

The City of Greater Sudbury  
Coordinated Access System  
Process Guide 2026



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## Acknowledgements

The City of Greater Sudbury Coordinated Access System Process Guide was developed with oversight from the Housing First Steering Committee which includes:

- Canadian Mental Health Association - Sudbury/Manitoulin
- Centre de Santé Communautaire du Grand Sudbury
- City of Greater Sudbury
- Elizabeth Fry Society
- Health Sciences North
- Homelessness Network
- John Howard Sudbury
- Kina Gbezhgomi Child and Family Services
- Monarch Recovery Services
- N'Swakamok Native Friendship Centre
- Nogdawindamin Family and Community Services
- Ontario Aboriginal Housing Services
- Salvation Army, Cedar Place
- Shkagamik-Kwe Health Centre
- United Way Northeast
- YWCA Genevra House

The development of this guide would not have been possible without the support and generosity of many communities who are one step ahead in the implementation of their Coordinated Access System and are willing to share their knowledge. Reflections of their hard work are seen throughout this Process Guide.

## 1. Introduction and Purpose

The City of Greater Sudbury's Coordinated Access System includes representatives from community organizations who provide supports and/or housing to individuals or families experiencing and at risk of experiencing homelessness. It is designed to organize community-level responses to homelessness. Individuals and families who are experiencing homelessness are directed to community access points where trained staff will use a common assessment tool to evaluate the individual or family's need (acuity), prioritize them for housing and/or support services, and match them to available housing that meets their needs. Having an effective community level response to homelessness streamlines access to housing and supports for individuals and families experiencing homelessness.

Coordinated Access is not a program; it is an integrated process that streamlines access to resources for people at risk of or experiencing homelessness. This process

aims to remove barriers individuals experiencing homelessness face when trying to navigate among services and programs run by different organizations. Without Coordinated Access, a client must tell their story repeatedly through multiple intakes, applications, and interviews without necessarily landing at the right program or set of resources to meet their needs. The silos, gaps, and duplication in an uncoordinated system contribute to traumatic experiences and prolonged homelessness as well as greater reliance on emergency supports. Coordinated Access does not immediately create more housing opportunities; however, it enables us to align processes and resources as a community to ensure the most effective, efficient, and equitable use of limited resources.

Benefits of Coordinated Access		
Participants	Service Providers	Funders
Every door is the right one to connect clients to a whole community of potential resources	Confidence that programs are reaching the right people who can benefit most	Receive more complete and current data Identify needs, gaps, and strengths across systems
Simplifies and speeds up the process of locating and accessing housing services	Avoid duplication of services	Reduces system inefficiencies
Appropriate referrals lead to less frustration and better service	Avoid spending time screening clients or managing waitlists	Compliance with local, provincial, and federal mandates
Avoid repeated stress and trauma by only having to explain needs and circumstances once	Save time and resources by allowing staff to focus on agency programs	Fosters collaboration amongst providers
Meet eligibility requirements of programs being referred to	Build trust and collaboration that eases caseloads, strengthens the social service network and moves clients towards self-sufficiency	Maximizes existing funding Reduces overall use of emergency services; streamlines services; improves service delivery and client outcomes; reduces recidivism

The purpose of the Coordinated Access System Process Guide is to clarify and document the processes of coordinated access to community resources dedicated to homelessness. The guide will be updated on an annual basis as the community grows in its work to better address and end homelessness.

Goals of the Coordinated Access System Process Guide:

1. Produce standards for the operation of the Coordinated Access System
2. Establish and inform community expectations and processes for homelessness response
3. Make local priorities transparent to the community and to people who access homelessness support services in Greater Sudbury
4. Establish processes to regularly review priorities in the homelessness system through verifiable data and community expertise.

## 2. Guiding Principles

In 2017, the City of Greater Sudbury Housing First Steering Committee was formed to provide governance and leadership to the housing and homelessness system. The committee has adopted a common set of values:

- Housing is a basic human right
- Recovery is possible
- All people deserve to be treated with dignity and respect
- All people deserve to make choices about their life
- We are committed to working in partnership to drive change

In addition to the principles listed above, this Process Guide is based on Housing First Principles. Housing First is a recovery-oriented approach to ending homelessness that centers on quickly moving people experiencing homelessness into independent and permanent housing and providing additional supports and services as needed<sup>1</sup>.

The five (5) core principles of Housing First are<sup>2</sup>:

1. Immediate access to permanent housing with no housing readiness requirements;
2. Client choice and self-determination;
3. Recovery oriented approach;
4. Individualized and client-driven supports; and
5. Social and community integration.

We are also committed to building a Coordinated Access System that advances Truth and Reconciliation. Deep collaboration with Indigenous leadership grounds our community's response to Indigenous homelessness in a way that respects, honours, and promotes the strength and resilience of Indigenous Peoples. This includes commitment to embedding principles and practices that support Indigenous data stewardship into our Coordinated Access System.

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<sup>1</sup> *Housing First*. (2018). Retrieved May 14, 2020, from Canadian Observatory on Homelessness: <https://www.homelesshub.ca/solutions/housing-accommodation-and-supports/housing-first>

<sup>2</sup> Stephen Gaetz, Fiona Scott, & Tanya Gulliver (Eds.). (2018). *Housing First in Canada: Supporting Communities to End Homelessness*. Toronto: Canadian Homelessness Research Network Press.

### 3. Background

In 2013, the Greater Sudbury developed a 10-Year Housing and Homelessness Plan (HHP) which identified priorities for addressing homelessness and housing across the housing continuum. Priorities included:

- The need to strengthen approaches to prevent homelessness, increase the diversity of emergency shelter options, and support individuals with multiple barriers in obtaining and maintaining their housing.
- The need to improve co-ordination, collaboration, and partnerships among a broad range of stakeholders.

In 2019, an Emergency Shelter Review conducted in Greater Sudbury recommended the development of a Coordinated Access System to support those experiencing homelessness to access the right level of housing with supports.

In 2022, the City of Greater Sudbury entered into a funding agreement through the Federal Reaching Home program which required the development of a Coordinated Access System. There has been continuous improvement to the Coordinated Access System, supported by the Canadian Alliance to End Homelessness (CAEH). The CAEH facilitated a workshop in January 2025; bringing the community together to evaluate the priorities set within the Coordinated Access System. Further requirements, updated throughout the 2024 Reaching Home funding agreement timeframe, established that the Coordinated Access System was to be administered through the Homeless Individuals and Families Information System (HIFIS) by March 2026. A full transition to using HIFIS for the Coordinated Access System happened in October 2025.

In May 2024, The City of Greater Sudbury City Council approved The Roadmap to End Homelessness. The Roadmap to End Homelessness supports local system planning efforts through the development of a strategy to achieve functional zero by 2030. Continuous improvements to the Coordinated Access system support the Roadmap to End Homelessness by increasing successful exits from the homelessness system.

### 4. Governance

The Housing First Steering Committee oversees the implementation of Coordinated Access and HIFIS through quarterly meetings as well as through two working groups: HIFIS Working Group and Partners in Action Towards Housing (PATH). The Housing First Steering Committee reports to the Community Advisory Board (CAB). See Appendix A below for full governance structure.

#### HIFIS Working Group

The HIFIS Working Group collaborates to ensure data quality and integrity. Updates are shared, and barriers are discussed for improvement opportunities. Meetings are held monthly.

## Partners in Action Towards Housing

After implementing Coordinated Access locally, the Partners in Action Towards Housing (PATH) was created. It is a group of agencies who work together to support people experiencing homelessness to find and maintain permanent housing. If individuals are experiencing homelessness and are interested in housing and supports, they can be connected to an agency to be added to the Sudbury Priority List and prioritized for housing and support resources. Meetings are held weekly.

## 5. Definitions

### Homelessness<sup>3</sup>

The situation of an individual or family who does not have a permanent address or residence, and does not have the immediate prospect, means, and ability of acquiring it. In general, homelessness includes people staying in unsheltered locations, in shelters or somewhere temporarily because they do not have the resources to secure their own permanent housing. People experiencing homelessness often transition between locations, as most people who sleep outside are likely to access shelter at some point. More specifically, homeless episodes can include time spent:

- In emergency shelters (permanent or overflow beds);
- In unsheltered locations or places not intended for human habitation (e.g., parks);
- Staying temporarily with others (e.g., family or friends) without guarantee of continued residency (“couch surfing”); or,
- In short-term rentals with no security of tenure (e.g., paying for motels with income or savings).

### Chronic homelessness<sup>4</sup>

Refers to persistent or long-term homelessness where people have:

- Been homeless for at least 180 days at some point over the course of a year (not necessarily consecutive days); and/or,
- Recurrent episodes of homelessness over three years that total at least 18 months.

The measure of chronicity only includes sheltered, unsheltered, and hidden homelessness. More specifically, it only includes time spent in the following living situations:

- Emergency shelters (permanent or overflow beds, including those for people experiencing domestic violence);

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<sup>3</sup>“Homelessness Glossary for Communities,” Housing, Infrastructure and Communities Canada, last modified July 2024, <https://homelessnesslearninghub.ca/wp-content/uploads/2024/04/HPD-HomelessnessGlossaryForCommunities-July2024-EN.pdf>

<sup>4</sup> Ibid.

- Unsheltered locations or places not intended for human habitation (e.g., parks);
- Staying temporarily with others (e.g., family or friends) without guarantee of continued residency (“couch surfing”); and,
- Short-term rentals with no security of tenure (e.g., paying for motels with income or savings).

It does not include time spent in transitional housing or public institutions (e.g., hospital or corrections), although people who are discharged into homelessness from these living situations can be considered chronically homeless if they were experiencing chronic homelessness upon entry to transitional housing or a public institution.

### Indigenous Homelessness<sup>5</sup>

For the purposes of Reaching Home, and subject to revision based on ongoing engagement and consultation with Indigenous peoples, Indigenous homelessness refers to: “Indigenous peoples who are in the state of having no home due to colonization, trauma and/or whose social, cultural, economic, and political conditions place them in poverty. Having no home includes: those who alternate between shelter and unsheltered, living on the street, couch surfing, using emergency shelters, living in unaffordable, inadequate, substandard and unsafe accommodations or living without the security of tenure; anyone regardless of age, released from facilities (such as hospitals, mental health and addiction treatment centers, prisons, transition houses), fleeing unsafe homes as a result of abuse in all its definitions, and any youth transitioning from all forms of care”.

