

SMIS Release Notes Version 4.0

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 Toronto Shelter & Support Services (TSSS) 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 Spring 2024 SMIS enhancement, release version 4.0. 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

Version 4.0 - Spring 2024

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1) Enhancements Announcement for the Complaints Module

A group of enhancements are coming for the SMIS [Client Management Complaints] page to enhance users experience in creating a new or updating an existing incomplete Complaint record.

This module will include the following enhancements in the *next* SMIS release:

1. New functions will be added in the “**Client Management Complaint**” page:
Several buttons have been added to the different Sections on this page:



2. There will be a mutually exclusive selections of complaints related to either the Toronto Shelter Standards(TSS) or the Toronto Respite Standards(TRS), or neither.
3. There will be history and logs of entries for Description, Investigation and Resolutions and Outcomes for each complaint in detail, as well as who created, updated/reviewed, and approved the complaint.

More details will be provided in *next version of SMIS* and its associated release notes.

2) Enhancements to the Incidents Module

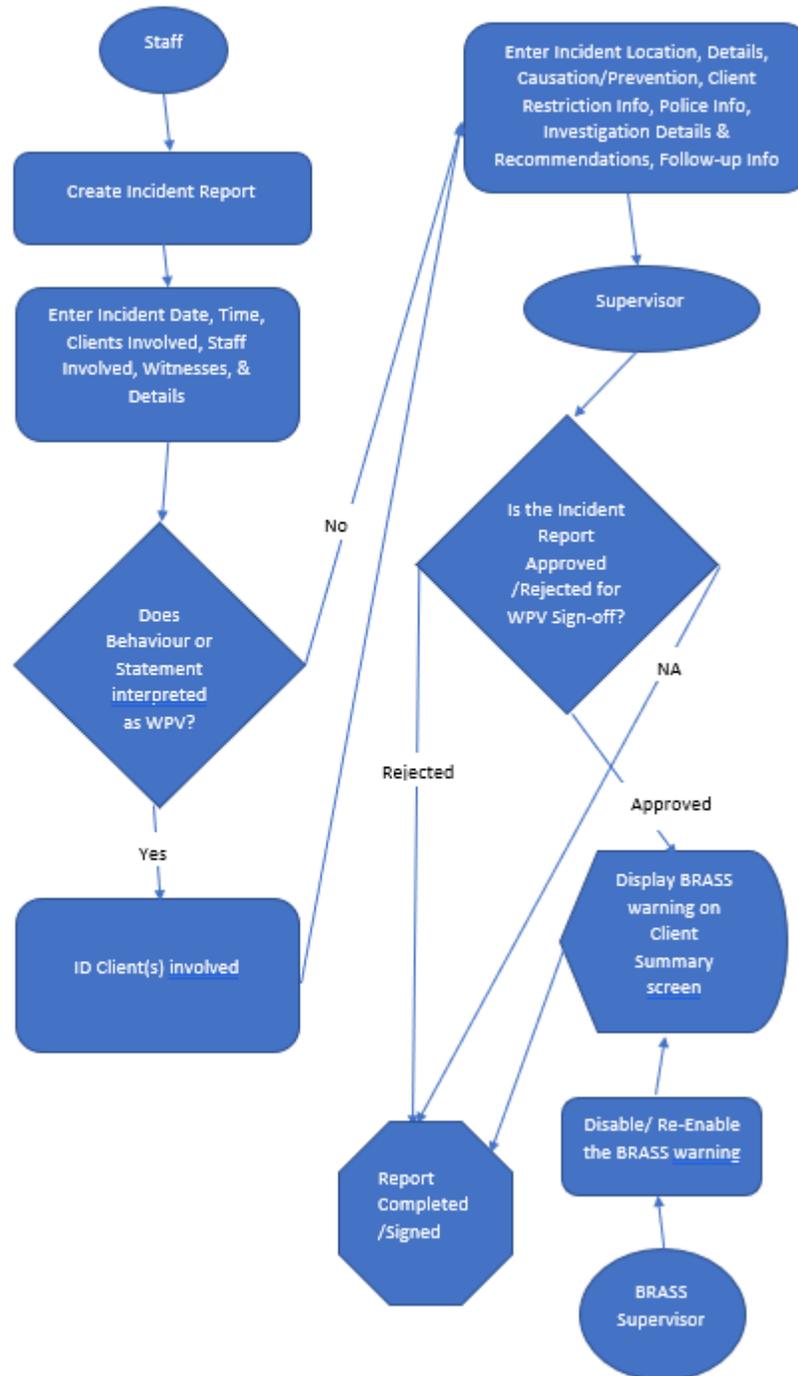
This change introduces enhancements to the existing SMIS Incidents Reporting module.

