

## **SMIS Release Notes Version 3.12**

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 Fall 2023 SMIS enhancement, release version 3.12. 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 3.12 - Fall 2023

## Contents

SMIS Release Notes Version 3.12 .....	1
1) Introduced an Indigenous Program toggle .....	3
2) Introduced an "Indigenous" Filter to the [Client Management-Refer to Bed > Include Programs of] Field.....	3
3) Introduced 2 Enhancements & AODA Compliancy to the [Service Queue] Screen .....	4
4) Created independent toggles for the 4 [Intake > Client Details] fields .....	5
5) Enhanced the [Service Queue > Excel] Export Function.....	5
6) Created a New Program Administration Field Called "Budget Category" .....	6
7) Added 2 New Racial Harassment Options to the SMIS Incident Module.....	7

### 1) Introduced an Indigenous Program toggle

Add a Y/N program administration toggle to the [program administration] screen to indicate whether a program is indigenous serving or not, The language of the label was confirmed in consultation with the Toronto Indigenous Community Advisory Board (TICAB).

This new "Indigenous Serving" field is now a toggle on the [program administration] screen:

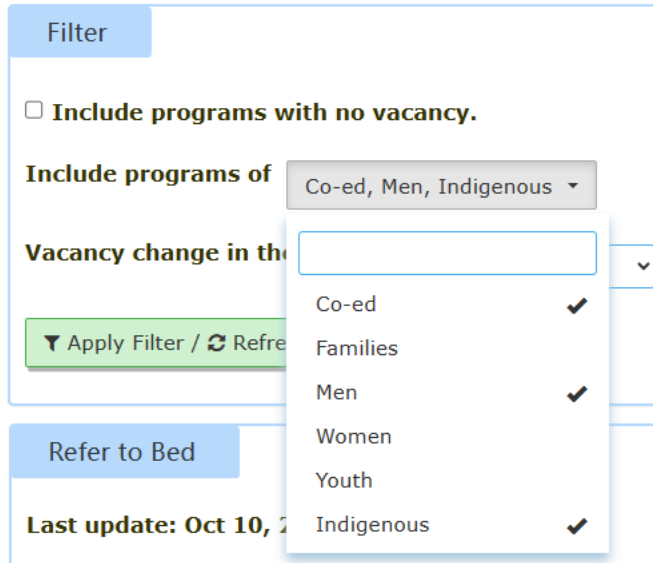
Show Length of Homelessness	Yes ▾
Enable End of Service	No ▾
Indigenous Serving	Yes ▾
Allow Bed Request	No ▾
Allow Referral To	Yes ▾
Location Is	No ▾

### 2) Introduced an "Indigenous" Filter to the [Client Management-Refer to Bed > Include Programs of] Field

This change introduces a new **"Indigenous"** filter to the existing "Include Programs of" multi-dropdown list. This list currently includes all of the 5 sectors. The new filter will allow users to select ALL Indigenous Serving programs, to be included in the Refer To listing, with just one checkbox.

The "Include Programs of" multi-select dropdown filter, is an "OR" condition.

For example, if a user checks the "Indigenous" filter, and the Client was already defaulted with the "Co-ed" and "Women" filter checked, SMIS will list all available Co-ed, Women, plus all available indigenous (regardless of sector) programs.



### 3) Introduced 2 Enhancements & AODA Compliancy to the [Service Queue] Screen

This change introduces 2 enhancements & AODA Compliancy to the existing Service Queue screen.

It includes update to 2 existing column:

- a) Update the "**Elapsed**" column so that it displays data in the following format: XXXd XXh XXm. Currently it only displays as XXXh XXm.
- b) Renamed the existing "room/bed" column to "**Eligible Vacancies**"

Program Management - 545 Lakeshore Blvd. W. Men

← Back to Programs    ? Help

Service Queue Last Updated : 2023/10/13 12:38:54 PM

[Excel Export](#)

5 items found, displaying all items.

Client No.	Name	Start Time	Elapsed	Client Status	Eligible Vacancies	Action
16377	Spriggs, Salvatore	2021/06/07 09:14 AM	858d3h24m	Waiting	C,M	Select action ...
23868	Horton, Tim	2021/08/07 03:31 PM	796d21h7m	Waiting	C,M	Select action ...
22673	Anorkwa, Anor	2022/03/13 05:07 PM	578d19h31m	Waiting	C,M	Select action ...
15850	Durden, Henry	2022/03/17 09:41 AM	575d2h56m	Waiting	C,M	Select action ...
22982	Harrison, Johnnie	2023/09/28 01:34 PM	14d23h4m	Waiting	C,M,W	Select action ...

5 items found, displaying all items.

#### 4) Create independent toggles for the 4 [Intake > Client Details] fields

Add the SMIS functionality to allow for the 4 fields (**Indigenous Identity**, **Racial Category**, **Military/RCMP History**, **Refugee Status**) within the [Intake > Client Details] section to be **independently** toggled on/off for each.

Show the Indigenous Identity field in Intake	Yes ▾
Show the Racial Category field in Intake	No ▾
Show the Military/RCMP History field in Intake	No ▾
Show the Refugee Status field in Intake	Yes ▾

#### 5) Enhanced the [Service Queue > Excel] Export Function

Enhanced 2 existing columns to the Service Queue Excel export.

Refer to Enhancement 3) above for more details.

