

#### **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.





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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:

- 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.

Further Details (Optional)

- 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.

Date Back in Service*	2022/10/31	





		Facility Management - Edit Room
🔀 Close   🔄 Save Room   🏟 Beds		
Room		
Room Name*	308	
Floor	3	
Type*	4-Bed Room  ✔	
Assigned Beds*	Y ♥ Singles sector, bed allo	cation
Room Capacity	0	(Only enforced for Family Sector)
Program*	Salvation Army - Islington S	Seniors' Shelter Men's Program 🗸
Active		
Reason is Not Active*	Minor Repairs	× •
Date Back in Service*	2022/10/31	
Date Turned Inactive	2022/10/06	
Further Details (Optional)		

- Added a Room-to-bed Cascading "Inactive" Function: If the user toggles a <u>Room</u> from 'Active' > 'Inactive', then all of the <u>beds</u> 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.
- Added a Room-to-bed Cascading "Active" Function: If the user toggles a <u>Room</u> from 'Inactive > 'Active', then all of the <u>beds</u> 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 Mana	gement -	Rooms List				
Back to Facilities   ] Add Room												(j) Hel
Room Status Any 🗸				Bed Prog	ram Ar	iy			~			
Program	Name	Floor	Туре	Assigned Beds	Beds	s 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-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.

					Facilit	y Managemen	t - Rooms	List				
Back to Facilities   Add R	oom											(j) H
Room Status Any	~		Be	ed Program A	ny			~				
Program	Name	Floor	Туре	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
    - "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.





Incident Causation/Prevention (7/4000 characters)	test QA
• What do you think was the immediate or root cause(s) of this incident? (Consider interactions with other clients, staff, personal circumstances the client has shared, environmental factors, health	
and/or observations from other staff)	

- 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].





Other behaviours that compromised health/safety of other(s)
Obset the nature of this incident meet the following definition of workplace violence: A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker           Yes
🕜 Indicate which of the clients involved in this incident engaged in violent behaviour. Note that this list only includes clients indicated in the above "Clients Involved" Field.
🗌 Adams, James
Alvarez, Daniel
Allen, Bryan
Physical Assault Against Resident (or attempt)
This Nature of Incident option should ONLY be selected if the nature of the incident meets the following definition of workplace violence: The exercise of physical force by a person against another person, in a workplace, that causes or could cause physical injury to another person); OR, An attempt to exercise physical force against another person that could cause physical injury to the person
🕑 Indicate which of the clients involved in this incident engaged in violent behaviour. Note that this list only includes clients indicated in the above "Clients Involved" Field.
Adams, James
Alvarez, Daniel
Allen, Bryan
💟 Physical Assault Against Staff (or attempt)
<ul> <li>This Nature of Incident option should ONLY be selected if the nature of the incident meets the following definition of workplace violence: The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker; OR, An attempt to exercise physical force against a worker that could cause physical injury to the worker; OR, An attempt to exercise physical force which of the clients involved in this incident engaged in violent behaviour. Note that this list only includes clients indicated in the above "Clients Involved" Field.</li> </ul>
Adams, James
Alvarez, Daniel
Allen, Bryan
Possession of firearm within the site
② Does the nature of this incident meet the following definition of workplace violence: A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker
Yes
😧 Indicate which of the clients involved in this incident engaged in violent behaviour. Note that this list only includes clients indicated in the above "Clients Involved" Field.
🗌 Adams, James
🗋 Alvarez, Daniel
Allen, Bryan
Possible overdose
Property damage
O Does the nature of this incident meet the following definition of workplace violence: A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker

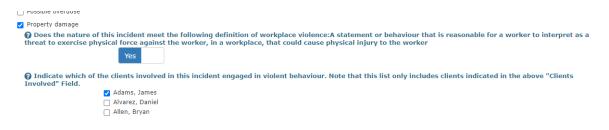
- 3. Added a "Behavioural Risk Alert" Flag to the [Client Summary] Screen: Added a new flag to the [Client Summary] screen to alert and instruct users about a potential risk of violent behaviour. This Alert **does not** display by default, and instead only displays if the specific client is tagged to 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 generate an alert</u>: 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 generate an alert</u>: 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:





