

2019 PIT Lead Training

Strategies For Change

thn.org

Agenda

- Welcome and Introductions
- PIT Planning
- PIT Methodology
- Training
- Counting Us Mobile App
- Community Conversation: Bell County and Taylor County
- Q&A

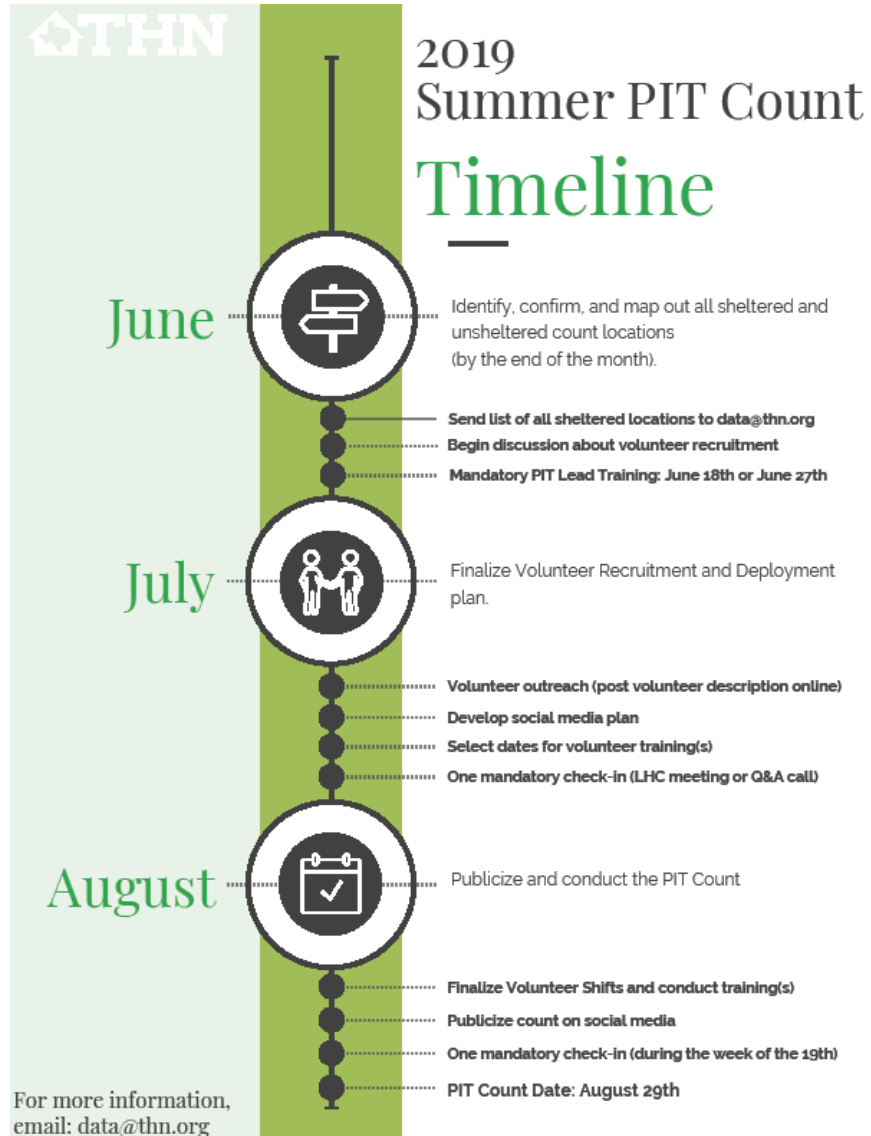


PIT Date

August 29th, 2019



Timeline



PIT Planning



PIT Basics

- How many people are currently homeless in your community?
- How many of them are families, youth, or veterans?

The answers to these questions and more can be answered by point-in-time counts.

A point-in-time count is an unduplicated count on a single night of the people in a community who are experiencing homelessness



Why A Summer POINT-IN-TIME?



Potential increase in number of volunteers and/or number of surveys completed due to warmer weather conditions.



To track populations over time. (To see if the same individuals experiencing homelessness in January are experiencing in the Summer).



To practice new count planning and/or implementation techniques to prep for the official winter PIT Count.