A BRASS warning will be generated in a Client's Summary screen, based upon the Nature of the Incident, and local supervisor approval.

A designated Role as SMIS BRASS SUPERVISOR (at HIPS head office and the Duty office) will be able to disable and re-enable a Client's Summary screen BRASS warnings.

Below is a flowchart of the Incident – to- BRASS Warning process:

Enhancements to the Incidents Module Report with WPV warnings in the Client Summary screenflowchart:



An example of the type of Nature of Incident report, that will generated a potential BRASS warning, is shown below:

Nature of Incident

i This section allows you to clarify the nature of the incident that occurred. Please select all of the options that apply.

Some of the options will require you to answer a follow-up question to clarify whether the nature of the incident meets one of the definitions of workplace violence and therefore is considered a workplace violence incident.

- Accident or illness
- Criminal Acts
- Death
- Disruptive Behaviour
- Fire
- Form 1 Issued *(hospital stay required)
- Harassment
- Medical Occurrence (not overdose-related)
- Mischief
- Neglect or Abandonment of a Child/Children
- Neglect or abandonment of a pet
- Other
- Other behaviours that compromised health/safety of other(s)

i Did this incident include a statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker that could cause physical injury to the worker?

Yes No

i 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.

- Test, TonyTest

Physical Assault Against Resident (or attempt)

i 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

i 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.

- Test, TonyTest
- Physical Assault Against Staff (or attempt)
- Possession of firearm within the site
- Possible suicide

When this Incident Report is Approved/Completed/Sign-off, then the BRASS warning will be shown on the Client's Summary screen as per below:

Health and Safety Alert

Behavioural Risk Alert

This individual has a history of violent behaviour, as related to an incident that occurred on 2024/02/27, **i** Dismiss Alert

This individual may pose a safety risk, please contact the Duty Office at 416-338-3998 for information.

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3) Duplicate Check for Existing Clients

A duplicate check feature will be added in SMIS to validate duplicate clients. This feature keeps data accurate and consistent across SMIS.

For existing clients with an existing intake or new intake, these four fields: **First Name, Last Name, Date of Birth & Gender** will be validated when saving the intake. If one or more records have the exact values of these four fields, an error message is displayed: "This client may be an existing client, please reverse the changes." An intake cannot be saved.



The screenshot shows the 'Client Management - Add/Edit Intake' page. On the left is a 'Navigator' sidebar with options: Summary, History, **Intake**, Housing, and BNL Consent. The main content area has a title bar with 'Close', 'Save', 'Admission', and 'Help' buttons. Below the title bar is a red alert box with the following text:

