

SMIS Release Notes Version 3.11

The Shelter Management Information System (SMIS) is a web-based information management system used by 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 service programs (e.g., Streets to Homes, Central Intake).

This set of Release Notes describes the changes that are included in the Summer 2023 SMIS enhancement, release version 3.11. 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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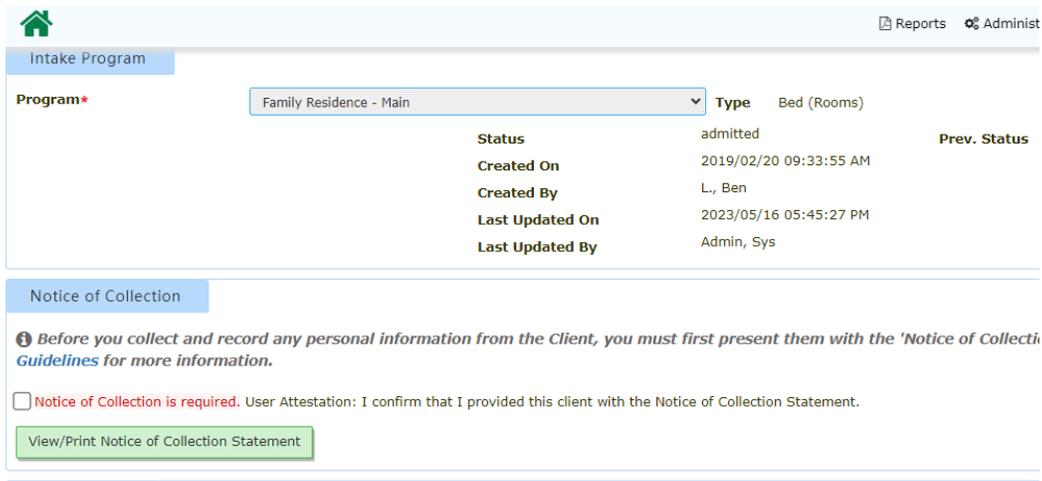
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1) Migrated the "Notice of Collection" field to the [Intake] module from the [Admissions] module

This change permanently moves the "Notice of Collection" field to the [Intake] module from the [Admissions] module. This change ensures that all clients are presented with the Notice of Collection statement *before* their information is collected, and ensures that both bedded and service programs can access this field (as service programs do not have access to the [Admissions] module).

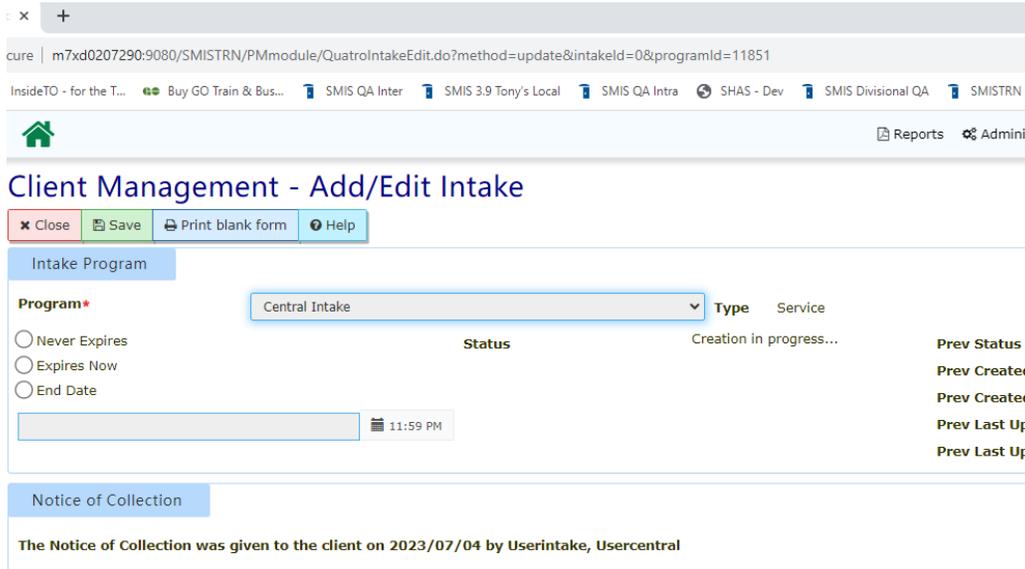
Additionally, this field no longer requires a client signature, and instead requires a 'user attestation' to confirm that the user provided the client with the Notice. This is because the Notice of Collection is a notice, not a consent form, and does not require a client signature.

