

Type of Decision								
Meeting Date	January 27, 2021				Report Date	January 25, 2021		
Decision Requested		Yes	X	No	Priority	X	High	Low
	Direction Only				Type of Meeting	X	Open	Closed

Report Title
Homelessness Consultation

Resolution	Relationship to the Strategic Plan/Health Impact Assessment
For Information Only.	This report supports Council's Strategic Plan in the area of Quality of Life and Place as it aligns with the Population Health Priorities of Ingenious Youth, Mental Health, Housing and Healthy Streets by ensuring services are available to people who are homeless or at risk of homelessness.
<input type="checkbox"/>	<input checked="" type="checkbox"/>
Resolution Continued	Background Attached

### Report Summary

This report will provide information for the homelessness consultation process as requested by City Council at the December 15, 2020 Council meeting. City Council has asked residents to share comments and feedback about homelessness in the community, including potential improvements in services, concerns and local needs.

### Financial Implications

There are no financial implications associated with this report.

### Report Prepared By



Name GAIL SPENCER  
Title Coordinator of Shelters & Homelessness

### Division Review



Name TYLER CAMPBELL  
Title Director of Children & Social Services

### Recommended by the Department



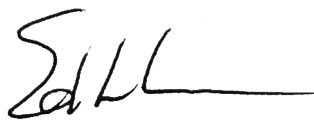
Name STEVE JACQUES  
Title General Manager, Community Development

### Financial Implications



Name STEVE FACEY  
Title Manager of Financial Planning and Budgeting

### Recommended by the C.A.O.



Ed Archer  
Chief Administrative Officer

## Purpose

The purpose of this report is to provide information on homelessness along with a summary of the services that are available in Greater Sudbury. In addition, it provides information on some of the planning and research that has been completed.

## Homelessness in Greater Sudbury

Homelessness count conducted by Laurentian University in 2018 found that:

- 581 people in Greater Sudbury were absolutely homeless;
- 734 were hidden homeless (couch surfing, etc.); and
- 863 people were at risk of homelessness.

## Homelessness & Mental Health Services

Below is an overview of various services and relevant data on homelessness. Appendix A provides an overview of the operating hours for current services being provided through the City of Greater Sudbury.

Services	Details
<b>Shelter Services</b>	60 Shelter Beds in System 30 low barrier beds at Off the Street 26 beds Cedar Place Women & Family 4 youth beds at SACY Youth Shelter  807 people used an emergency shelter program in Greater Sudbury in 2019 (Report Card).
<b>Warming Centres</b>	Pre-Covid - Warming centre services activated during Extreme Cold Weather Alerts  Current - Homelessness Network Day Centre Program (199 Larch Street) - YMCA Overnight Warming Centre - SACY Youth Warming Centre and Shelter Beds - Dining Space at YMCA Parkside Centre -
<b>Mental Health &amp; Addiction</b>	Agencies/Services provided in Greater Sudbury and Area: <a href="https://www.ementalhealth.ca/Sudbury-District/All-Mental-Health-Resources/index.php?m=heading&amp;ID=2">https://www.ementalhealth.ca/Sudbury-District/All-Mental-Health-Resources/index.php?m=heading&amp;ID=2</a> HSN Mental Health and Addictions Program: <a href="https://www.northeasthealthline.ca/displayservice.aspx?id=165290">https://www.northeasthealthline.ca/displayservice.aspx?id=165290</a>  28 per 100,000 suspected opioid-related deaths in 2019 Sudbury & Manitoulin District (up from 16 per 100,000 in 2018)  684 Greater Sudbury Paramedic Services calls for suspected opioid-related incidents in 2020 (up from 468 in 2019) ( <a href="https://www.phsd.ca/health-topics-programs/alcohol-">https://www.phsd.ca/health-topics-programs/alcohol-</a>

	<a href="#">drugs/community-drug-strategy/research/opioid-surveillance/deaths/</a>  Rapid Mobilization Table (RMT) supported 172 people with housing related risks (2019 Report Card)
<b>Housing Supports</b>	1,787 households were supported through the Community Homelessness Prevention Initiative for rental arrears, utility arrears, last month's rent deposits and utility deposits (2019 Report Card)
<b>Outreach Services</b>	Street Outreach is a program administered by the Homelessness Network and intended to engage and support people who may be living outdoors, in tents, or other places not meant for human habitation. Outreach staff walk and drive to locations where people are known to be and offer help to individuals by providing a wide range of services aimed at intervention, reintegration and social and community re-adaptation. Services provided include referral to community resources, suicide intervention, immediate first aid, health support and transportation to essential services. They also provide blankets, clothing and supplies to those in need.