Navigator	Client Summary	
Adams, James ( 546144)		
Summary History	Adams, James (Also Known As: ybgtklz )	
Intake	Client Number Phone	
Housing	546144 923761662	
End of Service	Date of Birth Email	
Encounter	1994/01/15 (Age 28 ) ugtvjsvevl@te	st.com
Admission	Gender Status	
Referral	Female Inactive	
Discharge		
Leave with Permission		
Service Restriction	Key Information	
Complaint		
Consent		
Case Management	Health and Safety Alert	
Attachment		
Tasks	Behavioural Risk Alert	
Print Label	This individual has a history of violent behaviour, as related to an incident that occurred on 2022/10/06, O Dismiss Alert This individual may pose a safety risk, please contact the Duty Office at 416-338-3998 for information.	
Disbursements		

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:

toronto SMIS	<b>*</b>		🖪 Reports 🛛 🕸 Administration 🛞 F	ielp 🛦 Organization 👻 🛆 C., James 🕶
Navigator	Client Summary			
Alvarez, Daniel ( 29331)	,			← Back to Client Search
Summary History Intake Housing End of Service Encounter Admission Referral Discharge	Alvarez, Daniel (Also Known As: jiahfhs ) Client Number 29331 Date of Birth 196/10/15 (Age 61 ) Gender Male	Phone 787920634 Email boqjastwoe@test.com Status Inactive		View intakes
Leave with Permission Service Restriction	Key Information			Create alert
Complaint Consent	Total number of bed nights on record		19488 days	
Case Management Attachment	Total number of bed nights over the past year		0 days	
Tasks	Total number of bed nights over the past 3 years		0 days	
Print Label Disbursements 4	Street Needs Assessment Survey Participation Tracker Participation status: Edit Status			
				ę

#### 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	
<u>Client</u> No.	<u>Last</u> Name	<u>First</u> <u>Name</u>	DOB	<u>Age</u>	<u>Gender</u>	Pronoun	Indigenous Identity	<u>Military</u> <u>Status</u>	Refugee Status	Household Size	<u>Relationship</u>	Family Head Client No.	Primary Worker	E
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.

		ikiTemak scimum A					1		det Non-binary or	Two Spirit	
Client Age	Range:								All ages ¥ All ages 65+		
	ousing Essentials					Ho	using Applic	ations	59+ 55+	Support Level	
61010		a Bana	Baper	ana a	Assess to Provide the Assessments	Access Specific No.	Assess Assess Assessments	<u>\$455</u>	Youth	Jurged Level	Administ Contary Restricts

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						
Namei		Christie Refugee Welcome Ctr - Ser	ttlement 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 Ages		0			Maximum Age:	100
Primary Worker:		Any 🗸		Client Age Range:	Youth	▼ Search
Client Information	Demographi	c Information	Program Client Homelessner Info	ss History Housing Essentials	Housing Applications Support Level	Support Needs: Health and Wellness
Client Last First DOB Age No. Name Name	Gender Pronoun Indigenous Military R Identify Status S	tatus <u>Size</u>	Client within	Langth of Income Last Status Picture Other Account Income Last Income Status Picture Picture Hours Income Status Picture Diagonal Picture Picture Account Past 3 Years Filed	ss to Access Access Access CARS CARS Support A ing to Point Point No. Level D callon Housing Apolication No.	largies er Hum Mediation Programer Mental Physical Daily Cher Can starry Refuction/ Integer Substance Substance Support Suppor
199199 Bennett Alexander 2003/01/15 19	Male	3 Dependant	166025 No	0		
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