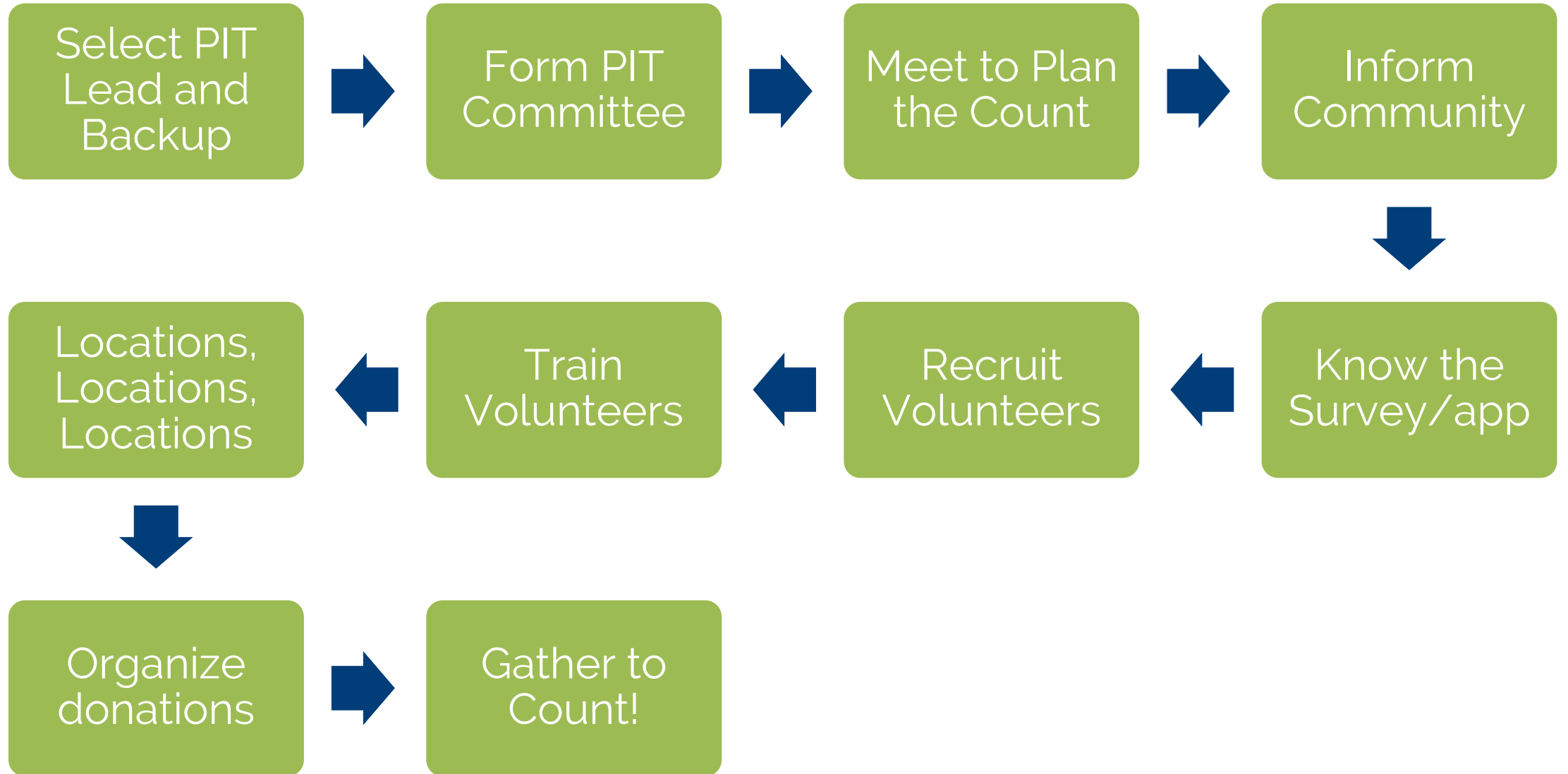
Engaging Sub-population

- Youth
- Veterans
- Families
- Individuals with Lived Experience

Click [here](#) for resources



SUCCESSFUL PIT COUNT



Before the Count

- Develop a Safety Plan
- Plan for Adverse Weather
- Set-up Headquarters Location
- Work with Shelter Leads
- Create map of “Hot Spots”
- Recruit and Assign Volunteers
- Train Volunteer
- Prepare Survey Kits



Types of Volunteers

- Planning
- Headquarters
- Team Leads
- Sheltered
- Unsheltered



Mobilizing the Community

- Forming PIT Committee
- Recruiting Volunteers
- Spreading awareness
- Media Engagement



PIT Methodology



WHO TO COUNT

Individuals
& Families
Living In:

- Emergency Shelter
- Transitional Housing
- Domestic Violence Shelter
- Hotel/Motel paid for by voucher
- Places not meant for human habitation