	A	B	C	D	E	F
1	Client No.	Name	Start Time	Elapsed	Client Status	Eligible Vacancies
2	16377	Spriggs, Salvatore	06/07/2021 9:14	857d23h56m	Waiting	C,M
3	23868	Horton, Tim	08/07/2021 15:31	796d17h39m	Waiting	C,M
4	22873	Anorkwa, Anor	03/13/2022 17:07	578d16h3m	Waiting	C,M
5	15859	Durden, Henry	03/17/2022 9:41	574d23h29m	Waiting	C,M
6	22982	Harrison, Johnnie	09/28/2023 13:34	14d19h36m	Waiting	C,M,W

### 6) Created a New Program Administration Field Called “Budget Category”

Create a new mandatory drop-down field in the [Program Administration] (Program Edit) page called “Budget Category”.

The list of values in the dropdown for this category are:

- 1,000 Beds
- COVID-19 Response
- Directly Operated Shelter
- George Street Revitalization
- PP/ CHPI -Grants
- HPP/ CHPI -Grants Drop In
- HPP/ CHPI -Grants Women's Drop In
- Non-City funded
- Purchase of service
- Respite
- Respite - Warming Centres
- Respite - Winter Plan
- Temporary Refugee Response
- Ukrainian Evacuees
- Unannounced Refugee response

Budget Category	HPP/ CHPI -Grants Women's Drop In ▼
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## 7) Added 2 New Racial Harassment Options to the SMIS Incident Module

1. Added 2 new options to the [Incident > Nature of Incident] field as follows. Used the same format used in the existing [Incident > Nature of Incident > Verbal Abuse against a Staff] option, whereby there is a (1) checkbox, (2) field label, (3) tier 1 help text, (4) a yes/no toggle, (5) tier 2 help text, and (6) a checkbox list to tag clients that were indicated in the “clients involved” field at the start of the incident module (see figure 1 for an example).
  - a. **"Racial Harassment Against Staff"**
    - **Racial harassment** is defined as a course of vexatious comment or conduct that is known or ought to be known to be unwelcome, offensive, embarrassing or hurtful on the ground of race, which may also be associated with the grounds of colour, ancestry, where a person was born, a person's religious belief, ethnic origin or even a person's language.
    - **Anti-Black racism** refers to the policies and practices that are embedded in Canadian institutions that reflect and reinforce beliefs, attitudes, prejudice, stereotyping and/or discrimination that are directed at people of African descent and are rooted in their unique history and experience of enslavement and colonization here in Canada.
    - **YES/NO TOGGLE**
      - Indicate which of the clients involved in this incident engaged in behaviours of anti-Black racism. Note that this list only includes clients indicated in the above “clients involved” field. Tagging clients will help create appropriate safety interventions for both client and staff.
      - Checkbox list of clients included in the “clients involved” field

Racial Harassment Against Staff

**?** Racial harassment is defined as a course of vexatious comment or conduct that is known or ought to be known to be unwelcome, offensive, embarrassing or hurtful on the ground of race, which may also be associated with the grounds of colour, ancestry, where a person was born, a person's religious belief, ethnic origin or even a person's language.

**?** Anti-Black racism refers to the policies and practices that are embedded in Canadian institutions that reflect and reinforce beliefs, attitudes, prejudice, stereotyping and/or discrimination that are directed at people of African descent and are rooted in their unique history and experience of enslavement and colonization here in Canada.

 Yes  No

**?** 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, Jessica

b. "Racial Harassment Against Resident"

- **Racial harassment** is defined as a course of vexatious comment or conduct that is known or ought to be known to be unwelcome, offensive, embarrassing or hurtful on the ground of race, which may also be associated with the grounds of colour, ancestry, where a person was born, a person's religious belief, ethnic origin or even a person's language.
- **Anti-Black racism** refers to the policies and practices that are embedded in Canadian institutions that reflect and reinforce beliefs, attitudes, prejudice, stereotyping and/or discrimination that are directed at people of African descent and are rooted in their unique history and experience of enslavement and colonization here in Canada.
- YES/NO TOGGLE
  - Indicate which of the clients involved in this incident engaged in behaviours of anti-Black racism. Note that this list only includes clients indicated in the above "clients involved" field. Tagging clients will help create appropriate safety interventions for both client and staff.
  - Checkbox list of clients included in the "clients involved" field



- Racial Harassment Against Resident

**?** Racial harassment is defined as a course of vexatious comment or conduct that is known or ought to be known to be unwelcome, offensive, embarrassing or hurtful on the ground of race, which may also be associated with the grounds of colour, ancestry, where a person was born, a person's religious belief, ethnic origin or even a person's language.

**?** Anti-Black racism refers to the policies and practices that are embedded in Canadian institutions that reflect and reinforce beliefs, attitudes, prejudice, stereotyping and/or discrimination that are directed at people of African descent and are rooted in their unique history and experience of enslavement and colonization here in Canada.

 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, Jessica

- c. These two new [Nature of Incident] options are displayed by default and are optional, as are all other [Nature of incident] options.
  - i. The "yes/no toggle" associated with each of these two fields is hidden by default. It only becomes viewable if the associated option is checked. In this case, the "yes/no toggle" is mandatory. If the user unchecks the associated field option, however, the associated yes/no toggle becomes hidden and is no longer mandatory
    - a) the "client tagging" checklist for each of these 2 new fields is hidden by default. If the associated "yes/no toggle" is toggled to "yes", then the client tagging checklist will be displayed and is mandatory (requires the user to check at least one client). Likewise, if the user either (1) unchecked the associated field option or (2) switches the yes/no toggle to "no", then the associated client tagging becomes hidden and is no longer mandatory.