#### **Over to You Homelessness Consultation Page (as of January 24, 2021)**

- 1,326 visitors to Over to You Homelessness page
- 395 surveys completed

## **Strategic Plans and Research**

### **Homelessness & Housing Plan 2019-2023**

The City is required by the Housing Services Act, 2011 (HSA) to develop a ten (10) year plan to address housing and homelessness in its service area. The City adopted its initial Housing and Homelessness Plan (the Plan) in 2013 and was reviewed in 2019. Below are the priority areas identified and status of work being completed in each area.

- Improve housing options across the housing continuum
- Improve housing access and affordability for low income households
- Strengthen approaches to preventing homelessness, increase the diversity of emergency shelter options and support individuals with multiple barriers in obtaining and maintaining their housing
- Additional supportive services coupled with permanent housing (both supportive housing and supports in private homes)
- Improve co-ordination, collaboration and partnerships among a broad range of stakeholders
- Monitor and report on progress towards meeting the Housing and Homelessness Plan objectives and targets
- There is a need for an Indigenous Housing and Homelessness Strategy in the community.

## Review of the Emergency Shelter System within the City of Greater Sudbury 2019

The City issued a Request for Proposal to have an independent consultant complete a review of the current emergency shelter system in 2019. Key recommendations for establishing a modernized shelter system with equitable funding and core service levels that align with a Housing First approach to addressing homelessness are outlined below:

Recommendations	Status
Shelters: - Low-barrier shelter services for all client groups available year-round  - Right size the shelter system	<input checked="" type="checkbox"/> Complete - Off the Street Low Barrier Shelter opened at 199 Larch Street in November 2019 <input type="checkbox"/> In Progress - Work with shelter service providers to develop a plan to re-profile shelter system to provide the recommended: either 57 year-round beds and 27 additional beds in winter months or to 70 year-round beds
Diversion Supports	<input checked="" type="checkbox"/> Complete - Implement and provide training on diversion
Core Shelter Standards	<input type="checkbox"/> In Progress - Develop shelter standards to fully define core services
Data and performance management	<input type="checkbox"/> Planned Launch Spring 2021 - HIFIS 4.0 implemented across the system (shelters and homelessness network) to support information sharing  <input type="checkbox"/> In Progress - Develop targets and performance measurements

## Housing First Model

Housing First is a model of service delivery that states there are no pre-requisites for housing. Under the Housing First model, individuals do not need to stay sober or be going to treatment in order to get housing. The primary goal is to assist someone to secure housing that is safe, affordable and appropriate, as quickly as possible. Once housed, individuals are provided with additional supports and services as needed to help them maintain housing and avoid returning to homelessness.

The guiding principles of Housing First are:

- Immediate access to permanent housing with no housing readiness requirements
- Consumer choice and self determination
- Recovery orientation
- Individualized and client driven supports
- Social and community integration

The Homelessness Network delivers a Housing First program within Greater Sudbury. Between January 2016 and July 2020 there have been 307 persons/families housed by the

Homelessness Network, and supported in maintaining their tenancies over the long term in Greater Sudbury.

### **Urgent Status Local Rule**

The Housing Services Act, 2011 allows Service Managers to set up priority areas on the Coordinated Access Wait list for certain vulnerable populations within the community who require immediate assistance as it relates to finding accommodations.

The Province of Ontario established the Special Priority Placement (SPP) that allows Victims of Domestic Violence and Human Trafficking the opportunity to be at the top of the Wait list in order to be housed as quickly as possible. This priority placement comes first on the Coordinated Access Wait list followed by Urgent Status, and then the balance of the chronological wait list.

