Yes, as of 3.9	Yes, as of 3.9			
Quebec Health Card		Yes		Yes		Yes
RARS (Rapid Assessment of Residential Supports) Assessment	Option added in 3.9					
RC210 Working Income Tax Benefit Advance Payments Statement					Yes, as of 3.9	
RC62 Universal Child Care Benefit Statement					Yes, as of 3.9	
Record of Landing		Yes	Yes			
Refugee Protection Claimant Document (RPCD)		Yes	Yes			Yes
Release Records						
Request for Terminally Ill Priority (A2H)					Yes, as of 3.9	
RRSP Contribution receipt					Yes, as of 3.9	
Safety Plan						
Saskatchewan Health Card		Yes		Yes		Yes
Savings Plan						
School Registration						
Sharing Bedrooms Authorization (A2H)	Option added in 3.9				Yes, as of 3.9	

Document Type option	Does it replace an existing option?	Considered as Identification?	Considered Status ID?	Considered as Photo ID?	Considered a Housing doc.?	Has an Expiry Date?
Social Insurance Number (SIN) Card		Yes, as of 3.9				
STARS Supports Assessment or HSST	Assessment				Yes, as of 3.9	
Statement of Live Birth		Yes				
Statement of Live Birth - Certified		Yes, as of 3.9	Yes			
T2202 Tuition Enrolment certificate					Yes, as of 3.9	
T3 Statement of Trust income allocations and Designations					Yes, as of 3.9	
T4					Yes	
T4A Statement of Pension, Retirement, Annunity, and Other income					Yes, as of 3.9	
T4A(OAS) Statement of Old Age Security					Yes, as of 3.9	
T4A(P) Statement of Canada Pension Plan Benefits					Yes, as of 3.9	
T4E Statement of Employment Insurance and Other Benefits					Yes, as of 3.9	
T4RIF Statement of income from a Registered Retirement Income Fund					Yes, as of 3.9	

Document Type option	Does it replace an existing option?	Considered as Identification?	Considered Status ID?	Considered as Photo ID?	Considered a Housing doc.?	Has an Expiry Date?
T5	Removed this option, in favour of the more specific T5s					
T5 Statement of Investment Income					Yes, as of 3.9	
T5007 Statement of Benefits					Yes, as of 3.9	
T5008 Statement of Securities Transactions					Yes, as of 3.9	
T5013 Statement of Partnership income					Yes, as of 3.9	
Tax Summary	Option added in 3.9				Yes, as of 3.9	
Temporary Ontario Driver's Licence		Yes				
Temporary Ontario Health card		Yes				
Toronto Housing Allowance Program (THAP) Application	Toronto Housing Allowance Program Application				Yes, as of 3.9	
Toronto Housing Allowance Program (THAP) Renewal	Toronto Housing Allowance Renewal				Yes, as of 3.9	
Trillium Drug Program (TDP) Application	Option added in 3.9					
Verification of Status		Yes	Yes			
Veteran's Service Card	Veteran's Status Card	Yes		Yes, as of 3.9		

Document Type option	Does it replace an existing option?	Considered as Identification?	Considered Status ID?	Considered as Photo ID?	Considered a Housing doc.?	Has an Expiry Date?
Warning & Behaviour Contract						
Welcome Package						
Wheel Trans Application	Option added in 3.9					
Wheel Trans Approval Letter	Option added in 3.9					
Wheel Trans Denial Letter	Option added in 3.9					
Work Permit		Yes				Yes
Yukon Health Card		Yes		Yes		Yes