This new "Notice of Collection" field is now a mandatory checkbox field for users to complete as part of the [Intake]. Additionally, there is a **"View/Print Notice of Collection Statement"** button that allows the user to open the PDF statement on screen and save/print as needed.



The screenshot shows the 'Intake Program' interface. At the top, there is a navigation bar with a home icon, 'Reports', and 'Administ'. Below this, the 'Intake Program' section is active, showing a dropdown menu for 'Program*' set to 'Family Residence - Main'. To the right, there are fields for 'Type' (set to 'admitted') and 'Bed (Rooms)'. Below these are several fields: 'Status', 'Created On' (2019/02/20 09:33:55 AM), 'Created By' (L., Ben), 'Last Updated On' (2023/05/16 05:45:27 PM), and 'Last Updated By' (Admin, Sys). A 'Prev. Status' field is also present. Below the intake details, there is a 'Notice of Collection' section. It contains an information icon and a message: 'Before you collect and record any personal information from the Client, you must first present them with the 'Notice of Collection Statement' for more information.' Below this is a checkbox labeled 'Notice of Collection is required. User Attestation: I confirm that I provided this client with the Notice of Collection Statement.' At the bottom of this section is a green button labeled 'View/Print Notice of Collection Statement'.

To limit the number of times that the Notice needs to be presented to each client by each program, the "Notice of Collection" field will automatically be completed for (1) active intakes where the Notice of Collection was previously completed via the [Admissions] module within the last 90 days AND (2) new intakes into a program that *previously* had an intake with this client where the Notice of Collection was completed within the last 90 days. In these circumstances, SMIS will display the following information: "The Notice of Collection was given to the client on (date) by (user)."



2) Introduced a [Notice of Collection] program administration toggle

This change introduces a new **program-administration toggle** that allow SSHA head office staff to toggle the [Notice of Collection] section in the [Intake] module on/off for each program. This ensures that programs only see this section when it is necessary for their operations.



3) Created a new [By-Name List Consent] module

This change introduces a new [By-Name List (BNL) Consent] module that allows users to record a client's consent to participate on the BNL.

- IMPORTANT NOTE:** The "BNL Consent" record is a **shared record** across all programs in SMIS. This means that a client can only ever have 1 existing "BNL Consent" record at any given time and that any program that is working with the client can both view and overwrite the existing record (dependent on user access). The "BNL Consent" record will follow with the client as they move across programs.

This module includes the following functions:

1. **A [History Log]** - This feature allows the user to view a record of all changes made to any fields within the consent record, over the past 365 days. The function is accessed through the [History Log] button at the top bar of the module.
 - a. This button directs the user to a separate History Log page, which lists the following fields for each historic change:
 - i. **Consent record** - Identifies the type of consent record. Currently there is only one option (BNL Consent)
 - ii. **Field name** - Displays the field that was changed
 - iii. **Old value** - Displays the value prior to the change
 - iv. **New value** - Displays the value after the change
 - v. **Date of change** - Displays the date that the change was made
 - vi. **Changed by user** - Displays the name of the user who made the change
 - b. The History Log includes the following navigation options:
 - i. A search bar that searches across all displayed columns
 - ii. Display row control to allow the user to select the number of rows that they prefer to have displayed on the current screen.
 - iii. Pagination controls to allow the user to navigate between pages
 - iv. A "total count" indicator, that displays the total number of changes that have been made to the record over the past 365 days.
 - v. The History Log is sorted in reverse chronological order by default (newest changes at the top), however there is a manual sorting function for all columns displayed in the records list table.

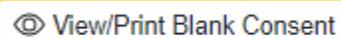
Consent BNL History Log [◀ Back to Consent Module](#)

The History Log for this module displays a record of all changes that were made to any of the editable fields in this module, including changes that were made either by you or other users at your program.

