

SMIS Release Notes Version 3.10

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 June 2023 SMIS enhancement, release version 3.10. 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](#).

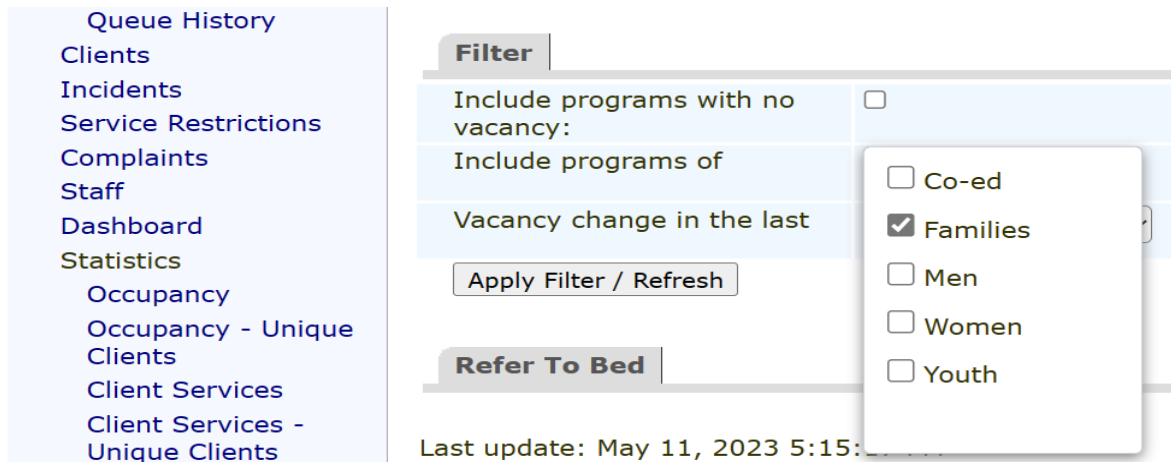
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1) Expose hidden 'Sector' filters in the [Client Management - Refer to Bed] page

Currently the [Client Management - Refer to Bed] page automatically filters the list of applicable beds/rooms, based on the sector of the client being referred (e.g., co-ed, families, men, women, youth). These automatic filters are currently not exposed to the user, which makes it difficult for them to determine which filters are being applied. This Change exposes these hidden sector filters so that the user can toggle them on/off as needed.



The screenshot shows the SMIS interface. On the left is a sidebar menu with the following items: Queue History, Clients, Incidents, Service Restrictions, Complaints, Staff, Dashboard, Statistics, Occupancy, Occupancy - Unique Clients, Client Services, Client Services - Unique Clients. The main content area is titled 'Refer To Bed' and contains a 'Filter' section. The filter section has three rows: 'Include programs with no vacancy:' with an unchecked checkbox, 'Include programs of' with an unchecked checkbox, and 'Vacancy change in the last' with an unchecked checkbox. Below these is an 'Apply Filter / Refresh' button. A dropdown menu is open, showing a list of sectors: Co-ed (unchecked), Families (checked), Men (unchecked), Women (unchecked), and Youth (unchecked). At the bottom of the page, it says 'Last update: May 11, 2023 5:15:...'.

2) Add a "Vacancy Change" Column to the [Client Management - Refer to Bed] Table

This Change adds a column to the [Client Management - Refer to Bed] Table reading "**Vacancy change**" to indicate *the total cumulative change in vacancy* that occurred for each program in the selected time period (e.g. 15 minutes, 30 minutes, 45 minutes, 60 minutes), from the time that the page was loaded.

This Column displays this information as a +/-, where discharges count as an added vacancy (+) and intakes count as reduced vacancy (-).

- e.g., If no changes occurred in the last X minutes, the value will be 0.
- e.g., If three discharges occurred in the last X minutes, the value will be +3.
- e.g., If two intakes and one discharge occurred in the last X minutes, the value will be -1).
- This information will generate when (1) the user initially loads the page or (2) the user clicks the manual "Apply Filter/Refresh" button (see change 4) below.

Filter

Include programs with no vacancy:

Include programs of

Co-ed x

Families x

Men x v

Women x

Youth x

Vacancy change in the last 60 Minutes

[Apply Filter / Refresh](#)

Refer To Bed

Last update: May 11, 2023 5:20:55 PM

Name	Action	Acc	Vacancy	Vacancy Change	Inc
545 Lakeshore Blvd. W. Men 647-455-0062	Decline Refer	Beds	4	0	0
BBOBProgram 6476542345 The message	Decline Refer	Beds	1	0	0
Bailey House wwwwwdsfsfdffdasf	Decline Refer	Beds	15	1	0
Barrett House 416-864-1627 <small>This is the text in action</small>	Decline Refer	Beds	1	0	0

4) Add a "Apply Filter/Refresh" Button to the [Client Management - Refer to Bed] page

This Change adds a new "Apply Filter/Refresh" Button to the top of the [Client Management - Refer to Bed] page, below the existing "Filter" section that allows the user to apply new filters and/or refresh the data that is displayed.

