

## Coming SMIS Update and Mandatory Training

The City of Toronto's Shelter, Support and Housing Administration (SSHA) division is releasing the next SMIS Update on **September 20, 2023**, which includes the following enhancements. For full details, please see the "Release Notes - SMIS Ver. 3.11 (September 2023)" available at [City of Toronto's web site](#).

### 1) Moved the "Notice of Collection" (NoC) field to the [Intake] module, from the [Admissions] module. Training information outlined below.

This change permanently moves the NoC field to the [Intake] Module, from the [Admissions] module. This change ensures that all clients are presented with the NoC statement *before* their information is collected and ensures that both bedded and service programs can access this field.

Additionally, this field no longer requires a client signature, and instead requires users to complete a mandatory 'attestation' as part of the intake, to confirm that the user provided the client with the NoC.

### 2) Introduced a By-Name List (BNL) consent form to SMIS. Training information outlined below.

Currently, the City compiles client information from SMIS into a document called the **By-Name List (BNL)**. The City uses BNL data to evaluate which clients meet eligibility and prioritization criteria for housing and support programs available through the coordinated access process. If the client is matched with a housing and support program, the City will contact the Site Lead for Coordinated Access and ask them to inform the client about the opportunity and confirm whether or not they would like to move forward. In the future, only individuals who have provided consent will be considered for housing opportunities offered through Coordinated Access. The introduction of the BNL consent is a phased initiative. In the first phase of implementation there will be no impact to clients receiving offers of housing.

This suite of changes introduces a BNL consent form to SMIS as a shared record that travels with the client as they move across programs. This includes a new BNL consent module, new BNL consent sections in the intake form, and additional functions to support family programs in collecting BNL consent for family members. Each client's consent status can be changed as required.

### 3) Introduced a new "change password" screen for Purchase-of-Service (POS) staff

This change helps to enforce the new password-management requirements for POS staff that were released as part of SMIS 3.10 (June 2023). Any POS users who have not updated to the new requirements will be directed to a new "change password" screen after they complete their login and multifactor authentication. Users will be able to bypass the screen, if it is not appropriate to update their password at that time (e.g., with a client). If they choose this option, however, they will be redirected to the screen at their next login, until they change their password.

### 4) Expanded the reporting range for four existing SMIS reports from 90 days to 366 days

# Shelter Management Information System (SMIS)

September 2023 Bulletin

This change expands the reporting range for four existing SMIS reports from 90 days to 366 days (calendar year, inclusive of leap years). This allows users to compile annual stats as required, rather than having to generate four separate 90 day reports to then be compiled into an annual report.

These reports include the: (1) Client Intake Report, (2) Client Occupancy Report, (3) Client Discharge Report, (4) Program Occupancy Report.

## Training & Information Sessions

Training for the NoC and BNL consent changes are offered in two formats: 1) live sessions for supervisors and managers who oversee client-facing staff, as described below, and 2) pre-recorded formats available on [ELI](#) for City of Toronto staff, and on the [City of Toronto website](#) for purchase-of-service agencies.

### Information Session #1

**Date: August 15, 2023**

**Time: 10:00 AM – 11:00 AM**

[Click This Link To Register For This Session](#)

### Information Session #2

**Date: August 21, 2023**

**Time: 2:00 PM – 3:00 PM**

[Click This Link To Register For This Session](#)

### Information Session #3

**Date: August 30, 2023**

**Time: 10:00 AM – 11:00 AM**

[Click This Link To Register For This Session](#)