### Youth Homelessness

As per the Reaching Home Outcomes guidelines, youth are defined as being between the ages of 13 and 24. Unaccompanied youth are those not currently connected to family supports.

### Older Adult and Seniors Homelessness

Individuals experiencing homelessness are considered older adults between the ages of 50-64 years old. Seniors are 65+ years old.

### Veteran Homelessness<sup>6</sup>

Eligible participants for the Veteran’s Homelessness Program who are experiencing homelessness are former members of the Canadian Armed Forces (CAF) (including Rangers and reservists) or the Royal Canadian Mounted Police (RCMP).

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<sup>5</sup> Ibid.

<sup>6</sup> Housing, Infrastructure and Communities Canada, “Veteran Homelessness Program: Directives,” last updated October 22, 2025, <https://housing-infrastructure.canada.ca/homelessness-sans-abri/veterans/directives-eng.html>

### Unsheltered Homelessness<sup>7</sup>

People experiencing homelessness that are staying in unsheltered locations or places not intended for human habitation; for example, streets, alleys, parks and other public locations, transit stations, abandoned buildings, vehicles, ravines and other outdoor locations.

### Supportive Housing<sup>8</sup>

Supportive housing is permanent housing (no time limit) with rental assistance and individualized, flexible support services for people with greater depth of need related to physical or mental health, developmental disabilities and/or substance use. Within the homeless-serving system, supportive housing tenants were either homeless prior to intake and/or remain at risk of homelessness. Supportive housing provides a physical environment that is designed to be safe, secure, and home-like. Support services aim to maximize independence, privacy, and dignity.

### Transitional Housing<sup>9</sup>

Transitional housing is temporary, time-limited housing with support that is appropriate for a target population group (e.g., youth, newcomers or Indigenous peoples). Stays are typically longer than shelter, with guidelines that range from three months to three years.

### Rapid Rehousing<sup>10</sup>

Shorter-term support that helps people transition from homelessness to housing as quickly as possible.

### Homeless Individuals and Families Information System (HIFIS)<sup>11</sup>

Developed by the Government of Canada, and in collaboration with communities across Canada, HIFIS is a Homelessness Management Information System (HMIS) that is provided to communities free of charge and designed to support Coordinated Access, the Outcomes-Based Approach and day-to-day operational activities of service providers in the homeless-serving sector. As a comprehensive data collection and case management system, HIFIS enables participating service providers within the same community to collect, access and share local homelessness data and ensure that individuals and families are referred to appropriate services as efficiently as possible.

Individuals or families may only be entered into HIFIS by authorized agencies within the Coordinated Access System. To become authorized, an agency must have a signed data sharing agreement with the City of Greater Sudbury. The City of Greater Sudbury has been designated as the HIFIS lead.

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<sup>7</sup> "Homelessness Glossary for Communities"

<sup>8</sup> Ibid.

<sup>9</sup> Ibid.

<sup>10</sup> Ibid.

<sup>11</sup> Ibid.

## By-Name Data and Priority Lists

By-Name Data is a dataset that includes everyone currently experiencing homelessness that has interacted with the system and has consented to be served through Coordinated Access. The dataset can be filtered and sorted to generate a Priority List for matching people to vacancies that become available.

The Sudbury Priority List (hereafter the SPL) is a dataset that only includes people who are interested and eligible for a resource that has become available. People are prioritized for an offer and could accept it immediately (sometimes referred to as being “offer-ready” or “document-ready”). When a vacancy becomes available, the custom HIFIS priority report is filtered and/or sorted to identify who is a good match, based on individual needs and preferences, eligibility criteria and prioritization criteria.

The SPL will be managed by City of Greater Sudbury staff who will:

- Compile the SPL on a regular basis
- Monitor for data quality
- Facilitate frequent updates by following up with agencies
- Advise the filling of vacancies in dedicated housing and support programs
- Ensure adherence to privacy legislation and data management best practices
- Process requests for information

## Case Conferencing

Case conferencing within a Coordinated Access system is a structured, collaborative, specialized form of problem solving. It is a collaborative process designed to support individuals experiencing homelessness who face complex challenges and barriers, by coordinating services and resources across multiple agencies. It provides communities with a better sense of who is receiving more intensive support to exit homelessness.

The purpose of Case Conferencing is to:

- Remove service barriers so individuals can exit homelessness more quickly.
- Coordinate service plans that target specific goals (e.g., housing stability, health, income).
- Ensure transparency and equity in service delivery.
- Facilitate prioritization for housing and supports based on assessed needs.

## 6. Processes

By-Name Data is a real-time, up to date list of all individuals known to be experiencing homelessness. It is necessary to collect information for this list to:

- Prioritize and match to provide supports and/or housing to individuals or families experiencing homelessness

- Progress towards housing people systematically through making optimal resource allocations and continuous system improvements
- Coordinate information for reporting to funders, community partners, and others
- Monitor the City of Greater Sudbury's progress towards ending homelessness.

Staff within the Coordinated Access System Agencies must be trained to use the Needs Assessment Tool (NAT) to refer an individual or family to the SPL.

Community Agencies which are not part of the Authorized Agencies may have qualified clients entered to the SPL by referring the individual or family to one of the Coordinated Access System Agencies. Guidelines to have a qualified individual or family entered to the SPL via HIFIS are outlined below. The City of Greater Sudbury has been appointed as the HIFIS and Coordinated Access lead and may assist with questions regarding the process of adding an individual or family to the SPL. The HIFIS coordinator is Margaret Beighton and can be reached at [margaret.beighton@greatersudbury.ca](mailto:margaret.beighton@greatersudbury.ca).

## Consent and Addition

### Access Points

Individuals or families may only be entered into HIFIS by authorized agencies within the Coordinated Access System. To become part of the Coordinated Access System, an agency must have a signed data sharing agreement with the City of Greater Sudbury and be approved as a partner by the Housing First Steering Committee. Coordinated Access System agency staff must be trained in administering a NAT and the process to add an individual or family to HIFIS. Training will be offered through the City of Greater Sudbury, who will maintain a list of staff who have been trained on HIFIS. These staff can be contacted via outreach or in reach activities. There are some agencies that have chosen not to engage with HIFIS who have access to a paper intake form which can be submitted to the HIFIS administrator for entry. For a full list of Coordinated Access System agencies, visit the City of Greater Sudbury [website](#). There is also information distributed throughout the community on available access points and services. See Appendices B and C. To provide easy access points for individuals and families who are living unsheltered, the City of Greater Sudbury developed an [Encampment Response Plan](#) in 2024.

Community agencies who are not a Coordinated Access System agency may have qualified individuals and families entered into the SPL by referring the individual or family to one of the Coordinated Access System agencies. There is continuous engagement to add more agencies both to the Coordinated Access System and to increase the number of HIFIS participants.

The HIFIS Administrator may assist with questions regarding the process of adding an individual or family to HIFIS and the SPL.

### Adding Names to HIFIS

To be added to HIFIS, an individual or family (“Client”) must:

- be unable to resolve their own homelessness, and
- consent to have their name added to HIFIS

The intake agency must determine these qualifications before beginning the process to add the Client to HIFIS.

When supporting a Client who qualifies for entry onto the SPL, the role of the Coordinated Access System agencies will include the following:

1. Determine if the Client has an active Consent for Collection and Sharing of Personal Information in place, to authorize the sharing of information. See Appendix D. A Consent is ‘active’ if the Consent form:
  - i. has been signed by the Client within the last 12 months;
  - ii. and has not been withdrawn by the person who signed it.Contact the HIFIS Administrator if you are not sure if the Client has an active consent.
2. Explain the role and purpose of the Consent Form and the consequences of completing or not completing the form. Be sure to communicate to Clients that they are clients of the whole Coordinated Access System and therefore their information will be visible to all participating agencies. Relevant personal information is collected as it relates to supporting clients to get and stay housed, reporting de-identified outcomes to funders, and to inform policy and systems improvement. Where appropriate, assist the Client to complete the Consent Form.
3. Determine if the Client is willing to be entered into HIFIS. Be sure to explain to the Client that:
  - a. unwillingness to sign the Consent Form will not prevent access to services
  - b. being added to HIFIS does not automatically register the Client for the SPL
  - c. See section below on “Refusal to Consent to add to HIFIS” below.
4. Work with the Client to fill all the required HIFIS fields (see HIFIS User Guide for further clarification).
  - a. If applicable, complete the paper NAT to determine the unique needs of the Client. See Appendix E. Forward to the HIFIS Administrator for addition to HIFIS.

Documents can be forwarded to the HIFIS Administrator by fax at (705-673-0813), delivered in person in a sealed envelope or uploaded to the Agency’s secure Fileway Folder. The HIFIS Administrator is responsible for confirming receipt of the documentation to the Agency which submitted the forms and advise on any deficiencies in the documentation provided. Once the Client has been added to HIFIS, the HIFIS Administrator will be responsible for notifying the Agency which submitted forms for the addition. Forms that contain personal or confidential information about an individual are **not** to be emailed between agencies or to the HIFIS Administrator. If emailing the HIFIS Administrator about a Client, please refer to the Client’s HIFIS ID to identify them.

The HIFIS Administrator is authorized to add a Client to HIFIS only if the documents for a Client are fully complete and have been received at least 24 hours prior to the scheduled matching.

### Once Added to HIFIS

Clients who are successfully added to HIFIS are not guaranteed any specific support, program or service. Clients should be encouraged to participate in finding solutions to their own homelessness when intensive supports are not readily available. Addition to HIFIS does not exclude Clients from continuing to access and benefit from other community support services.

Once an individual has been added to HIFIS, the intake agency will support individuals and families throughout the SPL process until they are matched with appropriate supports and services and/or provided a warm hand off to a more appropriate agency. The intake agency will support clients by:

1. Continuing to engage with the Client and serve them within their agencies mandate; and
2. Providing relevant updates to HIFIS, HIFIS Administrator, and Coordinated Access System tables as applicable. See Appendix F on how to keep a client active in HIFIS.
  - a. Updates could include housing history (including shelter admissions), case management sessions, goods and services, consent

### Refusal of Consent to be added to HIFIS

A Client may refuse to provide consent for their information to be added to HIFIS. The decision to decline does not prevent access to services. In the case of refusal, the intake Agency will continue to actively engage the client to obtain consent and complete the addition to HIFIS, as their choice and/or status may change over time. The intake agency can still send the Client to community services and continue to engage until such time they provide consent - regardless of how the Client presents at that moment. Agencies within the Coordinated Access System will coordinate and strategize outreach and safety plans with people who are homeless but have not provided consent.