This Change also includes the addition of a timestamp (as non-intractable help text) below the new "Apply Filter/Refresh" Button that reads: "Last Update: mm/dd/yyyy at X:XX:XX AM/PM"

Filter

Include programs with no vacancy:	<input type="checkbox"/>
Include programs of	<div style="border: 1px solid #ccc; padding: 5px; display: inline-block;"> Co-ed x Families x Men x v Women x Youth x </div>
Vacancy change in the last	<div style="border: 1px solid #ccc; padding: 5px; display: inline-block;"> 60 Minutes v </div>


Apply Filter / Refresh

Refer To Bed

Last update: May 11, 2023 5:20:55 PM

5) Add colour-coding to the [Client Management - Refer to Bed] Table

This Change adds colour-coding to the [Client Management - Refer to Bed] Table whereby a row will be highlighted in low-saturation green if a program has a positive (+) vacancy in the "Vacancy Changes" Column within the selected time frame.

Refer To Bed 

Last update: May 11, 2023 5:20:55 PM

Name	Action	Acc	Vacancy	Vacancy Change	Incoming & Holds	Capacity	Decline	Sector
545 Lakeshore Blvd. W. Men 647-455-0062	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Beds	4	0	1	43		Men
BBOBProgram 6476542345 The message	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Beds	1	0	0	20		Men
Bailey House wwwwwwdsfsfdfdasf	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Beds	15	1	3	200		Men
Barrett House 416-864-1627 This is the tester in action	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Beds	1	0	1	10		Men
Birkdale Residence - Toronto Plaza Hotel Program (Refugees)	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Rooms	2	0	0	50		Families
Christie Ossington Men's Hostel *** 644 6622	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Beds	53	0	1	63		Men

6) Introduce SMIS Password-Management Requirements for Purchase-of-Service (POS) Staff

This Change enhances the password-management requirements for Purchase of Service (POS) staff, to match the existing requirements that are applied to City of Toronto staff. As of the release of SMIS 3.10, all POS staff will be required to maintain their password based on the following requirements.

Requirement #	Password Requirement
1	Minimum length of 12 Characters
2	Contain at least 1 number (e.g., 1, 2, 3)
3	Contain at least 1 special character (e.g., !, @, #, \$)
4	Contain at least 1 uppercase letter (e.g., A, B, C)
5	Contain at least 1 lowercase letter (e.g., a, b, c)
6	Rotate the password at least every 90 Days (expires on the 91 st day)
7	Must not match any of the User's 10 previously used passwords
8	Must not include the User's UserID in the password

Navigator

Change Password

Close | Save |

Invalid Password:
 Password must be 12 or more characters in length
 Password must contain 1 or more uppercase letter
 Password must contain 1 or more lowercase letter
 Password must contain 1 or more special character

Change Password

Old Password:

New Password:

Confirm New Password:




Your new password must:

1. Have a minimum length of 12 Characters
2. Contain at least 1 number (e.g., 1,2,3)
3. Contain at least 1 special character (e.g., !, @, #, \$)
4. Contain at least 1 uppercase letter (e.g., A, B, C)
5. Contain at least 1 lowercase letter (e.g., a, b, c)
6. Not match any of your 10 previously used passwords
7. Not include your UserID in the password

7) Add a new "Central Intake Call Log" section to the [Intake] module


This Change introduces a new [Central Intake Call Log] section in the existing [Intake] module that will **only be viewable** for Central Intake staff (will neither be viewable nor required for other staff). This new log includes the following mandatory fields:

1. **Log Type** - A drop-down list to indicate whether the user is recording a client call or an administrative note;
2. **Call Number** - Automatically logs the number of calls, starting from 1 and increasing sequentially (only applicable if an "incoming calls/outgoing call" Log Type);
3. **Caller's Location** - A drop-down list to indicate where the client is calling from;
4. **Other Location** - An open-text Field to provide additional details regarding the Caller's Location, where required;
5. **Service Queue Outcome** - A drop-down list to indicate the outcome of the call; and,
6. **Note** - An open text field to add written case notes.