Reporting Period: 2022/10/11						
Name:	Christie Refugee Welcome Ctr - Settlement and Support		Facility:		Christie Refugee Welcome Centre	
Description:	Refugee Families Homeless Sheker		Phone:		416-588-9277	
Health Information Custodian:	No		Type:		Bed	
tatus:	Active		Space Capacity:		76	
unding Capacity:	76		Male/Female:		Transgender, Non-binary or Two Spirit	
linimum Age:	0		Maximum Age:		100	
Primary Worker:	Any 🗸	Client Age Range:		65+	~	Searc
clients found						
sporsing Period: 2022/10/11	Chines Religue Welcome Cr - Settlement and Support		Fedity:		Christie Refugee Welcome Centre	
sporting Rerical 2022/10/11 amet	Christe Bullgas Welcome Chr. Sattlement and Support Rufuge Familiae Homaies Debar		Facility: Picone		Christie Reliupee Welcome Centre 445-558-9277	
sporting Partical 2022/10/11 ammer ascription: Mich Momransion Custodian:	Rafugee Families Homeless Shelter No		Phone: Type:		416-588-9277 Bed	
sporting Partical 2022/10/11 ammer ascription: Mich Momransion Custodian:	Refugee Families Homeless Shelter		Phone:		416-588-9277	
sporting Period 2022/10/11 ame acception All formation Custodian attait diffic Sparshy	Rafugae Familias Homeless Shelter No Active 75		Phones Type: Space Capacity: Mala/Female:		416-588-9277 Bed 76 Transgender, Non-binary or Two Spirit	
o diante found Isoonting Renoid: 30221011 anten	Rafugee Families Homeless Shelter No Active		Phone: Type: Space Capacity:		416-588-9277 Bed 76	

No clients found

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





aporting Pariod: 2022/10/11						
ame:	Christie Refugee Welcome Ctr -	Samlamont and Grannet		Fecility:	Christie Refugee Welcome Centre	
escription:	Refugee Families Homeless She			Phone:	416-588-9277	
with Information Custodian:	Nervyee remines nomeress and			Type:	Bed	
0/81	Active			Space Capacity	26	
	76			Nale/Female:	Transgender, Non-binary or Two Spirit	
ding Capacity:	~					
simum Ager				Maximum Age:	100	
rimary Worker:	Any 🗸		Client Age Range:	55+	~	Search
	Mary -					Conten
						178
Client Information	Demographic Information	Program Client Homelessry Info	ness History Housing Essentials	Housing Applications Suppor	t Support Needs: Health and Wellness	Support Needs: Accessibility
		Info		Level		Support Needs: Accessibility
	Demographic Information Indigenous Military Reluges Household Relationsh Identify Zisha Zisha Zist	Info R Eamily Primary Chronically No. of Head Worker Homeless Dedrights	Length of Income Last Status Picture Other Acces	Level		Support Needs: Accessibility
		Info	Length of Income Last Status Picture Other Access In Information Barrier Tear	Level	Allersies or Harm Medication Pregnancy Mental Physical Dail Dietery Reduction/ Evenent Surgert Health Asthe	Support Needs: Accessibility
		Info R Eamily Primary Chronically No. of Head Worker Homeless Dedrights		Level		
ent Last First DOB Age Gender Pronoun Name	indicenous Military Refugee Household Relationsh Stenthy Zishua Zishua Zist	Inflo Refamily Primary Chronically No. of Scient No.	a Monotheranasa Acore Jaation B Raus Picture Other Acces n Maria n Maria Norther Const Paul 3 Year Paul 3 Year Fait	Level	Allersies or Harm Medication Pregnancy Mental Physical Dail Dietery Reduction/ Evenent Surgert Health Asthe	Support Needs: Accessibility
ant Last First DOB Are Gender Pronoun Name 1977/02/14 45 Female HEAD	Indigenous Military Schuese Household Belationsh Identify Status Status Status First No Pueler 3 Head	Info R Eamily Primary Chronically No. of Head Worker Homeless Dedrights	Length of Income Last Status Picture Other Access In Information Barrier Tear	Level	Allersies or Harm Medication Pregnancy Mental Physical Dail Dietery Reduction/ Evenent Surgert Health Asthe	Support Needs: Accessibility
ent Last First BOB Are Gender Pronoun N25 Bernett Brittany 1977/02/14 45 Female WEAD	Indigenous Military Refuese Household Relationsh identify Status Status Size First No Parfer 3 Head	Inflo Refamily Primary Chronically No. of Scient No.	a Monotheranasa Acore Jaation B Raus Picture Other Acces n Maria n Maria Norther Const Paul 3 Year Paul 3 Year Find End	Level	Allersies or Harm Medication Pregnancy Mental Physical Dail Dietery Reduction/ Evenent Surgert Health Asthe	Support Needs: Accessibility
nti Kast Finat DOB Ase Gender Pronoun Name Battler 225 Bernett Brittany 1977/02/14 45 Female HEAD	Indigenous Military Estuare Household Relationsh Istentin Status Salava Bare First No Parks 3 Head Instances No Parks 3 Head	Inflo Refamily Primary Chronically No. of Scient No.	a Monotheranasa Acore Jaation B Raus Picture Other Acces n Maria n Maria Norther Const Paul 3 Year Paul 3 Year Find End	Level	Allersies or Harm Medication Pregnancy Mental Physical Dail Dietery Reduction/ Evenent Surgert Health Asthe	Support Needs: Accessibility
ant Last First DOB Age Gender Ponoun Name Same Stringer 1977/02/14 45 Female WEAD	Indigenous Military Refuese Household Relationsh identify Status Status Size First No Parfer 3 Head	Inflo Refamily Primary Chronically No. of Scient No.	a Monotheranasa Acore Jaation B Raus Picture Other Acces n Maria n Maria Norther Const Paul 3 Year Paul 3 Year Find End	Level	Allersies or Harm Medication Pregnancy Mental Physical Dail Dietery Reduction/ Evenent Surgert Health Asthe	Support Needs: Accessibility
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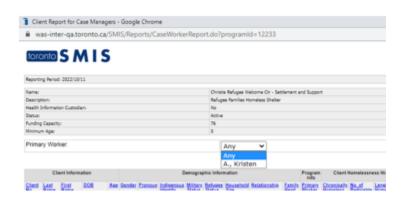
iv. If the User applies the "all ages" Filter, then the entire household displays.