### Addition to the SPL

Once added to HIFIS, a client completes a self-report assessment. Once the assessment and required fields in HIFIS have been completed, the Client is added to the SPL. Required HIFIS modules include:

- Client Details
- Consent
- Housing History
- Various Factors – Contributing Factors
- Family

## Assessment

The Needs Assessment Tool (NAT) is used by the Coordinated Access System to identify who should be recommended for each housing or support vacancy, moving the discussion from who is eligible for a vacancy to who is eligible and in the greatest need of that vacancy.

The tool allows the Coordinated Access System to efficiently prioritize Clients and to respond based on their need. Standardized assessment tools are an important component of the Coordinated Access System because they allow for standardized data collection and prioritization. Training on the use of this tool will be ongoing to ensure the tools are used appropriately by Coordinated Access System Agencies.

### Updating an Assessment

If contact is lost with a Client or they return to homelessness after a period of housing, a new assessment may need to be completed. Reassessment is only necessary if the client has experienced significant life changes since the last completion or has been “Inactive” for six months or more. Any change in score should be documented in HIFIS. If the agency updating the assessment is not using HIFIS, a new paper NAT should be submitted to communicate the change to the HIFIS administrator.

## Prioritization

Each housing support or service maintains their own eligibility criteria. These criteria are shared with the Coordinated Access System on an annual basis so that the prioritization process remains fair and transparent.

A prioritization matrix is a tool used to determine which individuals on the Sudbury Priority List should be offered housing resources first, based on locally defined criteria. It helps communities ensure transparent, equitable, and needs-based decision-making. The City of Greater Sudbury’s matrix is regularly reviewed to reflect system goals, resource types, and evolving community priorities. See Appendix G. Individuals or families who identify as Indigenous will be prioritized for every third available resource vacancy.

From the SPL, individuals are assigned priority levels based on several factors, including whether they are an individual adult, youth, or family. The Client must be:

- Active in HIFIS
- Have a known homeless status. See Appendix H for the housing continuum diagram.

The prioritization matrix is applied to guide housing offers and match individuals to available resources. Service providers review clients’ placement on the matrix alongside current vacancies, ensuring decisions are aligned with community priorities and individual needs. This process supports fair, coordinated, and data-informed matching across the system.

## Matching and Referral

Once a Client has been prioritized, the Client will be matched to housing and supports that best meet their needs. All City of Greater Sudbury funded homelessness programs in the mainstream system are required to take 100% of their referrals through Coordinated Access. This means that staff at access points do not provide direct referrals to these programs. Rather, they support clients by adding up-to-date information to HIFIS to ensure individuals are added and assessed through the SPL.

### Filling of Vacancies

Each dedicated housing or support resource has their own eligibility requirements. For example, a program eligibility requirement may be that the program is best suited for women and gender-diverse individuals who are experiencing chronic homelessness. These documented eligibility criteria are updated by each agency as needed. The eligibility requirements are communicated to the Coordinated Access System via the HIFIS administrator. When a dedicated housing or support resource becomes available and the Client meets the eligibility criteria, the following steps will be taken to match a Client to an available resource:

1. The HIFIS Administrator will be notified of the vacancy by the resource provider.
2. The HIFIS Administrator will filter the SPL to only include those who are eligible for each resource.
3. Clients with the highest priority score, as determined by the NAT, will be matched to the vacancies they are eligible for.
4. The top five prioritized individuals will be presented to the resource provider for consideration.
5. The resource provider will advise the HIFIS Administrator of the match(es) they wish to pursue.
6. Individuals on the SPL who are not matched to a housing or support resource will continue to be supported by the intake agency.

### Notification of Program Match

All new program matches will be recorded as a bulletin in HIFIS. Once a program match has been identified, the agency to first contact the Client will conduct a warm transfer to the agency offering the housing and/or support within two business days to arrange the initial meeting. This meeting creates an opportunity to further discuss the program with the Client, explain what services/supports are provided, gauge their interest in the program, and determine the next steps. If a Client cannot be found within two weeks to offer supports and services, the next Client who matches the support/housing will be contacted. To receive supports and services, the Client must agree to complete the intake and adhere to program requirements of the accepting agency. This process may take up to a month, after which time, the next Client who matches with the support/housing will be contacted.

All attempts the agency makes to notify the person of their offer will be recorded by the agency offering support. If the person on the SPL declines an offer, they will remain on the SPL, and the agency offering support will notify the HIFIS Administrator of the declined offer. The number of service provisions a person is offered and receives will also be documented in HIFIS. Referring agencies and the Coordinated Access System will continue to attempt to engage the Client. If the individual cannot be located within 90 days, the individual will automatically be moved to “Inactive” in HIFIS.

#### Declined offers by the Client

A Client may accept or reject the match based on their preferences. If the Client rejects the match, the Coordinated Access System will meet for a Case Conference session to discuss an alternative match based on the Client’s eligibility criteria and vacancies. The Client will remain on the SPL without penalty and will be offered the next available vacancy they are eligible for.

#### Rejection by Partner Agencies

Both the individual and accepting agency have the ability to accept or reject a match. The Client may be inadmissible to the accepting agency due to prior occurrences or disagreements with others within the support/housing. If the agency cannot admit the Client to their agency, the agency must advise the Coordinated Access System via the HIFIS Administrator. The decision will be documented in HIFIS. To ensure that a Client is not excluded from selection, the maximum number of times a Client can be put forward to a housing/support destination for selection is three (3). After being put forward three times without selection, the Client will be brought forward to Coordinated Access Case Conferencing for the development of a specialized housing plan.

#### Accepted Matches

All accepted matches will be tracked in HIFIS, ensuring knowledge of real-time capacity of programs. Transitional housing programs will be noted in the Housing History module and Housing First Case Management will be noted in the Case Management module. Accepted matches coming to a conclusion will also be noted in HIFIS, along with whether the intervention was considered successful or unsuccessful. Clients will be re-instated to the SPL if the match is considered to be unsuccessful upon closing.

### **Inactive Policy**

All Clients in HIFIS will be assigned a status that is dependent on the updates provided by the Agencies. The status definitions are as follows:

1. **Active:** Indicates Clients who are actively homeless in the community, including those who:
  - a. are experiencing ongoing homelessness
  - b. are newly identified

- c. have returned from housing
  - d. have returned from Inactive status
2. **Inactive:** Indicates Clients who are not actively accessing community services, including those who:
- a. have been stably housed (90+ days)
  - b. have moved away from the community
  - c. have lost contact (90+ days)
  - d. are deceased
  - e. have withdrawn consent

HIFIS Agencies will make attempts to locate the whereabouts of the Client and will record the interactions. The following are the most frequently used examples of what will keep Clients active in HIFIS:

- Updating Housing History
  - NOTE: HIFIS uses Housing History records to calculate whether a Client is chronically homeless. It also impacts the prioritization score. As a result, it is important to ensure that the Clients' Housing History records are accurate and up to date.
- Booking a Client into a Shelter
- Creating a new record in Goods and Services
- Creating a new record in Calls and Visits
- Creating a new record in Case Management
  - Creating a new record in the Sessions tab

For full details see Appendix F. For more details on these processes, refer to the HIFIS User Guide.

### Re-Addition to the SPL

If a Client has their status changed to "Inactive" and then re-connects with the Coordinated Access System within six months, their name will be moved back to the 'Active' list without the need to collect additional information. Otherwise, a NAT should be completed to reflect any changes in the household's circumstances since last holding 'Active' status.

### Removing Names from the SPL

A Client may request to have their name removed from the SPL at any time. They may do so by making this request through any Coordinated Access System Agency, where the request will be forwarded to the HIFIS Administrator.

If an individual becomes deceased or requests their name to be removed from the list, their status will change in HIFIS. In the case of withdrawal of consent or request to have information removed from the SPL, the City of Greater Sudbury will cease collecting and updating information about the Client. Their consent status will be updated in HIFIS.

Should the Client wish to re-engage with the Coordinated Access System, a new Consent form and NAT will need to be completed.

### Identity Protection Protocol

Any Client fleeing violence or who has concerns about their information being seen by anyone in the Coordinated Access System will be given the option to be a 'hidden client' in HIFIS. The 'hidden status' will prevent anyone else in the system from seeing or updating their information, other than the HIFIS Administrator and the intake agency. Should an update be needed, the intake agency will be required to contact the HIFIS Administrator with the updated information. HIFIS will not release information to anyone except the client and/or intake agency for any reason. In the event of an opportunity for housing or support placement, the HIFIS Administrator will work with the intake agency to ensure that the 'hidden' client has equitable access to the available supports.

All agencies involved with the Coordinated Access System will sign a Data Sharing Agreement with the City of Greater Sudbury that outlines minimum privacy expectations to ensure that personal information collection, storing and sharing standards are being met. The identity protection protocol for HIFIS is outlined as followed:

1. Ask the Client if they have any concerns about any of the staff at agencies in the Coordinated Access System seeing their information.
  - If the Client answers "No", proceed with the Consent Form as usual.
  - If the Client answers "Yes", proceed with Step 2.
2. Work with the Client to ensure they are comfortable providing consent and complete the Consent Form.
3. When completing the HIFIS intake, indicate the Consent type is 'Declined to Share'.
  - Inform the HIFIS Administrator so that they can ensure that any personal identifiers are hidden from other Coordinated Access System agencies. The HIFIS identifier will be used for the Client.

If the HIFIS identifier is put forward for a matching process, the HIFIS Administrator will connect with the intake agency to ensure that the individual consents to personal identifying information being shared with the program or housing provider or that a solution where all parties involved can participate in the process is agreed upon.

It is important for the individual to understand that even though efforts will be made to protect their anonymity:

- If they have already provided consent to be added to HIFIS, their information may have been seen by agency staff.
- If the individual provides their information to another Coordinated Access System agency without expressing concerns about privacy, their information may be seen by other agency staff.

## Data Management

All Client information is subject to The City of Greater Sudbury Data Sharing Agreement. Information shared across the homelessness-serving sector should only include information for the purposes of connecting Clients to permanent housing and supports as efficiently as possible. All staff are required to share information professionally, respectfully, and in line with confidentiality and data sharing protocols.

Updating and maintaining HIFIS and the SPL are the responsibility of the City of Greater Sudbury, based on information obtained by Coordinated Access System agencies. Coordinated Access system agencies are able to view the SPL as a password protected document through a password protected file transfer site.

All Clients on the SPL will be given a priority standing dependent on active status and updates provided by Coordinated Access System agencies.