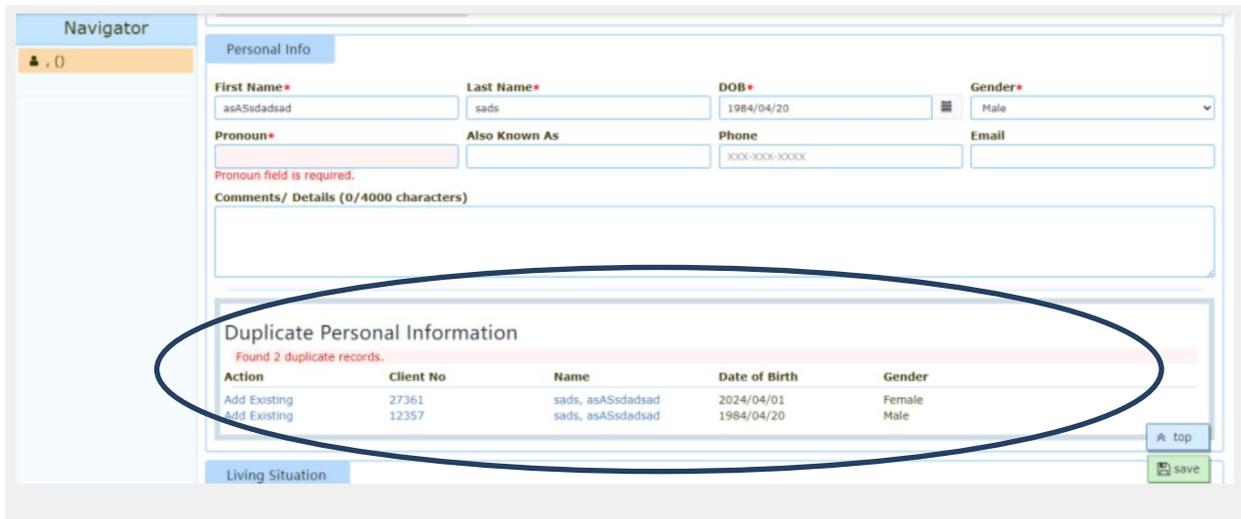
[+] BNL Consent Alert. Expand to read

Please note that there are one or more errors on this page. You will not be able to save this page until these errors are corrected.

This client may be an existing client, please reverse the changes.

4) Duplicate Check for New Clients

In the New Intake screen, after these four fields: **First Name, Last Name, DOB & Gender** is entered, SMIS automatically validates for duplicates without saving the intake. If duplicates found, a list of duplicated clients will be displayed with their First Name, Last Name, Date of Birth and Gender so the user can determine if one of the entries is the original client record.



Duplicate Personal Information
Found 2 duplicate records.

Action	Client No	Name	Date of Birth	Gender
Add Existing	27361	sads, asASdadsad	2024/04/01	Female
Add Existing	12357	sads, asASdadsad	1984/04/20	Male

If one of the entries in the list displayed to user is the client they want to work with, user have an option to select it and open that record in Edit mode. User can click the [Add Existing](#) link of the matched record. Then, intake screen populates the existing fields. User may continue to complete the other mandatory fields. When saving the intake, SMIS also validates if client has already an active intake at the selected program. If there is an active intake, a message is displayed: "The client already has an active intake at this program <Program Name>." User can click this link to load the existing intake.

Refer to Enhancement 3) above for more details.

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Navigator

Client Management - Add/Edit Intake

Close Save Print blank form Help

[-] BNL Consent Alert. Collapse

Please note that this person has **not** provided consent to be on the By Name List (BNL). Please ensure you discuss the BNL consent in your next meeting with this person. Participating in the BNL means the person may be considered for housing and support programs available through the City's Coordinated Access to Housing and Supports direct matching process.

Please note that there are one or more errors on this page. You will not be able to save this page until these errors are corrected.
This client already has an active intake at this program Birkdale Residence - Bedded Program

Intake Program

Program*	Birkdale Residence - Bedded Program	Type	Bed (Rooms)	Status	Creation in progress...	Prev. Status	N/A
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Notice of Collection

Before you collect and record any personal information from the Client, you must first present them with the 'Notice of Collection' Statement. See the SMIS Privacy Guidelines for more information.

User Attestation: I confirm that I provided this client with the Notice of Collection Statement.