Search Record List Show 12 Rows (default) ▼ Total Number of C

Consent Record	Field Name	Old Value	New Value	Date Of Change	Changed By User
ConsentBNL	By-Name List Consent Record Type	Pen & Paper Signature	Refused to Participate	2023-07-05 12:53:52	Admin, Sys
ConsentBNL	By-Name List Consent Record Status	Withdrawn	Refused to Participate	2023-07-05 12:53:52	Admin, Sys
ConsentBNL	By-Name List Consent Record Status	Expired	Withdrawn	2023-07-05 12:53:45	Admin, Sys

2. **A "View/Print Consent" button** - When clicked, this button will open a blank PDF of the consent form in a new browser tab, allowing the user to print and/or save the form.





City of Toronto By-Name List Consent Form

What is the By-Name List?

The By-Name List (BNL) is a list of individuals and families experiencing homelessness in Toronto, including personal information for each individual and family. It is a personal information bank under the *Municipal Freedom of Information and Protection of Privacy Act*.

What is the By-Name List Used for?

The BNL is used by the City of Toronto (the "City") to operate the [Coordinated Access to Housing & Support](#) process for connecting people to housing and support programs. City staff will use the BNL to: (1) evaluate your eligibility for housing and support programs provided by the City or other housing and support providers selected by the City; (2) determine if you will be prioritized for access to housing and support opportunities; (3) ensure that the housing and support programs you are matched and referred to will best meet your needs, goals and preferences; and (4) analyze the data to inform process and program improvements.

If the City matches you to a housing and support program, the City will contact a caseworker connected with your current program (for example: shelter, street outreach agency, etc.) who will confirm your interest in the opportunity before proceeding.

Participating in the BNL does not guarantee that you will be offered housing.

What are housing and support programs?

Housing and support programs include affordable housing units with supports attached that can help individuals maintain their housing. Supports can include information about neighbourhood orientation, help with money management, and referrals to health resources.

What information will be collected?

The City will collect all of the following information for the BNL:

- full name
- date of birth
- the shelter or street outreach agency providing you with

3. **A Record Display List** - A record-list table that displays the respective client's BNL consent record, even if it is blank. Additionally, this section displays the consent record status(es) for that client's family members (based on family members as indicated in the *most recent* [Intake] record for program(s) that the active user has access to):
 - a. **Client Name** - Identifies the name of the client
 - b. **Client ID** - Identifies the SMIS ID of the client

- c. **Relationship** - Identifies the family status (head, spouse/partner, dependent) of the client
- d. **Created By** - Identifies the name of the user that created the BNL consent record
- e. **Created Date** - Identifies the date/time that the BNL consent record was created
- f. **Last Updated By** - Identifies the name of the user who most recently edited the BNL record (if applicable)
- g. **Last Updated Date** - Identifies the date/time that the BNL consent record was most recently edited (if applicable)
- h. **Status** - Identifies the current status of the BNL consent record, including the following options:
 - i. **Blank** - No BNL consent record exists for the respective client
 - ii. **Active** - The client has provided consent to participate on the BNL
 - iii. **Expired** - The client previously had an active BNL consent record that has since expired. BNL records automatically expire once the following three conditions are met:
 1. A **discharge/end-of-service** occurs for the client, closing an active intake record;
 2. The client has **no other active intakes** (in other words, IF the client has any other active intakes, THEN condition 2 is not met and SMIS will not expire the BNL Consent record);
 3. **91 days pass** from the most recent date of discharge/end of service WITHOUT another intake being created for this client by any program (in other words, if a subsequent intake record to any program is created within 90 days of the most recent discharge/end of service, condition 3 will not be met).
 - iv. **Withdrawn** - The client withdrew their BNL consent via the "Withdraw" button (see below)
 - v. **Refused to Participate** - The client declined the offer to participate on the BNL
- i. **Actions** - Includes three potential buttons:
 - i. **View** - This button allows the user to display the completed consent form. As such, this button will only display if the consent record "Status" = "Active".

 - ii. **Withdraw** - This button allows the User to manually expire the BNL consent record for the client. This button will only display the button if

record "Status" = "Active". Clicking this button will open a pop-up window requesting the user to confirm their action.