## Evaluation

The evaluation of the Coordinated Access System will provide key data to determine whether the process is working to help individuals and families reach the outcome of becoming permanently housed.

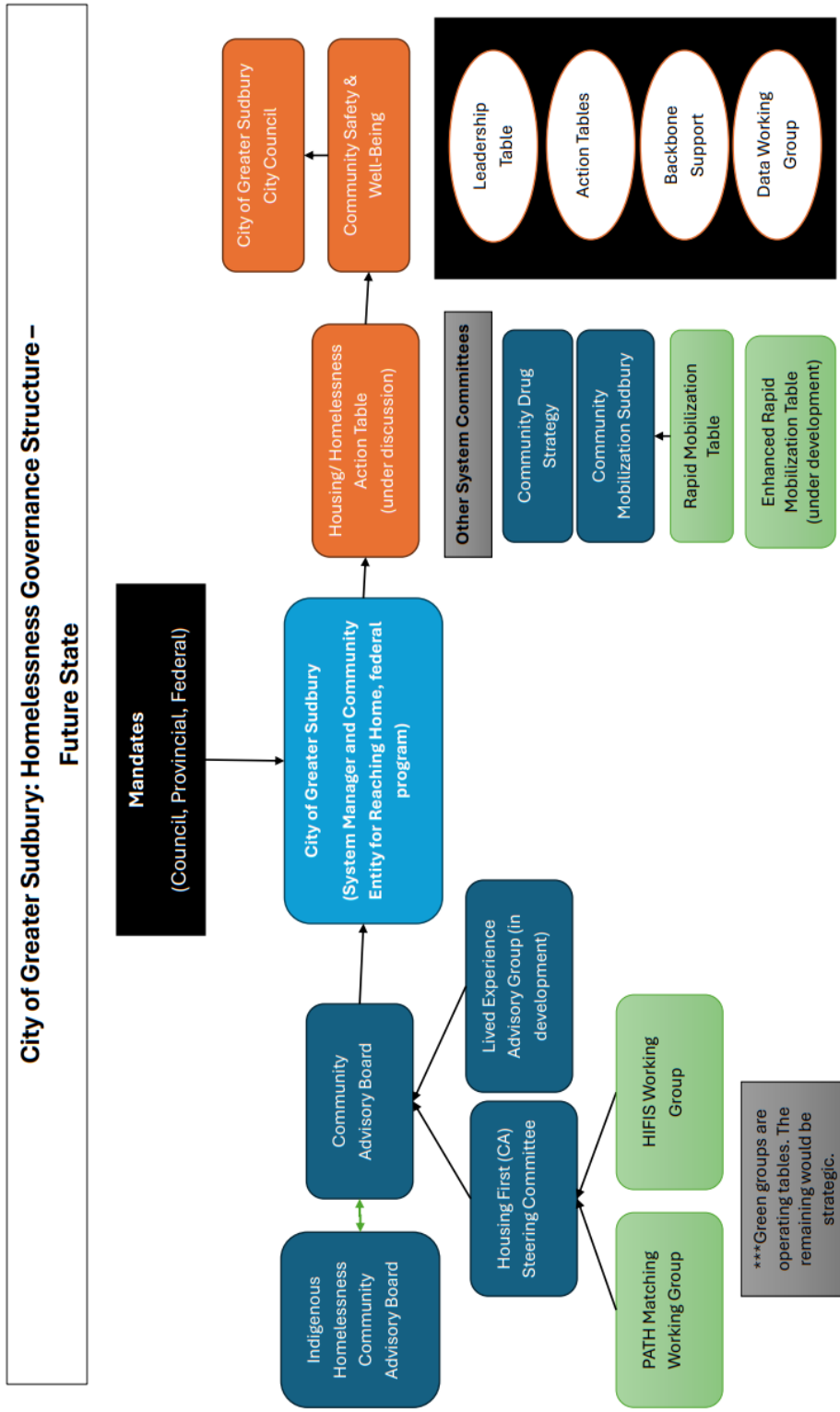
Using the Community Outcomes Report (COR) found in HIFIS, the HIFIS Administrator will report monthly:

- Number of Clients newly identified in the system
- Number of Clients who moved from homelessness into housing
  - Both permanent and transitional
- Number of Clients moved from Active to Inactive in HIFIS
- Number of Clients who returned from housing to homelessness
- Number of Clients who returned from Inactive to Active in HIFIS

A final report will be compiled on these outcomes annually.

Policies will be revisited periodically, with changes reviewed by the Housing First Steering Committee, to determine if current policies are effective.


# Appendix A – Governance Structure




# Appendix B – Supports and Services

## Homelessness Services in Greater Sudbury | Services aux sans-abri dans le Grand Sudbury


November, 2025 | novembre, 2025




### Homeless Shelters | Refuges pour les sans-abri




Safe Harbour House for women and gender diverse people  
**Refuge pour les femmes et les personnes genre divers**  
307, rue Cedar St.  
9 p.m. to 9 a.m. | de 21 h à 9 h  
705.673.1364



Off the Street Shelter  
**Abri d'urgence hors rue**  
200, rue Larch St.  
10 p.m. to 8 a.m. | de 22 h à 8 h  
705.675.7252




Cedar Place Women's and Family Shelter  
**Place Cedar, refuge pour les femmes et les familles**  
261, rue Cedar St.  
Open 24 hours | 24 heures sur 24  
705.586.3283




### Meals | Repas – Centre Samaritan Centre

344, rue Elgin St.




#### Elgin Street Mission | Mission de la rue Elgin

Breakfast: Monday to Friday, 8 to 9:30 a.m.  
**Petit-déjeuner** : du lundi au vendredi, de 8 h à 9 h 30  
Coffee: Monday to Friday, 9:30 to 11:30 a.m.  
**Café** : du lundi au vendredi, de 9 h 30 à 11 h 30  
Brunch: Saturday and Sunday, 10 to 11:30 a.m.  
**Brunch** : les samedis et dimanches, de 10 h à 11 h 30  
Dinner: 7 days a week, 5 to 7 p.m.  
**Souper** : 7 jours par semaine, de 17 h à 19 h




#### Blue Door Soup Kitchen

Lunch: Monday to Friday, 11 a.m. to 2 p.m.  
**Déjeuner** : du lundi au vendredi, de 11 h à 14 h




### Drop in | Centre d'accueil – Centre Samaritan Centre


705.669.0111 or 705.561.7640 – 344, rue Elgin St.




**Internet and Phone:**  
Monday to Friday, 8:30 to 11:30 a.m. and 1 to 5 p.m.  
**Internet et téléphone :**  
du lundi au vendredi, de 8 h 30 à 11 h 30 et de 13 h à 17 h



**Community Paramedic:**  
Wednesday, 1 to 4 p.m. – Samaritan Centre  
Thursday, 1 to 4 p.m. – Service Access Hub  
(24 Energy Court)  
**Paramedic communautaire :**  
les mercredis, de 13 h à 16 h, au Centre du samaritan  
les jeudis, de 13 h à 16 h, au centre d'accès aux services (24, Energy Court)







**Showers/Laundry:**  
Monday to Friday, 8 a.m. to 12 p.m.  
**Douches et lessive :**  
du lundi au vendredi, de 8 h à 12 h



### Warming Centres | Centres de réchauffement


November 1 to April 30 | du 1<sup>er</sup> novembre au 30 avril





#### Service Access Hub | Centre d'accès aux services

24, Energy Court  
Operated by Go-Give Project | Géré par le projet Go-Give  
24-hour drop in | Hâte-accueil ouverte 24 heures sur 24  
344, rue Elgin St.  
Operated by Samaritan Centre | Géré par le Centre du samaritan  
7 days a week, 7 p.m. to 8 a.m.  
Monday to Friday, 8:30 a.m. to 4:30 p.m.  
Saturday, Sunday and holidays, 11:30 a.m. to 4:30 p.m.  
**Tous les jours, de 19 h à 8 h**  
Du lundi au vendredi, de 8 h 30 à 12 h et de 13 h à 17 h  
Samedi, dimanche et jours fériés, de 11 h 30 à 16 h 30.



Outreach workers, client navigators and municipal law enforcement officers are in the community regularly and can help connect you to these services. For more information, scan the QR code. For more community resources, see the Street Wise guide.





Des travailleurs d'approche, des navigateurs clients et des agents d'exécution des règlements municipaux, croisent régulièrement dans la communauté et peuvent vous aider à entrer en contact avec ces services. Renseignements supplémentaires : Lisez le code QR. Autres ressources communautaires : Consultez le manuel Navigateur AVERTI.

## Appendix C – Outreach Supports and Services



# How can we help?

We want to help you find a safe alternative to living unsheltered. Outreach, Social Services Client Navigators and Municipal By-law will be in the community regularly. You can speak to any of them about getting assistance with shelter.

Program	Who to Contact
<b>Social Services - Client Navigators</b> 199 Larch St. 9th floor Monday to Friday 8:30 a.m. to 4:30 p.m.	Call 705-675-2411
<b>Community Outreach Team (Redcoats)</b> 9 a.m. to 10:30 p.m.	Look for the outreach van and team wearing red coats, or call 705-207-8285
<b>Off the Street Shelter</b> 200 Larch St. Open 10 p.m. to 8 a.m.	Call 705-562-8512
<b>Cedar Place Women and Family Shelter</b> 261 Cedar St. Open 24 hours	Call 705-586-3293 or go directly to the shelter
<b>Elizabeth Fry Safe Harbour House Shelter for women and gender diverse people ages 16+</b> 307 Cedar St. 9 p.m. to 9 a.m.	Call 705-885-1060
<b>Samaritan Centre Resource Centre</b> 344 Elgin St. Monday to Friday 1 to 4 p.m.	Visit in-person
<b>Shkagamik-Kwe Health Centre (SKHC) Outreach</b>	Sarah Gartshore - 705-280-9445
<b>N'Swakamok Native Friendship Centre</b> 110 Elm St. 8:30 a.m. to 4:30 p.m.	Call 705-674-2128
<b>Homelessness Network</b> 8:30 a.m. to 4:30 p.m.	Call 705-280-7888



**If you plan to continue living outdoors, please do not set up encampment:**

- Close to a playground, park, school or child care centre
- On a sidewalk or roadway
- At an entrance, exit or fire route



# Comment pouvons-nous vous aider ?

Nous aimerions vous aider à trouver une solution sécuritaire à votre situation d'itinérance. Des travailleurs d'approche, les navigateurs clients des Services sociaux et des agents d'exécution des règlements municipaux visiteront la communauté régulièrement. Vous pouvez parler avec n'importe laquelle de ces personnes afin d'obtenir de l'aide pour vous trouver un abri/refuge.