Central Intake Call Details						
Log Type	Call No.	Caller's Location	Other Location	Service Queue Outcome	Note	Action
Incoming Call	1	Commercial/Retail - Coffee Shop/Restaurant		Referral to a Sleeping/Resting Space		Update
Administrative Note		-		Information - Homelessness & Prevention Services		Update
Outgoing Call	2	Commercial/Retail - Hotel/Motel		Referral to Eviction Prevention Service		Update
Record Call/Note						

8) Add a new "Central Intake System Summary" report

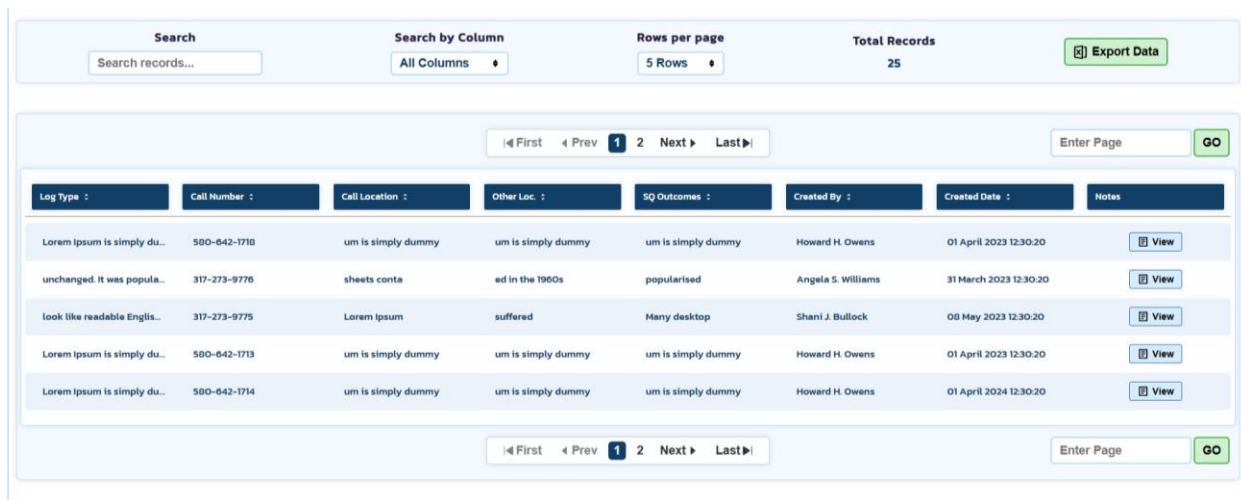
This Change introduces a new report which summarizes the information compiled in the [Central Intake Call Log] section (see change 7 above) across the entire system. This report is **only viewable** by Central Intake management staff (will not to be viewable by other staff). This report displays all calls that were recorded across all clients within the last 24-hours, from the time that the report was generated. It displays all six data points for each respective call log record, as described in change 7 above.



Client ID	Log Type	Call Number	Call Location	Other Location	Service Queue Outcome	Created by	Created Date	Note
12030	Incoming Call	7			Referral to Eviction Prevention Service	Jones, Jeff	2023/05/11 11:58:13	zcxczx
12030	Administrative Note				Internal Transfer to Central Intake (CI)	Jones, Jeff	2023/05/11 11:58:13	dasdas
12030	Incoming Call	6			Internal Transfer to Central Intake (CI)	Jones, Jeff	2023/05/11 11:58:13	zcxczx
12030	Incoming Call	5			Declined	Jones, Jeff	2023/05/11	asasa

9) Add a new "Central Intake Client Summary" Module

This Change introduces a new module which summarizes the information compiled in the [Central Intake Call Log] section (see change 7 above) for a specific client. This module is **only viewable** by Central Intake staff (will not to be viewable by other staff). This module displays all calls that were recorded for a specific client, across all Central Intake intake records. It displays all six data points for each respective call log record, as described in change 7 above.



The screenshot shows a web interface for viewing call records. At the top, there are search and filter options: a search bar labeled 'Search records...', a 'Search by Column' dropdown set to 'All Columns', a 'Rows per page' dropdown set to '5 Rows', and a 'Total Records' indicator showing '25'. An 'Export Data' button is also present. Below these are pagination controls showing '1' of 2 pages. The main table has the following columns: Log Type, Call Number, Call Location, Other Loc., SQ Outcomes, Created By, Created Date, and Notes. Five rows of data are displayed, each with a 'View' button. At the bottom, there are more pagination controls and an 'Enter Page' field with a 'GO' button.

Log Type :	Call Number :	Call Location :	Other Loc. :	SQ Outcomes :	Created By :	Created Date :	Notes
Lorem Ipsum is simply du...	500-642-1710	um is simply dummy	um is simply dummy	um is simply dummy	Howard H. Owens	01 April 2023 12:30:20	View
unchanged. It was popula...	317-273-9776	sheets conta	ed in the 1960s	popularised	Angela S. Williams	31 March 2023 12:30:20	View
look like readable Englis...	317-273-9775	Lorem Ipsum	suffered	Many desktop	Shani J. Bullock	00 May 2023 12:30:20	View
Lorem Ipsum is simply du...	500-642-1713	um is simply dummy	um is simply dummy	um is simply dummy	Howard H. Owens	01 April 2023 12:30:20	View
Lorem Ipsum is simply du...	500-642-1714	um is simply dummy	um is simply dummy	um is simply dummy	Howard H. Owens	01 April 2024 12:30:20	View