Reporting Period: 2022/10/11																								
Name:			Christie	Refugee Welcome	tr - Settleme	ent and Sup	port						Facility:				Christie Ref	ugee Welcom	e Centre					
Description:			Refuge	Families Homeles	Shelter								Phone:				416-588-92	77						
tealth Information Custodian:			No										Type:				Bed							
itatus:			Active										Space Ca	apacity:			76							
unding Capacity:			76										Male/Fer	male:			Transgende	, Non-binary	or Two Spiri	t				
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Client Information		Demogra	ohic Inform	ation		Progr	5 ( ) ( ) ( )	Homelessn			ing Essentials			Housing Applic		Support Level			Support Ne	eds: Healt	and Well	iness		
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isent Last First DOB Age fo, Name Name	Female HEAD First Natic (stat) non- treat	nenous Military Status Status No ons us, non-	Refugee Status	Household Relati		mily Prima ad Works	r <u>y Chronicalh</u> r <u>y Homeless</u>	No. of Rednights	Length of Homelessness	Source Last Source Taxati Year Client Filed For		t Other Acco ID Hou App			IRS CARS		Allergies or Distary Restrictions	Harm Reduction/ Substance U2s Supports					Daily Activitie: Support	Other Health Suppor

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.

- Separate the "Disposition" and "Reason" tables for [Discharge] and [Endof-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 navigatorpane) 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.





- 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.
- 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.
- 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.
- 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	Option added in 3.9	Yes, as of 3.9				
permanent status or citizenship						
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 Consent Form - S2H to Encampment Office						Yes 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) Emergency Contact List	EVF Referral Form				Yes, as of 3.9 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					Yes, as of 3.9	
(A2H)						
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	Ontario Disability				Yes, as of	No, as of
Support Program)	Support Program				3.9	3.9
monthly statement	monthly statement					
Ontario Health Card	Canadian Health	Yes	No, as of	Yes		Yes
	Card		3.9			
Ontario Photo ID		Yes		Yes		Yes
Ontario Public Drug	Option added in 3.9					
Programs Seniors						
Copayment Program						
Documents						
Other						
OW (Ontario Works)	Ontario Works				Yes, as of	No, as of
monthly statement	Monthly statement				3.9	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	Option added in 3.9					
documents						
Prince Edward Island		Yes		Yes		Yes
Health Card						
Probation Papers						
Promise of Address (PoA)	Proof of Address				Yes, as of 3.9	
Proof of Cohabitation	Confirmation of				Yes, as of	
	Cohabitation				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)	Option added in 3.9					
Assessment RC210 Working Income Tax Benefit Advance					Yes, as of 3.9	
Payments Statement 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 III 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?
Т5	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 Veteran's Service Card	Veteran's Status Card	Yes Yes	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	Option added in 3.9					
Letter						
Wheel Trans Denial	Option added in 3.9					
Letter						
Work Permit		Yes				Yes
Yukon Health Card		Yes		Yes		Yes