Programme	Personne à contacter
<b>Services sociaux – Navigateurs clients</b> 199, rue Larch, 9e étage   Du lundi au vendredi De 8 h 30 à 16 h 30	Appelez le 705 675-2411
<b>Équipe d'approche communautaire (Manteaux rouges)</b> De 9 h à 22 h 30	Gardez l'œil ouvert pour la fourgonnette des Services d'approche et les membres de l'équipe qui portent des manteaux rouges ou appelez le 705 207-8285.
<b>Abri d'urgence hors rue</b> 200, rue Larch   Ouvert de 22 h à 8 h	Appelez le 705 562-8512
<b>Place Cedar, refuge pour les femmes et les familles</b> 261, rue Cedar   Ouvert 24 h sur 24	Appelez le 705 586-3293 ou rendez-vous directement au refuge
<b>Maison de refuge de la Société Elizabeth Fry</b> <b>Refuge pour les femmes et les personnes intergenres de 16 ans et plus</b> 307, rue Cedar   De 21 h à 9 h	Appelez le 705 885-1060.
<b>Centre de ressources du Centre du samaritain</b> 344, rue Elgin   Du lundi au vendredi de 13 h à 16 h	Visitez le centre en personne.
<b>Services d'approche du Shkagamik-Kwe Health Centre (SKHC)</b>	Sarah Gartshore : 705 280-9445
<b>N'Swakamok Native Friendship Centre</b> 110, rue Elm   De 8 h 30 à 16 h 30	Appelez le 705 674-2128.
<b>Réseau des sans-abri</b> De 8 h 30 à 16 h 30	Appelez le 705 280-7888.



**Si vous planifiez de continuer à vivre en plein air, nous vous prions de ne pas installer votre camp :**

- près d'un terrain de jeux, d'un parc, d'une école ou d'une garderie;
- sur un trottoir ou sur une route;
- devant une entrée, une sortie ou une issue de secours.

# Appendix D – Consent for Collection and Sharing of Personal Information



## HART & HIFIS

### Consent for the Collection and Sharing of Personal Information

#### What is the Homelessness Assessment Review Team (HART)?

- The HART is a group of homelessness-serving agencies that work together to help you find and maintain a place to live.

#### What is the Homeless Individuals and Families Information System (HIFIS)?

- HIFIS is a secure database hosted by the City of Greater Sudbury that is used to collect and share personal information between the City of Greater Sudbury and its community partners in the homelessness system, including the HART.
- Personal information collected is shared within the homelessness system for the purpose of helping you find and maintain a place to live.

#### What personal information is collected and shared and who will see it?

- With your consent, any appropriate information collected at intake (e.g. name, date of birth, income source, etc.), services provided to you by participating service providers, and any updates in your housing plan may be shared within the HART only for the purpose of finding you housing.
- Only authorized staff will see your personal information.
- The types of community service providers with access to your information include\*:
  - Emergency Shelters
  - Street Outreach
  - Transitional Housing Programs
  - City of Greater Sudbury Social Services (Ontario Works)
  - Homelessness-serving Agencies
  - Indigenous Service Providers
  - Housing First Programs
  - City of Greater Sudbury Housing Services
- Non-identifying information from HIFIS will also be shared with the municipal, provincial, and federal governments to improve programs to end homelessness.

\* A list of community agencies with access to your information can be found on the [Homelessness Coordinated Access System](#) web page.

#### Notice of Collection, Use and Disclosure:

The personal information collected on this form may be shared with partner agencies as outlined in Appendix A in accordance with any limitations imposed by the signatory and as noted on this form. Partner agencies are bound by either one or all of the following pieces of legislation: the *Housing Services Act*, S.O. 2011, c. 6, Sched. 1; *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M. 56; the *Personal Information Protection and Electronic Documents Act*, S.C. 2000, c. 5; and the *Personal Health Information Protection Act*, 2004, S.O. 2004, c. 3 Sched. A.

The personal information provided on this form is collected under the authority of the *Housing Services Act*, S.O. 2011, c. 6, Schedule 1 and will be used for the purpose of providing housing related services and supports and may also be used by authorized staff at the City of Greater Sudbury in its role as HIFIS Database Host for the purposes of administering and maintaining the database on which the Personal Information is kept. Questions should be directed to the Manager of Housing Stability and Homelessness T [705.674.4455](tel:705.674.4455) ext 3805, 199 Larch Street, 9<sup>th</sup> floor, Sudbury ON P3A 5W5.

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**What if you change your mind about your personal information being shared?**

- You can remove your consent at any time by speaking to staff at the City of Greater Sudbury or one of the community agencies within the HART.
- If you have a concern, we will work with you to understand what you are consenting to, your rights regarding your personal information, and how your personal information will be shared and used by the HART.
- Once your information has been shared in HIFIS we cannot remove that information. Moving forward, we will no longer collect or share any of your personal information.

**Are there times when your personal information may be shared without your consent?**

- Your personal information may be shared without your consent if:
  - You are under 18 years of age and have experienced or may be at-risk of abuse or harm;
  - You are a threat to yourself or another person; or
  - A court order requires your information to be shared.

**What happens if you choose not to consent?**

- If you decide not to provide your consent, you will not be declined service by any agency on the HART, however your access to some homelessness services may be limited.
- Without your consent, agencies will not be able to share your information within the HART and may not be able to represent your level of need for supports as effectively.
- Alternatively, you may decide to limit your consent by providing only information that you are comfortable with disclosing.

Notice of Collection, Use and Disclosure:

The personal information collected on this form may be shared with partner agencies as outlined in Appendix A in accordance with any limitations imposed by the signatory and as noted on this form. Partner agencies are bound by either one or all of the following pieces of legislation: the *Housing Services Act*, S.O. 2011, c. 6, Sched. 1; *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M. 56; the *Personal Information Protection and Electronic Documents Act*, S.C. 2000, c. 5; and the *Personal Health Information Protection Act*, 2004, S.O. 2004, c. 3 Sched. A.

The personal information provided on this form is collected under the authority of the *Housing Services Act*, S.O. 2011, c. 6, Schedule 1 and will be used for the purpose of providing housing related services and supports and may also be used by authorized staff at the City of Greater Sudbury in its role as HIFIS Database Host for the purposes of administering and maintaining the database on which the Personal Information is kept. Questions should be directed to the Manager of Housing Stability and Homelessness T [705.674.4455 ext 3805](tel:705.674.4455), 199 Larch Street, 9<sup>th</sup> floor, Sudbury ON P3A 5W5.

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**Additional Family Members:**

_____ First and Last Name – Print	_____ Date of Birth
_____ First and Last Name – Signature	_____ Date Signed
_____ First and Last Name – Print	_____ Date of Birth
_____ First and Last Name – Signature	_____ Date Signed
_____ First and Last Name – Print	_____ Date of Birth
_____ First and Last Name – Signature	_____ Date Signed

Notice of Collection, Use and Disclosure:

The personal information collected on this form may be shared with partner agencies as outlined in Appendix A in accordance with any limitations imposed by the signatory and as noted on this form. Partner agencies are bound by either one or all of the following pieces of legislation: the *Housing Services Act*, S.O. 2011, c. 6, Sched. 1; *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M. 56; the *Personal Information Protection and Electronic Documents Act*, S.C. 2000, c. 5; and the *Personal Health Information Protection Act*, 2004, S.O. 2004, c. 3 Sched. A.

The personal information provided on this form is collected under the authority of the *Housing Services Act*, S.O. 2011, c. 6, Schedule 1 and will be used for the purpose of providing housing related services and supports and may also be used by authorized staff at the City of Greater Sudbury in its role as HIFIS Database Host for the purposes of administering and maintaining the database on which the Personal Information is kept. Questions should be directed to the Manager of Housing Stability and Homelessness T [705.674.4455](tel:705.674.4455) ext 3805, 199 Larch Street, 9<sup>th</sup> floor, Sudbury ON P3A 5W5.

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**L'Équipe d'évaluation des cas d'itinérance (ÉÉCI) et  
le Système d'information sur les personnes et les familles sans abri (SISA)**

**Consentement à la collecte et au partage des renseignements personnels**

**Qu'est-ce que l'Équipe d'évaluation des cas d'itinérance ou ÉÉCI?**

- L'ÉÉCI est un groupe d'organismes au service des personnes en situation d'itinérance qui travaillent ensemble afin de vous aider à trouver un endroit où vivre et à conserver ce logement.

**Qu'est-ce que le Système d'information sur les personnes et les familles sans abri ou SISA?**

- Le SISA est une base de données sécurisée hébergée par la Ville du Grand Sudbury qui sert à recueillir des renseignements personnels et à les partager entre la Ville du Grand Sudbury et ses partenaires communautaires œuvrant dans le secteur de l'itinérance, y compris l'ÉÉCI.
- Les renseignements personnels recueillis sont partagés avec le système d'itinérance au complet dans le but de vous aider à trouver un endroit où vivre et à conserver ce logement.

**Quels renseignements personnels sont recueillis et partagés et qui verra ces renseignements?**

- Avec votre consentement, tout renseignement pertinent recueilli à l'admission (p. ex., nom, date de naissance, source de revenus, etc.), tout service qui vous est livré par un fournisseur de services participant et toute mise à jour de votre plan de logement pourraient être partagés au sein de l'ÉÉCI uniquement pour les besoins de vous trouver un logement.
- Uniquement le personnel autorisé verra vos renseignements personnels.
- Parmi les types de fournisseurs de services communautaires qui auront accès à vos renseignements, notons les suivants\* :
  - refuges d'urgence
  - services d'approche dans la rue
  - programmes de logement de transition
  - Services sociaux de la Ville du Grand Sudbury (Ontario au travail)
  - organismes desservant les sans-abri
  - fournisseurs de services autochtones
  - programmes de logement avant tout
  - Services de logement de la Ville du Grand Sudbury
- Des renseignements non identificatoires conservés dans le SISA seront aussi partagés avec les gouvernements municipal, provincial et fédéral dans le but d'améliorer les programmes de lutte contre l'itinérance.

\*Vous trouverez une liste des organismes communautaires ayant accès à vos renseignements dans la page Web du [Système d'accès coordonné pour lutter contre l'itinérance](#).