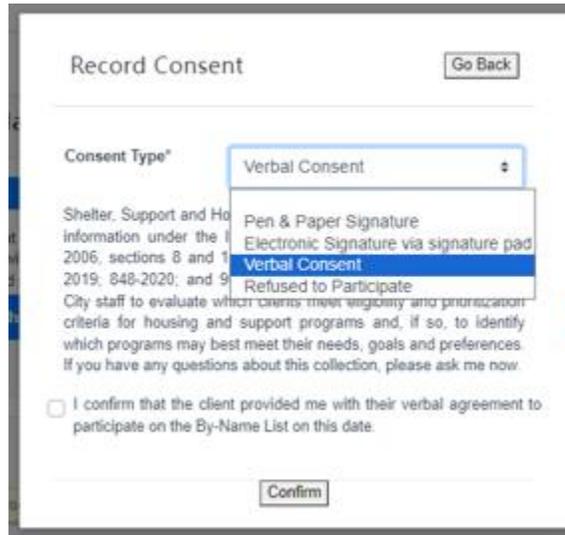


iii. **Record** - This button allows the user to record the client's consent.



As such, this button will only display if the consent record "Status" = "Blank", "Expired", "Withdrawn", or "Refused to Participate". Clicking this button will open a **pop-up screen**, including the following fields:

- A Mandatory drop-down field: "**Consent Type**". Drop-down options include:
 1. "**Pen & Paper Signature**": This option will prompt a mandatory subfield reading "**Scanned Document**", which upon clicking, allows the user to upload a scanned document (PDF, JPEG, DOC, PNG; 10M limit), with the client's signature captured (this document will automatically store in the client's [Attachments] module);
 2. "**Electronic Signature via signature pad**": This option will prompt a mandatory sub-field reading "**Sign**", which upon clicking, will open a window, requiring the client to provide a signature using the physical signature pad;
 3. "**Verbal Consent**": This option will prompt a mandatory **attestation** checkbox subfield for the user to attest that they received verbal consent from the client.
 4. "**Refused to Participate**": This option will allow the user to indicate that the client was offered the opportunity to participate on the "BNL" but refused.



- A mandatory "**Confirm**" button to validate that the above mandatory field is complete and save the record.

- An optional "Go Back" button to close the pop-up without creating a record.

- **User Access:** Users can only click the "Record" and "Withdraw" buttons if they meet the following two conditions. If they do not meet both conditions, these two buttons will be inaccessible for this user.
 - a) The user has "write" access to the [BNL Consent] module, AND;
 - b) The user's program(s) have either (1) an active intake with the client OR (2) a previous intake with the client that was closed fewer than 90 days ago.

If the user's programs do not have an active intake with the client AND their most recent intake with the client was closed 91+ days ago, they will not be able to access these buttons.

4) Introduced a [BNL Consent] program administration toggle

This change introduces a new **program-administration toggle** that allows SSHA head office staff to toggle the [BNL Consent] module on/off for each program. This ensures the programs only see this module when it is necessary for their operations. This toggle additionally controls the warnings and referring pages that relate to BNL Consent (see change #7).



5) Added a "Consent to Participate on the BNL" section to the [Intake] module

This change makes it easier for users to complete the BNL Consent for new clients, by adding a **temporary** consent section to the [Intake] module. Similar rules apply, as described in change #3 above.

The recorded consent will store in the [BNL Consent] module, rather than as part of the intake module. This is because the consent record is accessible across all programs, while the intake record is linked to a specific program. This section is only being included in the [Intake] module to make it easier for users to create the BNL Consent record at the time of client intake.

As such, this "Consent to Participate on the BNL" section will only display in the intake IF the BNL consent record "Status" for the current client = "Blank", "Expired", OR "Withdrawn". In other words, the user will only see this section if the client **does not have** an active consent record. For more clarity:

- a. **For new clients:** This section will display in the [Intake] as a mandatory field.
 - i. **Important note:** For new clients, the user must first **save** the [Intake] record *prior* to recording BNL consent. This is because the "save" button is what generates the client file for a new client and, because the BNL record is system-level, the client file first needs to be created before the BNL consent can be recorded via the [Intake] module.