An applicant household who applies for Urgent Status is placed on all housing selections for their approved unit size within their preferred geographical area. Additional details are provided in Appendix B

## References

Homelessness Consultation in Greater Sudbury, December 15, 2020

<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1481&itemid=21749&lang=en>

Housing and Homelessness Plan Update (2019-2023)

<https://www.greatersudbury.ca/live/community-housing/housing-services1/ten-year-housing-and-homelessness-plan/housing-and-homelessness-plan-update-2019-2023/>

Review of the Emergency Shelter System within the City of Greater Sudbury 2019

<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&lang=en&id=1351&itemid=15924>

Housing First Program

<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1501&itemid=18746&lang=en>

Housing First Model

<https://www.canada.ca/en/employment-social-development/programs/homelessness/resources/housing-first.html>

Report Cards on Homelessness

- 2019: <https://www.greatersudbury.ca/live/community-housing/housing-services1/homelessness-report-cards/report-card-on-homelessness-for-2019/>
- 2018: <https://www.greatersudbury.ca/live/community-housing/housing-services1/homelessness-report-cards/homelessness-report-card-2018/>
- 2017: <https://www.greatersudbury.ca/live/community-housing/housing-services1/homelessness-report-cards/2017-report-card-on-homelessness/>



# Homelessness Response to Lutte contre le sans-abrisme durant la pandémie de

# COVID-19

## Homeless Shelters and Warming Centres Refuges et centres pour se réchauffer pour les sans-abri



### Off the Street Shelter Abri hors rue

Returned to permanent site  
at 200 Larch Street  
on October 1st

A réintégré ses locaux  
permanents au 200, rue Larch  
le 1er octobre.



10 p.m. to 8 a.m.  
de 22 h à 8 h



### Cedar Place Women's and Family Shelter Place Cedar, refuge pour les femmes et les familles

261 Cedar Street  
Open 24 hours

261, rue Cedar  
Ouvert 24 heures sur 24



24 hours  
24 heures



### Homelessness Network Day Centre Centre de jour du Réseau des sans-abri

199 Larch Street  
199, rue Larch



8 a.m. to 9 p.m.  
de 8 h à 21 h



### YMCA Overnight Warming Centre Centre de nuit du YMCA

140 Durham Street  
140, rue Durham



10 p.m. to 7 a.m.  
de 22 h à 7 h



### SACY Youth Warming Centre and Shelter Beds

Centre pour se  
réchauffer et abri  
du Centre d'action  
pour les jeunes

95 Pine Street  
95, rue Pine



10 p.m. to 7 a.m.  
de 22 h à 7 h



# Homelessness Response to Lutte contre le sans-abrisme durant la pandémie de

# COVID-19

## Meals and Resources - Samaritan Centre Repas et ressources - Centre du samaritain



### Showers / Laundry Douches / Buanderie

Access: Monday, Wednesday  
and Friday  
Accès : les lundis, les mercredis  
et les vendredis.



9 a.m. to 12 p.m.  
de 9 h à 12 h



### Internet Internet

Access: Monday to Friday  
Accès : du lundi au vendredi



1 p.m. to 4 p.m.  
de 13 h à 16 h



### Phone Téléphone

Access: Monday to Friday  
Accès : du lundi au vendredi



1 p.m. to 4 p.m.  
de 13 h à 16 h



### Eat Manger

Elgin Street Mission serves a  
dinner 7 days a week  
La Mission de la rue  
Elgin sert un souper tous les  
jours de la semaine.



5:30 p.m. to 7 p.m.  
de 17 h 30 à 19 h



### Eat Manger

Elgin Street Mission serves  
a brunch on Saturday  
and Sunday  
La Mission de la rue  
Elgin sert un brunch les  
samedis et dimanches.



10 a.m. to 11:30 a.m.  
de 10 h à 11 h 30



### Eat Manger

Blue Door Soup  
Kitchen serves lunch  
Monday to Friday  
La soupe populaire Blue Door  
sert un lunch du lundi  
au vendredi.



11 a.m. to 1 p.m.  
de 11 h à 13 h



3-1-1 Service  
At Your Service / À votre service

[greatersudbury.ca](http://greatersudbury.ca) | [grandsudbury.ca](http://grandsudbury.ca)

The Parkside Centre (YMCA) at 140 Durham St. is open as a dining space during the same hours as meal service at the Samaritan Centre agencies listed above.

Le Parkside Centre (YMCA), au 140, rue Durham, est ouvert en tant qu'espace où manger durant les mêmes heures que le service de repas offert par les organismes du Centre du samaritain, qui sont énumérés ci-dessus.