**Avis de collecte, d'utilisation et de divulgation des renseignements personnels :**

Les renseignements personnels recueillis au moyen du présent formulaire pourraient être partagés avec les organismes partenaires comme le prévoit l'annexe A en conformité avec toute limitation imposée par le(s) signataire(s) et notée dans les présentes. Les organismes partenaires sont liés par l'une ou la totalité des lois suivantes : la *Loi sur les services de logement*, L.O. 2011, chap. 6, annexe 1; la *Loi sur l'accès à l'information municipale et la protection de la vie privée*, L.R.O. 1990, chap. M. 56; la *Loi sur la protection des renseignements personnels et les documents électroniques*, L.C. 2000, chap. 5; et la *Loi de 2004 sur la protection des renseignements personnels sur la santé*, L.O. 2004, chap. 3, annexe A.

Les renseignements personnels fournis dans le présent formulaire sont recueillis aux termes de la *Loi sur les services de logement*, L.O. 2011, chap. 6, annexe 1, pour les besoins de la livraison de services et de soutiens en matière de logement. Le personnel autorisé de la Ville du Grand Sudbury pourrait aussi utiliser vos renseignements personnels dans le cadre de son rôle d'hôte de la base de données du SISA, pour les besoins de l'administration et du maintien de la base de données dans laquelle les renseignements personnels sont conservés. Veuillez adresser vos questions au gestionnaire de la Stabilité en logement et de la Lutte contre l'itinérance, au 705 674-4455, poste 3805, ou à l'adresse suivante : 199, rue Larch, 9<sup>e</sup> étage, Sudbury (Ontario) P3A 5W5.

### **Qu'arrivera-t-il si je reviens sur ma décision de partager mes renseignements personnels?**

- Vous pouvez révoquer votre consentement n'importe quand en parlant avec un employé de la Ville du Grand Sudbury ou un membre du personnel de n'importe quel organisme communautaire participant à l'ÉÉCI.
- Si vous avez une préoccupation, nous travaillerons avec vous pour vous aider à comprendre ce que votre consentement englobe, vos droits relativement à vos renseignements personnels et la manière dont vos renseignements personnels seront partagés et utilisés par l'ÉÉCI.
- Une fois que vos renseignements sont partagés dans le SISA, nous ne pouvons pas les en retirer. Cependant, après la révocation de votre consentement, nous ne recueillerons et ne partagerons plus vos renseignements personnels.

### **Arrivera-t-il que mes renseignements personnels soient partagés sans mon consentement?**

- Vos renseignements personnels pourraient être partagés sans votre consentement si :
  - vous avez moins de 18 ans et avez subi ou risquez de subir des mauvais traitements ou des méfaits;
  - vous représentez une menace pour vous ou pour une autre personne;
  - une ordonnance d'un tribunal exige le partage de vos renseignements.

### **Qu'arrivera-t-il si je décide de ne pas donner mon consentement?**

- Si vous choisissez de ne pas donner votre consentement, aucun organisme au sein de l'ÉÉCI ne refusera de vous offrir des services. Toutefois, votre accès à certains services de lutte contre l'itinérance pourrait être limité.
- Sans votre consentement, les organismes ne pourront pas partager vos renseignements au sein de l'ÉÉCI et pourraient ne pas être en mesure de répondre avec efficacité à vos besoins en matière de soutiens.
- Par contre, vous pouvez opter de limiter votre consentement en ne procurant que les renseignements que vous êtes à l'aise de divulguer.

#### **Avis de collecte, d'utilisation et de divulgation des renseignements personnels :**

Les renseignements personnels recueillis au moyen du présent formulaire pourraient être partagés avec les organismes partenaires comme le prévoit l'annexe A en conformité avec toute limitation imposée par le(s) signataire(s) et notée dans les présentes. Les organismes partenaires sont liés par l'une ou la totalité des lois suivantes : la *Loi sur les services de logement*, L.O. 2011, chap. 6, annexe 1; la *Loi sur l'accès à l'information municipale et la protection de la vie privée*, L.R.O. 1990, chap. M. 56; la *Loi sur la protection des renseignements personnels et les documents électroniques*, L.C. 2000, chap. 5; et la *Loi de 2004 sur la protection des renseignements personnels sur la santé*, L.O. 2004, chap. 3, annexe A.

Les renseignements personnels fournis dans le présent formulaire sont recueillis aux termes de la *Loi sur les services de logement*, L.O. 2011, chap. 6, annexe 1, pour les besoins de la livraison de services et de soutiens en matière de logement. Le personnel autorisé de la Ville du Grand Sudbury pourrait aussi utiliser vos renseignements personnels dans le cadre de son rôle d'hôte de la base de données du SISA, pour les besoins de l'administration et du maintien de la base de données dans laquelle les renseignements personnels sont conservés. Veuillez adresser vos questions au gestionnaire de la Stabilité en logement et de la Lutte contre l'itinérance, au 705 674-4455, poste 3805, ou à l'adresse suivante : 199, rue Larch, 9<sup>e</sup> étage, Sudbury (Ontario) P3A 5W5.

### Consentement à la collecte et au partage des renseignements personnels

J'ai lu ou quelqu'un m'a lu les renseignements contenus dans le présent formulaire et je les ai compris. Je consens à la collecte, au partage et à l'utilisation de mes renseignements personnels dans la mesure où cette collecte, ce partage et cette utilisation sont nécessaires pour me trouver un endroit où vivre et pour m'aider à conserver ce logement.

- **(Facultatif)** Je désire **EXCLURE** les organismes suivants de tout aiguillage en mon nom :

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### Consentement écrit :

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Prénom et nom de famille – en lettres moulées                      Date de naissance

---

Prénom et nom de famille – signature                                      Date de la signature

---

Prénom et nom de famille – en lettres moulées                      Date de naissance

---

Prénom et nom de famille – signature                                      Date de la signature

*Si d'autres membres de la famille doivent être ajoutés, utilisez la prochaine page.*

### Signature du témoin :

---

Prénom et nom de famille – en lettres moulées                      Nom de l'organisme

---

Prénom et nom de famille – signature                                      Date de la signature

### Consentement à la prise de photo :

Je consens à la prise de ma photo et au téléchargement de cette photo dans la base de données du SISA.

---

Prénom et nom de famille – signature                                      Date de la signature

#### Avis de collecte, d'utilisation et de divulgation des renseignements personnels :

Les renseignements personnels recueillis au moyen du présent formulaire pourraient être partagés avec les organismes partenaires comme le prévoit l'annexe A en conformité avec toute limitation imposée par le(s) signataire(s) et notée dans les présentes. Les organismes partenaires sont liés par l'une ou la totalité des lois suivantes : la *Loi sur les services de logement*, L.O. 2011, chap. 6, annexe 1; la *Loi sur l'accès à l'information municipale et la protection de la vie privée*, L.R.O. 1990, chap. M. 56; la *Loi sur la protection des renseignements personnels et les documents électroniques*, L.C. 2000, chap. 5; et la *Loi de 2004 sur la protection des renseignements personnels sur la santé*, L.O. 2004, chap. 3, annexe A.

Les renseignements personnels fournis dans le présent formulaire sont recueillis aux termes de la *Loi sur les services de logement*, L.O. 2011, chap. 6, annexe 1, pour les besoins de la livraison de services et de soutiens en matière de logement. Le personnel autorisé de la Ville du Grand Sudbury pourrait aussi utiliser vos renseignements personnels dans le cadre de son rôle d'hôte de la base de données du SISA, pour les besoins de l'administration et du maintien de la base de données dans laquelle les renseignements personnels sont conservés. Veuillez adresser vos questions au gestionnaire de la Stabilité en logement et de la Lutte contre l'itinérance, au 705 674-4455, poste 3805, ou à l'adresse suivante : 199, rue Larch, 9<sup>e</sup> étage, Sudbury (Ontario) P3A 5W5.

**Autres membres de la famille :**

Prénom et nom de famille – en lettres moulées	Date de naissance
Prénom et nom de famille – signature	Date de la signature
Prénom et nom de famille – en lettres moulées	Date de naissance
Prénom et nom de famille – signature	Date de la signature
Prénom et nom de famille – en lettres moulées	Date de naissance
Prénom et nom de famille – signature	Date de la signature

**Avis de collecte, d'utilisation et de divulgation des renseignements personnels :**

Les renseignements personnels recueillis au moyen du présent formulaire pourraient être partagés avec les organismes partenaires comme le prévoit l'annexe A en conformité avec toute limitation imposée par le(s) signataire(s) et notée dans les présentes. Les organismes partenaires sont liés par l'une ou la totalité des lois suivantes : la *Loi sur les services de logement*, L.O. 2011, chap. 6, annexe 1; la *Loi sur l'accès à l'information municipale et la protection de la vie privée*, L.R.O. 1990, chap. M. 56; la *Loi sur la protection des renseignements personnels et les documents électroniques*, L.C. 2000, chap. 5; et la *Loi de 2004 sur la protection des renseignements personnels sur la santé*, L.O. 2004, chap. 3, annexe A.

Les renseignements personnels fournis dans le présent formulaire sont recueillis aux termes de la *Loi sur les services de logement*, L.O. 2011, chap. 6, annexe 1, pour les besoins de la livraison de services et de soutiens en matière de logement. Le personnel autorisé de la Ville du Grand Sudbury pourrait aussi utiliser vos renseignements personnels dans le cadre de son rôle d'hôte de la base de données du SISA, pour les besoins de l'administration et du maintien de la base de données dans laquelle les renseignements personnels sont conservés. Veuillez adresser vos questions au gestionnaire de la Stabilité en logement et de la Lutte contre l'itinérance, au 705 674-4455, poste 3805, ou à l'adresse suivante : 199, rue Larch, 9<sup>e</sup> étage, Sudbury (Ontario) P3A 5W5.

## Appendix E – Needs Assessment Tool



### Needs Assessment Tool

Consent, Privacy and Agency Information	
Date (d/m/y):	
Completed By:	Agency Name:
Has the client signed the Consent form? <input type="checkbox"/> Yes <input type="checkbox"/> No	Date Consent was signed (d/m/y):
Does the client have any <b>concerns</b> about sharing information with agencies in the <b>Coordinated Access System</b> ? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Does the client want to be anonymous? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If <b>YES</b> , proceed according to the <b>Identity Protection Protocol</b> .	
<input type="checkbox"/> The referring agency confirms that they have been provided with written consent to disclose the information contained in this form with community stakeholders as it pertains to the <b>Coordinated Access System</b> By-Names Prioritized List administered and managed by the City of Greater Sudbury.	

