

SMIS Release Notes

Version 4.1.5 – August 2026

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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 August 2026 SMIS enhancement, release version 4.1.5. 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) Incident Reporting Date Stamp Detail Request

Updates have been implemented to ensure that date and time stamp information captured within the Incident Reporting module is more detailed and consistently displayed. This enhancement ensures the key incident lifecycle events (e.g., updates and approvals) are recorded with greater precision and presented consistently across the system. "Updated By" and "Updated Date" have been added to the Incident Report List page. These fields capture and display the user responsible for the status update and the corresponding date.

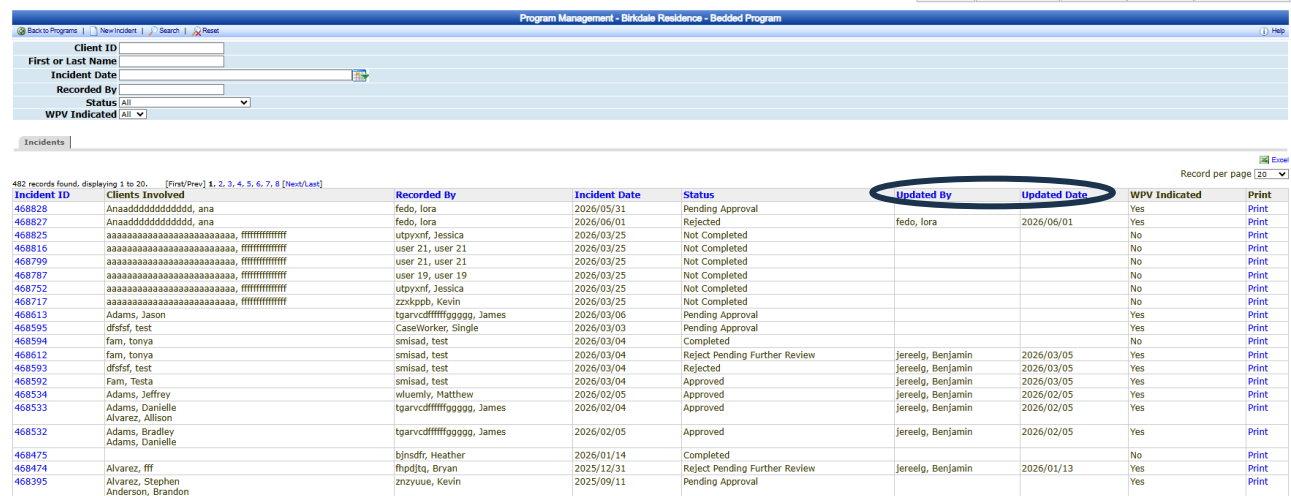
The fields are **conditionally populated** and will display values **only when the incident status is:**

- Approved
- Rejected
- Rejected Pending Further Review

For all other statuses, these fields will remain blank. This design ensures that only relevant status change information is presented, aligned with business and reporting requirements.

In addition, these two fields are also included in the Excel export from the Incident List page, ensuring consistency between on-screen data and exported reports.

Below is a sample screenshot of Incident Report List page:



Incident ID	Clients Involved	Recorded By	Incident Date	Status	Updated By	Updated Date	WPV Indicated	Print
468828	Anaaddddddd, ana	fedo, lora	2026/05/31	Pending Approval			Yes	Print
468827	Anaaddddddd, ana	fedo, lora	2026/06/01	Rejected	fedo, lora	2026/06/01	Yes	Print
468825	aaaaaaaaaaaaaaaaaaaaaa, fffffff	utpyxf, Jessica	2026/03/25	Not Completed			No	Print
468816	aaaaaaaaaaaaaaaaaaaaaa, fffffff	user 21, user 21	2026/03/25	Not Completed			No	Print
468799	aaaaaaaaaaaaaaaaaaaaaa, fffffff	user 21, user 21	2026/03/25	Not Completed			No	Print
468787	aaaaaaaaaaaaaaaaaaaaaa, fffffff	user 19, user 19	2026/03/25	Not Completed			No	Print
468752	aaaaaaaaaaaaaaaaaaaaaa, fffffff	utpyxf, Jessica	2026/03/25	Not Completed			No	Print
468717	aaaaaaaaaaaaaaaaaaaaaa, fffffff	zskppb, Kevin	2026/03/25	Not Completed			No	Print
468613	Adams, Jason	tgavcdffffgggg, James	2026/03/06	Pending Approval			Yes	Print
468595	dfsf, test	CaseWorker, Single	2026/03/03	Pending Approval			Yes	Print
468594	fam, tonya	smisad, test	2026/03/04	Completed			No	Print
468612	fam, tonya	smisad, test	2026/03/04	Reject Pending Further Review	jereelg, Benjamin	2026/03/05	Yes	Print
468593	dfsf, test	smisad, test	2026/03/04	Rejected	jereelg, Benjamin	2026/03/05	Yes	Print
468592	fam, Testa	smisad, test	2026/03/04	Approved	jereelg, Benjamin	2026/03/05	Yes	Print
468534	Adams, Jeffrey	wluemly, Matthew	2026/02/05	Approved	jereelg, Benjamin	2026/02/05	Yes	Print
468533	Adams, Danielle	tgavcdffffgggg, James	2026/02/04	Approved	jereelg, Benjamin	2026/02/05	Yes	Print
468532	Adams, Allison	tgavcdffffgggg, James	2026/02/05	Approved	jereelg, Benjamin	2026/02/05	Yes	Print
468475	Adams, Bradley	bjsdfr, Heather	2026/01/14	Completed			No	Print
468474	Alvarez, fff	fhpdjtg, Bryan	2025/12/31	Reject Pending Further Review	jereelg, Benjamin	2026/01/13	Yes	Print
468395	Alvarez, Stephen	zzyvue, Kevin	2025/09/11	Pending Approval			Yes	Print