Housing Services / Services de Logement  
 City of Greater Sudbury / Ville du Grand Sudbury  
 PO Box 5000 / CP 5000, STN A / Succ. A  
 199 Rue Larch Street, Suite / Bureau 603  
 Sudbury Ontario P3A 5P3  
 Telephone / téléphone 705.674.4455  
 Fax / télécopieur 705.671.0825

## Community Housing Notification

**Policies & Procedures No. 20-13**

**November 16, 2020**

(revokes Community Housing Notification 20-09)

*The Requirements, Recommendations and Guidelines in this communiqué are to be implemented by the housing providers administered under the legislated programs/Operating Agreement identified below:*

- ✓ Providers under *Housing Services Act, 2011*
- Providers under a Federal Operating Agreement
- ✓ Requirement
- Guidelines
- Information Only

### **Subject**

***Urgent*** Status on the Centralized Wait List

Legislative Reference: *Housing Services Act, 2011* s. 47, Ontario Regulation 367/11 s. 40.

### **Purpose/Overview**

To confirm the existing policy establishing ***Urgent*** as a local priority access category for the City of Greater Sudbury's centralized wait list system.

### **Background**

The *Housing Services Act, 2011* gives Service Managers the option of establishing their own systems for selecting waiting households. Mandatory priority placement on the centralized wait list for Special Priority (SPP) applicants (victims of domestic violence or human trafficking) still prevails.

The City of Greater Sudbury has confirmed one (1) additional local priority access category: ***Urgent***. Households assigned ***Urgent*** status rank immediately below Special Priority applicants and ahead of all other chronological applications.

## **Local Rule**

All applicants seeking rent-geared-to-income (RGI) subsidy must meet the provincial community housing program eligibility requirements in order to qualify for placement on the centralized wait list.

In order to qualify for ***Urgent*** status, a household would be required to meet one (1) or more of the following criteria:

- Persons who are living on the street (no shelter - absolute homelessness and accessing emergency homelessness services); or
- Persons accessing temporary transitional housing services due to homelessness (see criteria below); or
- Persons living in substandard housing which has been condemned by the municipality, for example: property standards violations which require that the unit be vacated in order to complete the work, confirmed by a Court Order or an Order of the Ontario Rental Housing Tribunal; or
- Persons using the emergency shelter system as their primary residence, and accessing emergency homelessness services; or
- Persons whose homes have been destroyed by fire or natural disaster; or
- Persons awaiting release from hospital who cannot return to their former place of residence and will not be released until suitable housing is found; or
- Households whose children are at risk of apprehension or will not be returned by child protection agencies due to the household not having adequate housing AND the lack of adequate housing is the only protection issue outstanding.

**NOTE: There is no priority status for medical conditions or for overcrowded living conditions.**

### **Operational Considerations:**

- In order for a household to be granted ***Urgent*** status, all required documentation must be provided at the time of application.
- Households receiving ***Urgent*** status will be ranked according to the chronological date.
- An applicant with ***Urgent*** status must be willing to accept any offer of an appropriately sized RGI housing unit within at least one geographic area of their choice (i.e. Chelmsford, Capreol, Lively, Sudbury, etc.).
- An applicant with ***Urgent*** status will lose their status once they have declined a valid offer of accommodation for a unit from the project selections made on their application. After refusing a unit, the applicant will have thirty (30) days to request reactivation of their application and will receive a new date of application.
- ***Urgent*** status will be given to applicants/co-applicants where both meet the criteria.
- In the case of joint applicants applying for ***Urgent*** status due to homelessness, in the event that one of the applicants has adequate shelter, the status will not be awarded.
- If the household ceases to satisfy the criteria or cancels their application, a new request for ***Urgent*** status will not be reviewed unless there has been a change in the circumstances and all required documentation is provided.

***Urgent*** status will not be assigned in situations where the RGI household is homeless as the result of having recently been evicted from an RGI unit for cause, or if the household has recently vacated an RGI unit without just cause.

***Urgent*** status will not be assigned in situations where an individual is a guest in another household (i.e. couch surfing).

***Urgent*** status is not transferable between emergency shelters unless the Service Manager is satisfied that there are extenuating circumstances.

Applicant households who deliberately provide false or misleading information may lose their ***Urgent*** status.

### **Documentation Requirements**

- Properly completed Request for ***Urgent*** status and Confirmation of ***Urgent*** status forms must be provided to the Housing Registry in order to qualify for ***Urgent*** status.
- Once the request is complete and submitted to the Housing Registry, written notice of the decision whether or not to grant the applicant's request for ***Urgent*** status is forwarded by the Housing Registry to the applicant.