Vitals	
First Name:	Last Name:
Preferred Name:	Preferred Language:
Date of Birth (d/m/y) or approximate age:	
Phone Number:	Email:
Preferred method of contact: <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> In person at: _____	
What gender do you identify with? <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Trans Man <input type="checkbox"/> Trans Woman <input type="checkbox"/> Two-Spirit <input type="checkbox"/> Non-Binary (Genderqueer) <input type="checkbox"/> Not Listed <input type="checkbox"/> Don't know <input type="checkbox"/> Declined	
Do you identify as LGBTQ2S+? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Declined	
Do you identify as First Nations (with or without status), Métis, or Inuit? <input type="checkbox"/> First Nations – On Reserve <input type="checkbox"/> First Nations – Off Reserve <input type="checkbox"/> Non-status <input type="checkbox"/> Inuit <input type="checkbox"/> Métis <input type="checkbox"/> Affiliated <input type="checkbox"/> Non-Indigenous <input type="checkbox"/> Unknown <input type="checkbox"/> Unsure <input type="checkbox"/> Declined	

<p>In addition to the question above, do you identify with any racial identities?</p> <input type="checkbox"/> Indigenous Only <input type="checkbox"/> Arab <input type="checkbox"/> Asian–South-East <input type="checkbox"/> Asian–East <input type="checkbox"/> Asian–South or Indo–Caribbean <input type="checkbox"/> Asian–West <input type="checkbox"/> Black–African <input type="checkbox"/> Black–Afro–Caribbean or Afro–Latinx <input type="checkbox"/> Black–Canadian/American <input type="checkbox"/> Latin American <input type="checkbox"/> White <input type="checkbox"/> Declined <input type="checkbox"/> Not Listed	
<p>Have you completed basic training for the Canadian Armed Forces or another country's military?  Were you ever an officer for the RCMP?</p> <input type="checkbox"/> Served in Canadian Armed Forces <input type="checkbox"/> Served in Allied Armed Forces <input type="checkbox"/> Completed basic training <input type="checkbox"/> Former member of the RCMP <input type="checkbox"/> Not a veteran <input type="checkbox"/> Declined	
<p>What is your Citizenship/Immigration status?</p> <input type="checkbox"/> Canadian Citizen – Born in Canada <input type="checkbox"/> Canadian Citizen – Born Outside Canada <input type="checkbox"/> Permanent Resident/Immigrant <input type="checkbox"/> Refugee <input type="checkbox"/> Refugee Claimant <input type="checkbox"/> Student Visa <input type="checkbox"/> Visitor Visa <input type="checkbox"/> Work Visa <input type="checkbox"/> Undeclared	
<p>Household Type:</p> <input type="checkbox"/> Single Adult <input type="checkbox"/> Family <input type="checkbox"/> Youth (16-24) <input type="checkbox"/> Senior (65+) <input type="checkbox"/> Couple	
Number of Children in Household (if applicable):	Number of Pets in household (if applicable):
Children expected to return to household? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Declined	Expecting (pregnant)? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Declined

Alternate Contact Information		
First Name:	Last Name:	Relationship:
Phone Number:	Do we have the household's permission to speak to this person regarding the household and the personal and confidential information in this form? <input type="checkbox"/> Yes <input type="checkbox"/> No	

Partner/Spouse	
First Name:	Last Name:
Date of Birth (d/m/y):	Age: <input type="text"/> <input type="checkbox"/> Unsure <input type="checkbox"/> Declined
Would the household like to access supports and services with their partner? <input type="checkbox"/> Yes <input type="checkbox"/> No	

Health History (check all that apply)
<p>We aim to measure the severity of mental health, physical health, and substance use issues based on their impact on housing stability and daily living, without requiring a medical diagnosis.</p> <p><input type="checkbox"/> In the past 6 months, has your <u>physical health</u> made it difficult for you to access or maintain stable housing or carry out daily tasks such as working, attending appointments, or meeting basic needs?</p>

In the past 6 months, has your mental health made it difficult for you to access or maintain stable housing or carry out daily tasks such as working, attending appointments, or meeting basic needs?

In the past 6 months, has your substance use made it difficult for you to access or maintain stable housing or carry out daily tasks such as working, attending appointments, or meeting basic needs?

**At risk of violence (check all that apply)**

Do any of the following safety concerns apply to you or your household?

- Fleeing or at risk of domestic violence or intimate partner violence  
 Safety concern due to street violence, trafficking, or exploitation

\*For families only\*

Have you experienced family separation or child welfare involvement?

- Yes  No  Unknown

**Housing History**

It is crucial that complete and accurate housing history records exist for clients. Housing history records are an account of where the client is currently living if they are not staying with an emergency shelter, as well as where they have lived, including periods of homelessness when not accessing emergency shelter supports. Every new client should have their housing situation for at least the past 12 months recorded. This includes locations outside of the City of Greater Sudbury. Please use the 'additional comments' section below if the following does not provide enough room to fully describe the housing history for the client.

**Currently Residing - where the individual sleeps most frequently (select one option only):**

- Makeshift/Street  Encampment/Campsite  Emergency Shelter: \_\_\_\_\_  
 Couch Surfing  Hotel/Motel  Vehicle  
 Correctional Facility  Detoxification Facility  Hospital  
 Recovery/Treatment Facility  Domestic Violence – Emergency Shelter  
 Refugee Bridge Program  Bridge Program  Out of Town – Emergency Shelter  
 Other: \_\_\_\_\_  Transitional Housing: \_\_\_\_\_

Start Date: \_\_\_\_\_

**Housing History 1 (select one option only):**

- Makeshift/Street  Encampment/Campsite  Emergency Shelter: \_\_\_\_\_  
 Couch Surfing  Hotel/Motel  Vehicle  
 Correctional Facility  Detoxification Facility  Hospital  
 Recovery/Treatment Facility  Domestic Violence – Emergency Shelter  
 Refugee Bridge Program  Bridge Program  Out of Town – Emergency Shelter  
 Transitional Housing  Lotus Program  Elizabeth Fry Transitional Housing Program  
 Social/Community Housing  Rental at Market Price  Market Rent with Subsidy  
 Room in House  Housed with Family  Indigenous Housing Provider  
 Housed On-Reserve  Group Home  Foster Care

Start Date: \_\_\_\_\_

End Date: \_\_\_\_\_

Address (if applicable)/City: \_\_\_\_\_

<b>Housing History 2 (select one option only):</b>	
<input type="checkbox"/> Makeshift/Street	<input type="checkbox"/> Encampment/Campsite
<input type="checkbox"/> Couch Surfing	<input type="checkbox"/> Hotel/Motel
<input type="checkbox"/> Correctional Facility	<input type="checkbox"/> Detoxification Facility
<input type="checkbox"/> Recovery/Treatment Facility	<input type="checkbox"/> Domestic Violence – Emergency Shelter
<input type="checkbox"/> Refugee Bridge Program	<input type="checkbox"/> Bridge Program
<input type="checkbox"/> Transitional Housing	<input type="checkbox"/> Lotus Program
<input type="checkbox"/> Social/Community Housing	<input type="checkbox"/> Rental at Market Price
<input type="checkbox"/> Room in House	<input type="checkbox"/> Housed with Family
<input type="checkbox"/> Housed On-Reserve	<input type="checkbox"/> Group Home
<input type="checkbox"/> Emergency Shelter: _____	<input type="checkbox"/> Vehicle
<input type="checkbox"/> Hospital	<input type="checkbox"/> Out of Town – Emergency Shelter
<input type="checkbox"/> Elizabeth Fry Transitional Housing Program	<input type="checkbox"/> Market Rent with Subsidy
<input type="checkbox"/> Indigenous Housing Provider	<input type="checkbox"/> Foster Care
Start Date: _____	End Date: _____
Address (if applicable)/City: _____	
<b>Housing History 3 (select one option only):</b>	
<input type="checkbox"/> Makeshift/Street	<input type="checkbox"/> Encampment/Campsite
<input type="checkbox"/> Couch Surfing	<input type="checkbox"/> Hotel/Motel
<input type="checkbox"/> Correctional Facility	<input type="checkbox"/> Detoxification Facility
<input type="checkbox"/> Recovery/Treatment Facility	<input type="checkbox"/> Domestic Violence – Emergency Shelter
<input type="checkbox"/> Refugee Bridge Program	<input type="checkbox"/> Bridge Program
<input type="checkbox"/> Transitional Housing	<input type="checkbox"/> Lotus Program
<input type="checkbox"/> Social/Community Housing	<input type="checkbox"/> Rental at Market Price
<input type="checkbox"/> Room in House	<input type="checkbox"/> Housed with Family
<input type="checkbox"/> Housed On-Reserve	<input type="checkbox"/> Group Home
<input type="checkbox"/> Emergency Shelter: _____	<input type="checkbox"/> Vehicle
<input type="checkbox"/> Hospital	<input type="checkbox"/> Out of Town – Emergency Shelter
<input type="checkbox"/> Elizabeth Fry Transitional Housing Program	<input type="checkbox"/> Market Rent with Subsidy
<input type="checkbox"/> Indigenous Housing Provider	<input type="checkbox"/> Foster Care
Start Date: _____	End Date: _____
Address (if applicable)/City: _____	
<b>Housing History Details *please include in housing history records above*</b>	
How long has the household been in Sudbury? _____ days/months/years OR <input type="checkbox"/> Always been here <input type="checkbox"/> Unsure <input type="checkbox"/> Declined	
Where did the household live before they came here? City: _____ Province/Territory/Country: _____	
Has the household been homeless for 6 months or more in the past year (12 months)? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure <input type="checkbox"/> Declined	
Has the household been homeless for 18 months or more in the past 3 years? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure <input type="checkbox"/> Declined	

Comments:
-----------

Contributing Factors to Homelessness (check all that apply)	
<input type="checkbox"/> Discharge from jail	<input type="checkbox"/> Mental health
<input type="checkbox"/> Discharge from treatment facility	<input type="checkbox"/> Substance use
<input type="checkbox"/> Discharge from hospital	<input type="checkbox"/> Physical Health
<input type="checkbox"/> Personal Safety	<input type="checkbox"/> Housing eviction
<input type="checkbox"/> Financial crisis	<input type="checkbox"/> Transient lifestyle
<input type="checkbox"/> Family/relationship breakdown	<input type="checkbox"/> Aged out of child welfare system
<input type="checkbox"/> Involvement with Child Protection Services	<input type="checkbox"/> Other: <input type="text"/>