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On the **Incident Record Details** page, a **Status History Log** section has been introduced to capture:

- **Status**
- **Updated By**
- **Updated Date**

This log records status changes specifically for:

- Approved
- Rejected
- Rejected Pending Further Review

Below is a sample screenshot of Status History Log on Incident Record Details page:

Status History		
CURRENT STATUS	UPDATED BY	UPDATED DATE AND TIME
Reject Pending Further Review	Supervisor, single	2026-06-02 08:51:54 AM
Reject Pending Further Review	Manager, Single	2026-06-02 08:50:22 AM
Reject Pending Further Review	Manager, Single	2026-06-02 08:49:37 AM

The **Status History Log** is also reflected in the **Print PDF**, ensuring that status tracking information is preserved in generated reports and documentation.



Incident Detail Report

printed on 2026-06-02 09:28 AM
 printed by tgarvcdfffffggggg,
 James

PROGRAM:		Birkdale Residence - Bedded Program	
INCIDENT ID:	468830	DATE:	2026/05/26
		TIME:	00:00AM
DETAILS:			
CAUSATION/PREVENTION:			
CLIENT ID	CLIENT NAME	STAFF ID	STAFF NAME
728519	Anaaddddddd, ana	30676	AdmiWorker, testsingle
WITNESSES: test1			
OTHERS INVOLVED:		NATURE OF INCIDENT:	
Fire Dept		Accident or Illness	
		Theft	
CLIENT ISSUES:		Threats (death/harm)	
Unknown		Is workplace violence? Yes	
DISPOSITION:			
CHARGES LAID?	--	POLICE REPORT#	BADGE#
REPORT#	STATUS:	REJECT PENDING FURTHER REVIEW	
INCIDENT UPDATE	BY:	Supervisor, single	
	DATE:	2026/06/02 08:51:54 AM	
RECORDING INFO	BY:	Manager, Single	
	DATE:	2026/06/02 08:48:30 AM	

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2) Enhancement of End of Service Dispositions and Reasons for Service Type of ‘Street Outreach’

Updates have been implemented to refine the available disposition options and associated reasons when recording the end of service for Street Outreach activities. These changes ensure more accurate classification of service outcomes and better alignment with business and reporting requirements.

Outreach-specific End of Service dispositions and reasons will apply to the following programs:

- ***Streets to Homes Outreach (14691)***
- ***Street to Homes Housing Outreach (16591)***
- ***Agincourt CSA Streets to Homes Outreach (16451)***
- ***Albion Neighbourhood Services Streets to Homes Outreach (16791)***
- ***Na-Me-Res Streets to Homes Outreach (16431)***
- ***Salvation Army Gateway Streets to Homes Outreach (16751)***
- ***YMCA Streets to Homes Outreach (16411)***
- ***TNG Outreach Program***

Only the following End of Service dispositions and corresponding reasons are available:

End of Service disposition	End of Service reasons
Permanent Housing	Private market housing Social housing Supportive housing Long-term care facility Returned home or to family
Temporary Housing	Transitional housing Couch surfing Other temporary accommodation
Shelter Referral	Another SMIS Program Non-SMIS Program

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Health or Correctional Facility	Police custody or incarcerated Detox or treatment program Other health facility
Unknown Location	Health & Safety of residents, volunteers or staff Program ineligibility (ex. Already housed) No contacts for 90+ days Client request to end service
Deceased	Passed away in shelter Reported off-site death
Known Location	Repeated Failure to Show Another SMIS Program Non-SMIS Program Relocated outside of Municipality Client request to end service Duplication of services Program ineligibility (ex. Already housed)
Program Referral	Health & Safety of residents, volunteers or staff Another SMIS Program Non-SMIS Program Client requested referral Catchment Area