Consent

Consent to Participate on the By-Name List

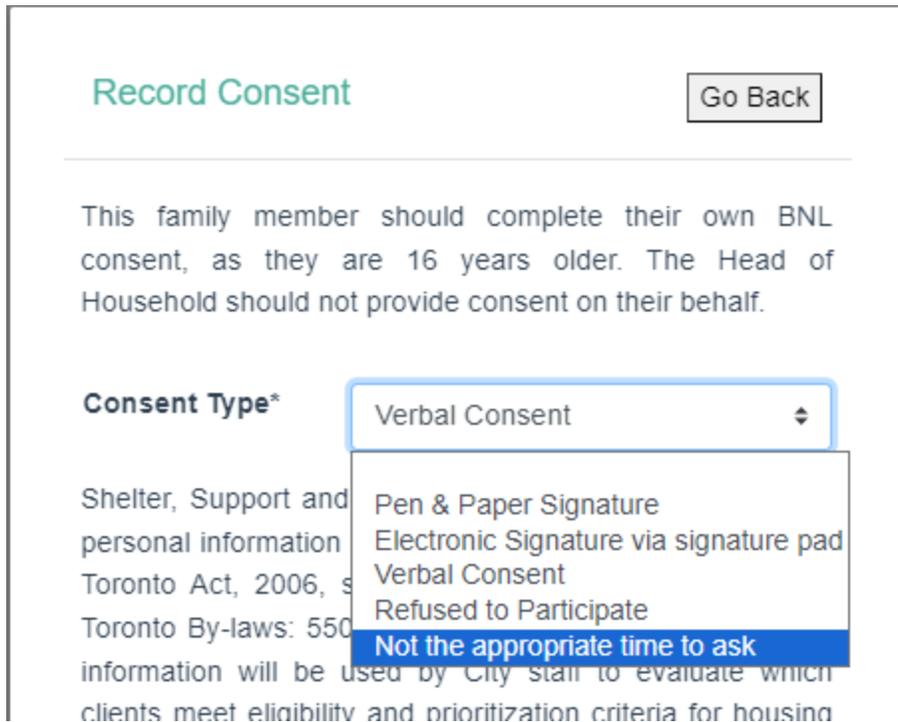
ⓘ The City compiles information from SMIS into a document called the By Name List (BNL). The City uses the BNL data to evaluate which c prioritization criteria for housing and support programs available through the Coordinated Access process. If the client is matched with a h City will ask a caseworker to let them know about the opportunity and ask if they would like to move forward or not. Only individuals who considered for housing and supports opportunities offered through coordinated Access.

Created By	Created Date	Last Updated By	Status
⚠ Warning: You must save the intake before you can complete the By Name List Consent record for this client.			

View/Print Blank Consent

- b. **For existing clients where BNL Consent Record "Status" = "Blank", OR "Expired"**, : This section will display in the [Intake] as a mandatory field.
- c. **For existing clients where BNL Consent Record "Status" = "Active", "Withdrawn", OR "Refused to Participate"**: This section it will not display in the [Intake] for any programs.
 - i. For example, Shelter A User intakes Client A, and during the intake "Records Consent" and selects the "Verbal Consent" option. As such, the client's BNL Consent Status = "Active". User logs out.
 - If any Shelter A User attempts to edit that existing intake record, they will no longer see the [BNL Consent] section displayed in the [Intake], because the client has an active consent status. To make any changes, they must go to the [BNL Consent] module
 - If the client was discharged and then goes to Shelter B, the Shelter B User will likewise not see the [BNL Consent] section displayed in the [Intake], because the client has an active consent status that was completed by Shelter A.
 - The consent section will only ever reappear in an existing/new intake for THIS client if their BNL Consent status is switched to **"Expired"** (via automatic expiry) or **"Withdrawn"** (via manual withdraw button).

In the [Intake] module, the BNL field will also display an additional "Consent Type" option reading: **"Not the appropriate time to ask"**. This option allows the user to bypass the mandatory BNL Consent section, without creating a consent record, in the event that the client is not in the appropriate state (e.g. in crisis) to talk about the BNL at this time. If the user selects this option, SMIS treats it as a "Blank" BNL Consent record.



Record Consent Go Back

This family member should complete their own BNL consent, as they are 16 years older. The Head of Household should not provide consent on their behalf.