Document Readiness			
<b>Income</b>			
<input type="checkbox"/> OW	<input type="checkbox"/> ODSP	<input type="checkbox"/> Student Income	<input type="checkbox"/> CPP
<input type="checkbox"/> CPP Disability	<input type="checkbox"/> Disability Benefits	<input type="checkbox"/> OAS	<input type="checkbox"/> GIS
<input type="checkbox"/> WSIB	<input type="checkbox"/> Employment Insurance (EI)		<input type="checkbox"/> Insurance Settlement
<input type="checkbox"/> Self-Employment	<input type="checkbox"/> Employment – Casual/ Part Time		<input type="checkbox"/> Employment – Full time
<input type="checkbox"/> Veterans Affairs Canada		<input type="checkbox"/> Indigenous Band Council	
<input type="checkbox"/> Refugee Assistance Program		<input type="checkbox"/> Child Tax Benefits	<input type="checkbox"/> Child Support
<input type="checkbox"/> Voluntary Youth Services Agreement (VYSA)	<input type="checkbox"/> Ready, Set, Go Program		
<input type="checkbox"/> None			
<b>Identification</b>			
<input type="checkbox"/> Birth Certificate	<input type="checkbox"/> Passport	<input type="checkbox"/> Indigenous Status Card	
<input type="checkbox"/> None			
<b>Greater Sudbury Housing Corporation Community Housing Waitlist</b>			
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown	
<input type="checkbox"/> Urgent Status	<input type="checkbox"/> Ineligible		

**Additional Comments:**

--

**Notice of Collection:**

The personal information contained on this form is collected under the authority of the *Housing Services Act*, S.O. 2011, c 6, Schedule 1, and will be used for the purposes of providing housing related services and supports, and may be used to inform future service improvements. The personal information may also be used by staff at the City of Greater Sudbury in its role as database host for the purposes of administrating and maintaining the database on which the personal information is kept. Questions about this collection should be directed to: Coordinator of Shelters and Homelessness T 705.674.4455 ext.1534, 199 Larch Street, 9<sup>th</sup> floor, Sudbury ON P3A 5W5.

V5 HIFIS

Revised August 28, 2025

## Appendix F – Keeping a Client Active in HIFIS<sup>12</sup>

### Keeping a Client Active in HIFIS

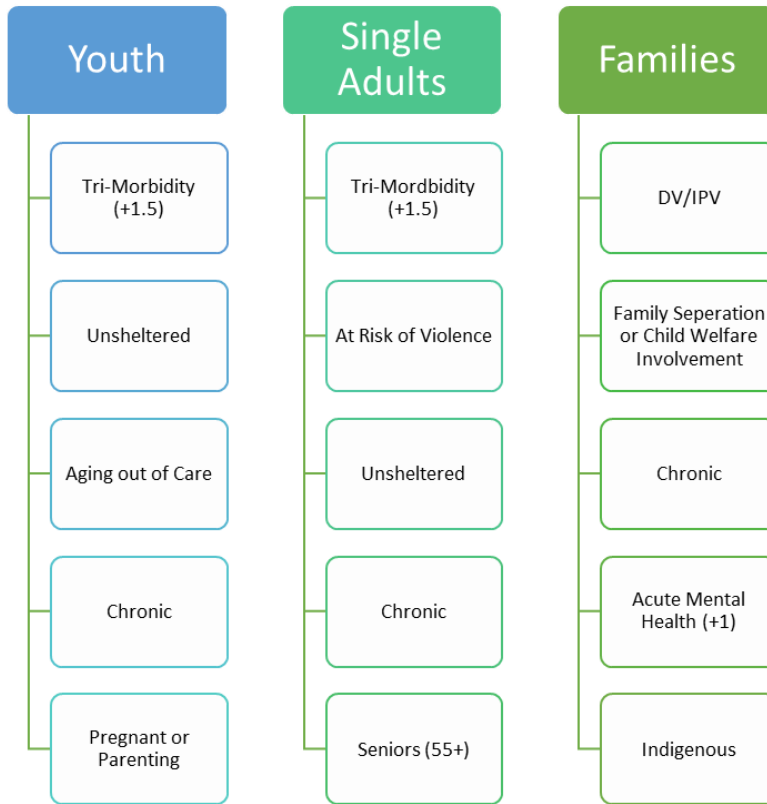
Module	Action	Field used in calculation	Conditions/Notes
Admission	Add Book In	Start Date and Time	Client will maintain a Client State of <b>Active</b> , so long as an <b>Admission</b> record is open. When the <b>Book Out</b> occurs, the <b>Book Out Date and Time</b> is used as the last activity date, and after ninety days the client will become inactive if no additional activities listed in this table are recorded in HIFIS
Appointment	Add Appointment	Start Date and Time	Client will be made/kept <b>Active</b> only if <b>Followed Through</b> field is set to <b>Yes</b>
Assessment	Add SPDAT	Start Date and Time	N/A
	Add VI-SPDAT	Start Date and Time	N/A
	Add VAT	Start Date and Time	N/A
Calls and Visits Log	Add Log	Date and Time	N/A
Case Management	Add Case	Start Date	Client will have a Client State of <b>Active</b> so long as the <b>Case Management</b> record remains open. When the record is closed by clicking <b>Edit Case</b> , and setting the <b>Status</b> to <b>Closed – Success</b> or <b>Closed – Goal(s) not met</b> , the <b>End Date</b> is used as the last activity date, and after ninety days the client will become inactive if no additional activities listed in this table are recorded in HIFIS
Consent	Add Consent	Start Date	N/A
Diversion	Add Diversion Attempt	Date and Time	N/A
	Diversion Workflow	Date and Time	N/A
Food Banks	Add Food Bank Transaction	Start Date and Time	N/A
Goods and Services	Add Goods and Services Transaction	Start Date and Time	N/A
	Add Express Goods Transaction	Start Date and Time	N/A
	Add Express Services Transaction	Start Date and Time	N/A
Group Activities	Add Client Name(s)	Start Date and Time	Client will be made/kept <b>Active</b> only if the <b>Attended</b> field is set to <b>Yes</b>

<sup>12</sup> "User Guide: HIFIS Tool Kit," Housing, Infrastructure and Communities Canada, last modified May 2025, <https://homelessnesslearninghub.ca/wp-content/uploads/2019/11/HIFIS-User-Guide-EN.pdf>

<b>Housing Loss Prevention</b>	Add Housing Loss Prevention	Start Date	<p>Client will have a Client State of <b>Active</b> so long as the <b>Housing Loss Prevention</b> record remains open.</p> <p>When the record is closed by adding a final follow-up:</p> <ul style="list-style-type: none"> <li>• If the <b>All Clients Still in Housing</b> field is set to <b>Yes</b>, then the <b>Final Follow-up</b> date is used as the last activity date, and after ninety days the client will become inactive if no additional activities listed in this table are recorded in HIFIS</li> <li>• If the <b>All Clients Still in Housing</b> field is set to <b>No</b>, then the earliest date between the <b>Final Follow-up Date</b> or <b>Date Left Housing</b> is used as the last activity date, and after ninety days the client will become inactive if no additional activities listed in this table are recorded in HIFIS</li> </ul>
<b>Housing Placement</b>	New Follow Up	Follow-up Date	<p>Client will have a Client State of <b>Active</b> so long as the <b>Housing Placement</b> record remains open. When the record is closed by adding a final follow-up:</p> <ul style="list-style-type: none"> <li>• If the <b>All Clients Still in Housing</b> field is set to <b>Yes</b>, then the <b>Final Follow-up</b> date is used as the last activity date, and after ninety days the client will become inactive if no additional activities listed in this table are recorded in HIFIS</li> <li>• If the <b>All Clients Still in Housing</b> field is set to <b>No</b>, then the earliest date between the <b>Final Follow-up Date</b> or <b>Date Left Housing</b> is used as the last activity date, and after ninety days the client will become inactive if no additional activities listed in this table are recorded in HIFIS</li> </ul>
<b>Medication Dispensing</b>	Dispensing Medication	Dispensing Date	N/A
<b>Service Restrictions</b>	Add Service Restriction	Start Date	N/A
<b>Storage</b>	Add Storage Item	Start Date	N/A
<b>Survey</b>	Begin Survey	Date Taken	N/A
<b>Turn Aways</b>	Add Turn Away	Effective Date and Time	N/A

# Appendix G – Sudbury Prioritization Matrix

## Sudbury Prioritization Matrix\*



\* Proportional Allocation: 1 in 3 Resources to Indigenous Population

Youth						
Priority	Tri-Morbidity	Unsheltered	Aging Out of Care	Chronic	Pregnant or Parenting	Total
Score	4.5 (+1.5)	4	3	2	1	16
Single Adults						
Priority	Tri-Morbidity	At Risk of Violence	Unsheltered	Chronic	Senior (55+)	Total
Score	4.5 (+1.5)	4	3	2	1	16
Families						
Priority	Domestic Violence / Intimate Partner Violence	Family Separation or Child Welfare Involvement	Chronic (>1 Member)	Acute Mental Health (>1 Member)	Indigenous (>1 Member)	Total
Score	5	4	3	2 (+1)	1	16

Priority: Low (0-4), Mid (5-8), High (8+)

## Appendix H – HIFIS Housing Continuum<sup>13</sup>

Housing Status	Homeless: Unsheltered	Homeless: Sheltered	Homeless: Hidden	At-Risk: Public Institution	At-Risk: Transitional	Housed	
<b>Housing Types</b>	Abandoned Building Boat / Water Vessel Encampment/ Campsite Makeshift/ Street Vehicle	Emergency Shelter <sup>15</sup> Domestic Violence – Emergency Shelter <sup>15,16</sup>	Couch Surfing – Staying Temporarily with Others <sup>16</sup> Hostel Hotel / Motel YMCA/YWCA	Correctional Facility Detoxification Facility Hospital – Medical Hospital – Psychiatric Recovery/Treatment Facility	Halfway House Transitional Housing <sup>15</sup> Domestic Violence – Transition House <sup>15,16</sup>	Co-op Housing Foster Care Group Home Home Ownership Housed in Family's House/ Apartment Housed On-Reserve Indigenous Housing Provider Military Housing Rental at Market Price	Rental at Market Price with Rent Subsidy Residential Care Facility Room in a House Rooming House Secondary Suite Single Room Occupancy Social/Community Housing Supportive Housing <sup>15</sup>

<sup>13</sup> "Homelessness Glossary for Communities"