### **For Households in an Emergency/Homeless Shelter:**

Once an offer of accommodation is made, the household must have the emergency/homeless shelter complete and re-submit a new Confirmation of ***Urgent*** status form to the Housing Provider within **three (3) full business days from the date of the offer**. Failure to complete and re-submit this form to the Housing Provider will result in the offer being rescinded and ***Urgent*** status removed.

### **Graduates of Transitional Housing**

As part of the City of Greater Sudbury Housing and Homelessness Plan, applicant households may be deemed eligible for ***Urgent*** Status if they are participating in a temporary transitional housing program due to experiencing homelessness. The purpose of this category is to support the transition for applicant households who are experiencing homelessness to secure adequate housing. Applicant households requesting inclusion in this category must adhere to eligibility criteria set out in this policy.

A list of approved designated transitional housing providers is attached in Appendix A of this directive. Transitional housing providers can be included or removed from this list over time, as determined by the Service Manager, when appropriate.

In addition, the applicant household must demonstrate, to the satisfaction of the transitional housing agency, that they are capable of independent living with or without support. Support



services include both clinical and non-clinical services that provide assistance to persons to attain adequate housing.

For the purposes of this directive, transitional housing is defined as temporary housing that provides assistance with individualized, flexible and voluntary support services, with the purpose of assisting individuals experiencing complete homelessness in attaining adequate housing. The transitional housing facility must be deemed appropriate by the Service Manager before the ***Urgent*** status may be assigned to the applicant household.

***Urgent*** Status for Graduates of Transitional Housing may be granted if they meet **all** of the following criteria:

- The applicant household has expressed an interest in moving from the transitional housing provider to community (RGI) housing;
- The applicant household has demonstrated readiness to move from the transitional housing provider to non-transitional RGI housing;
- The applicant households meets the provincial and municipal criteria to receive RGI subsidy;
- The applicant household has the financial means and ability to pay rent;
- The applicant household is capable of living independently, with or without supports;
- The applicant household is in good standing with the current transitional housing provider, and has no rental arrears with the transitional housing provider or a previous housing provider listed in the HSA; and
- The applicant household has been referred by one of the designated transitional housing providers approved by the Service Manager to provide referrals for ***Urgent*** status.

It will be the responsibility of the applicant household and/or support agency to ensure the applicant receives any portable supports, if necessary.

In order to be considered for ***Urgent*** status, a completed Verification of ***Urgent*** Status form must be completed and signed by a designated Transitional Housing Provider on behalf of the tenant which verifies that the tenant is able to meet all requirements for this status.

### **No Residency Criteria**

Ontario Regulation 367/11 s. 40 states that a local eligibility rule may not treat a household differently from other households because the household resides, or at any time in the past did reside, outside of the Service Manager's service area.

### **Action Required**

The Housing Registry will assess eligibility for ***Urgent*** status at the request of the applicant. Before eligibility for ***Urgent*** status is considered, the applicant's eligibility for RGI subsidy and inclusion on the centralized wait list must be established. The Housing Registry is not responsible to determine the ***Urgent*** status of applicants that are ineligible for RGI (i.e. market rent households, etc.).

The Housing Registry will notify all applicants of the outcome of their request for ***Urgent*** status. If ***Urgent*** status is denied or removed, the applicant will be notified of their right to request a review of the Housing Registry's decision.

Should you have any questions, please contact your Program Administrator.

A handwritten signature in cursive script, appearing to read "C Briscoe".

Cindi Briscoe, B.A.  
Manager, Housing Services  
(Disponible en français)

**Appendix A: List of Designated Transitional Housing Providers for Referral for the *Urgent* Status - Graduates of Transitional Housing in the City of Greater Sudbury**

1. Victoria Street Place (338 Victoria Street) – CMHA Sudbury
2. Harm Reduction Home (Manage Alcohol Program) – CMHA Sudbury

## Confirmation of Urgent Status (Graduates of Transitional Housing)

**City of Greater Sudbury  
Housing Registry**

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### Graduates of Transitional Housing Applicants

The confirmation of ***Urgent*** status must be verified by the transitional housing agency. In determining the applicant Household's ability to move from the transitional housing provider to a non-transitional community housing provider, these factors must be considered by the transitional housing agency prior to referring the applicant household for ***Urgent*** status:

Y\_\_N\_\_ The applicant household has clearly identified an interest in moving into non-transitional community (RGI) housing.