Consent Type*

- Verbal Consent
- Pen & Paper Signature
- Electronic Signature via signature pad
- Verbal Consent
- Refused to Participate
- Not the appropriate time to ask**

Additionally, the user cannot "Withdraw" the BNL consent record via the [Intake] module. If the user needs to withdraw the consent, they must go to the [Consent] module to do so. In [Intake] the user can only *activate* the consent via the intake.

6) Added a (1) "Notice of Collection" and (2) "BNL" column to the [Family] section in the [Intake]

This change added (1) "Notice of Collection" and (2) "BNL" columns to the [Family] Section in the [Intake], displayed for each family member. This allows users to record the notice of collection attestation and BNL Consent for each family member directly from the [Intake] screen. Similar rules apply, as described in change #5.

Also Known As	Relationship	Notice of Collection	By Name list	Action
<input type="text"/>	Dependant	<input type="button" value="Attest"/>	<input type="button" value="Record"/>	<input type="button" value="Remove Me"/>

Note that the consent records will save in each respective family members client file in the [BNL Consent] module.

This change also adds a new **"Apply Head of Household's Notice/Consents to Dependents"** button beside the existing "Add Family Member" button. If clicked, SMIS will automatically complete the above two new mandatory fields (**"Attest"** and **"Record Consent"**) for all dependents under the age of 16. It will not apply to any dependents over the age of 16, as those must be done individually.

Apply Head of Household's Notice/Consents to Dependents

7) Add a BNL warning message in the (1) [Client Summary] module, (2) [Intake] module, and (3) [Housing] module

This change adds a warning message to the (1) [Client Summary] module, (2) [Intake] module, and (3) [Housing] module that informs the user that the client does not have an active "BNL" consent record in place.

This warning will only display if the client's BNL Consent record "Status" = "Blank", "Expired", "Withdrawn", or "Refused to Participate". The warning will remain indefinitely until their BNL Consent Record "Status" = "Active". As such, the warning will not display if the client's BNL Consent Record "Status" = "Active". The language in the warning will change depending on the status of the clients BNL Consent record.

This warning can be minimized by users and does not prevent the user from saving their associated records, however the warning will reappear after the user leaves the page, until the client's BNL Consent record "Status" = "Active".

Sample BNL warning message in the Client Summary page:

Client Management - Add/Edit Intake

BNL Consent Alert. Collapse

Please note that client has "Withdrawn" or "Refused to participate" in the By Name List (BNL). Please continue working with the person to develop plan and assist them to access supports and resources they may be eligible for. Please ensure the person understands that if they are not on the B not be considered for housing and support programs available through the City's Coordinated Access to Housing and Supports direct matching pro

Intake Program

Program* Type Service

8) Add a BNL column to the "Client Report for Case Managers"

This change adds a new column to the existing "Client Report for Case Managers" that indicates the "Status" of the BNL Consent record for the client. It lists the same statuses as described in change #3.H.

9) Introduced a new "change password" screen for Purchase-of-Service (POS) staff that have not updated to the new password requirements

This change helps to enforce the new password-management requirements for Purchase of Service (POS) staff that were released as part of SMIS 3.10 (June 2023). Any POS users that have not updated to the new requirements will be directed to a new "change password" screen after they complete their login and multifactor-authentication.



New Password:

Confirm New Password:

Do not update my password at this time

Submit

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

SMIS Technical Assistance: smishelp@toronto.ca or **416-397-SMIS(7647)**

Users will be able to bypass the screen, in the event that they are working with a client at the time and/or it is not appropriate to update their password at that time. If they choose this option, they will be redirected back to the screen at their next login, until they change their password.

New Password:

Confirm New Password:

Do not update my password at this time

Note: By selecting this option, you will temporarily be permitted to use your previous password. Please ensure to update your password to the new requirements **before September 27, 2023**. On September 27, 2023, you will be forced to update your password to the new requirements, unless you have already done so

Submit

Likewise, if a user's password expires, they will be directed to the screen at the next time of login. At this time they will be forced to update their password to the new requirements.

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

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:

1. Client Intake Report
2. Client Occupancy Report
3. Client Discharge Report
4. Occupancy Report (Program, Facility, and Shelter)

Otherwise, no changes have been made to these reports.