[View/Print Notice of Collection Statement](#)

Personal Info

First Name*	Last Name*	DOB*	Gender*
aaAaaadaad	aaad	1984/04/20	Male
Pronoun*	Also Known As	Phone	Email
aa		XXX-XXX-XXXX	

Comments/ Details (0/4000 characters)

5) Duplicates Check for Family Members in the Family section

A duplicate check has been implemented as well in the family section. When user enters the family member's First Name, Last Name, DOB and Gender, when user clicks on search button, SMIS validates duplicate records. If member's fields have the exact values in the Family section or found the exact matched records in SMIS database, add new button will not be visible. User will not be able to add this client as a new family member. User may click [Add Existing](#) or change the fields in order to add a new client.

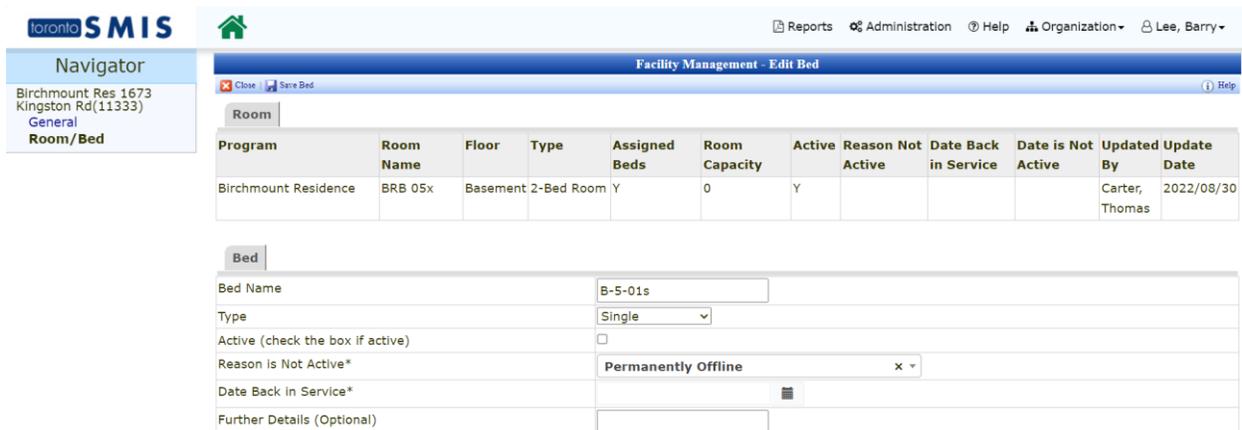
After adding a new family member and user edits these four fields with the exact values as existing family member in the family or in SMIS. Upon save, SMIS checks again for duplicates and an error message is displayed; "Duplicated record found, please remove."

6) Enhancements to the Room and Bed Screen to indicate Permanently Offline Beds

In order to facilitate better data management, the room/bed screen needs a way to show all current (i.e. not permanently offline) beds in the facility. The current filter on the room screen for "active", "inactive", or "all" does not allow for a combined view of beds in the program that are either active or temporarily deactivated. The bed view does not provide this functionality and so creates challenges for the inactive beds view.

Adding a toggle to Room and Bed screens that allows the user to filter for Rooms and Beds that are inactive where the Reason for Inactive is indicated as "Permanently Offline".

Example below:



The screenshot shows the SMIS interface for editing a bed. On the left is a Navigator pane with the following content:

- Birchmount Res 1673
- Kingston Rd(11333)
- General
- Room/Bed

The main content area is titled "Facility Management - Edit Bed" and contains a table with the following data:

Program	Room Name	Floor	Type	Assigned Beds	Room Capacity	Active	Reason Not Active	Date Back in Service	Date is Not Active	Updated By	Update Date
Birchmount Residence	BRB 05x	Basement	2-Bed Room	Y	0	Y				Carter, Thomas	2022/08/30

Below the table is a "Bed" form with the following fields:

- Bed Name: B-5-01s
- Type: Single
- Active (check the box if active):
- Reason is Not Active*: Permanently Offline
- Date Back in Service*: [Calendar icon]
- Further Details (Optional): [Text input field]