Y\_\_N\_\_ The applicant household meets the basic criteria to receive rent-g geared-to-income (RGI) assistance.

Y\_\_N\_\_ The applicant household has the financial means and ability to pay rent.

Y\_\_N\_\_ The applicant household does not need any supports to maintain housing. If some supports are required to assist the applicant in maintaining housing, the applicant household will be accessing portable supports arranged by the time the applicant household is housed. This will be responsibility of the applicant household or support agency.

Y\_\_N\_\_ The applicant household either currently has the life skills to maintain a housing unit, or will be accessing portable supports arranged by the time the applicant household is housed, in order to maintain housing.

Y\_\_N\_\_ The applicant household must be able to meet all of the requirements indicated on this form and in Community Housing Notification 20-13 – Urgent Status on the Centralized Wait List.

Y\_\_N\_\_ I have reviewed the information about the verification process of ***Urgent*** status for graduates of transitional housing. The applicant household (named below) to whom I have provided services/assistance and whose situation I am aware of should be given urgent status for housing as a graduate of transitional housing.

Y\_\_N\_\_ I have attached a letter providing information about the applicant household's situation (required).

Y\_\_N\_\_ I am aware of my responsibility in providing confirmation of urgent status and declare that the information I have provided is an accurate account of the applicant household's situation.

Y\_\_N\_\_ I am a professional who is eligible to complete this form as outlined in this document.

### To be completed by Support Agency Personnel

<b>Name</b>	<b>Position/Title</b>	<b>Organization</b>
<b>Address</b>	<b>Postal Code</b>	<b>Telephone</b>  (    )
<b>Signature</b>		<b>Date</b>



## To be completed by Applicant Household

I, \_\_\_\_\_ hereby authorize and give my consent to:  
(Name of applicant[s])

- A. The completion of this form and its submission to the City of Greater Sudbury Housing Registry, and
- B. The disclosure to the City of Greater Sudbury Housing Registry of any additional information it may request to clarify the information contained on this form.

Personal information contained on this form is collected under the authority of the Housing Services Act, 2011, S.O. 2011, c. 6 sch. 1 and subject to Municipal Freedom of Information and Protection of Privacy Act, S.O. 1990, cM56. The information will be used to determine current/ongoing eligibility for rent geared to income assistance, special needs housing, geared to income rent payable and for statistical reporting

## Operational Considerations

- In order for an applicant household to be granted ***Urgent Status***, all required documentation must be provided at the time of application.
- Households receiving ***Urgent Status*** will be ranked according to the chronological date on which their status was assigned.
- ***Urgent Status*** will be given to applicants/co-applicants where both meet the criteria. The person who the ***Urgent Status*** is assigned to must be independently eligible to apply for housing and become one of the leaseholders once housed.
- In the case of joint applicants applying for ***Urgent Status*** due to homelessness, in the event that one of the members in an applicant household has adequate shelter, the status will not be awarded.
- In situations where a current applicant is to assume the responsibility for the role of care giver/guardian for a dependent person, to be released from a hospital or care facility who cannot return to his/her former place of residence, the applicant may request that the ***Urgent Status*** be assigned.
- If the applicant household ceases to satisfy the criteria, the ***Urgent Status*** will be removed, (eg. applicant finds permanent private accommodations).
- An applicant household with ***Urgent Status*** must be willing to accept any offer of an appropriately sized RGI housing unit within at least one geographic area of their choice (eg. Chelmsford, Capreol, Lively, Sudbury, etc.)
- An applicant household with ***Urgent Status*** will lose their status once they have declined an offer for a unit from the project selections made on their application.
- An applicant household must meet all of the criteria as a graduate of transitional housing.
- Applicant households reserve the right to request a review of any decision relating to ***Urgent Status*** through the City of Greater Sudbury Housing Registry.

## Documentation Requirements

- Properly completed Request for Urgent Status and Confirmation of Urgent Status (Graduate of Transitional Housing) forms must be provided to the Housing Registry in order to be considered eligible for Urgent Status.
- Written notice from the Housing Registry to the applicant household indicating if the request is complete; and
- Once a request is complete, written notice from the Housing Registry of the decision whether or not to grant the applicant's request for Urgent Status.