WHO NOT TO COUNT

Individuals
& Families
Living In:

- Doubled-up situations
- Substandard housing
- PSH program
- Rapid Re Housing program
- Hotel/Motel paid for with own funds
- Locations using HUD-VASH vouchers
- Shelters designed for foster care or DFPS children



Sheltered PIT Count

- HUD defines sheltered homeless persons as adults, children, and unaccompanied children who, on the night of the count, are living in shelters for the homeless.
- Regardless of funding source, **all** providers of shelter, vouchers, or funds for shelters (including motel/hotel rooms), and/or transitional housing should provide unduplicated information about the individuals and families on August 29th, 2019.
- For Emergency Shelters, you should conduct the surveys in the late afternoon/evening **when participants are checking in to stay the night.**



Sheltered PIT – Where to Count

You should count:

- Emergency Shelters:
 - Domestic violence shelters
 - Hotel, motel, or apartment vouchers paid for by a public or private agency because the individual or family is homeless
- Transitional Housing



Sheltered PIT – Prep and Forms

- Download and register an account with the Counting Us App.
*Kyra will notify you when the survey and app are live.
- Review the survey and become comfortable with the questions
- Talk to THN about any concerns prior or on the day of the count
- ES/ TH Facilities



Unsheltered PIT Count

- A count of people who are homeless but not in a shelter or transitional housing program is referred to as an unsheltered count.
- The unsheltered count requires identification of homeless individuals that are living on the street, in abandoned buildings, in their vehicles, tents, shanties, parks, woods, transportation stations, or other places not meant for human habitation on August 29th.



Unsheltered PIT – Survey Steps

There are **five** steps to completing an unsheltered PIT count :

1. Identify yourself, engage potential participants and explain the purpose of the count.
2. Deliver the script and the consent process. Obtain verbal consent to proceed.
3. Ask the screening questions. Determine if the individual is eligible.
4. If eligible, administer the survey questions, recording the participant's responses. If ineligible, thank them for their time and move on.
5. Thank the respondent for their participation. If possible, provide the participant with donated items.



Unsheltered PIT – Sample Script

Hello, my name is _____, and I am helping _____ conduct a short survey of our community. We would like to learn more about people experiencing homelessness, what kinds of problems they face, and to see what services are needed to address homelessness.

Your participation is strictly voluntary, and all of your responses are confidential. Your privacy will be protected and respected. If questions make you uncomfortable you do not have to answer them. Would you be willing to take a few minutes to answer some questions?



Unsheltered PIT – Where to Count

- Street/sidewalk
- Vehicle (car, van, RV, truck)
- Park
- Abandoned building
- Bus, train station, airport
- Under bridge/overpass
- Woods/outdoor encampment



Unsheltered PIT – Prep and Forms

- Download and register an account with the [Counting Us App](#)
 - *Kyra will notify you when the survey and app are live.
- If possible, map out sections for volunteers
- Volunteer Interviewing Guide
- Day of Count Cheat Sheet
- Volunteer Hour Tracker sheet



Safety

Do

- ✓ Always work in teams
- ✓ Be respectful of space
- ✓ Ask a person to participate if you think they are homeless
- ✓ Introduce yourself and explain what you are doing
- ✓ Be sincere and caring
- ✓ Remain calm
- ✓ Know how to de-escalate
- ✓ Know emergency numbers
- ✓ Honor requests to not participate
- ✓ Provide shelter information if possible
- ✓ Dress appropriately
- ✓ Leave valuables behind

Don't

- ✓ Wake up someone*
- ✓ Approach if you don't feel comfortable*
- ✓ Mandate participation
- ✓ Invade personal space
- ✓ Cross barriers
- ✓ Promise anything you can't deliver
- ✓ Be judgmental
- ✓ Give money or offer rides
- ✓ Share any confidential info or photos of participants
- ✓ Panic
- ✓ Put anyone in danger
- ✓ Deviate from the survey



Best Practices

- Familiarize yourself with the survey
- Communicate your intentions to prospective survey participants
- Obtain consent to administer the survey
- Express confidence and compassion
- When surveying individuals within a group, prioritize safety and protect participant's information
- Come up with a safety phrase for discomfort amongst your team
- Know volunteer expectations
- Know community resources



Checklist

Items to bring with you:

- Comfortable clothes and shoes
- Fully charged cell phone (portable charger if possible)
- Flashlight (if conducting count at night or early morning)
- Pen and notepad
- Vehicle if necessary
- “Goodie bags” to pass out if provided



Training



Training Outline

- **The purpose of the count:** Why it is happening and the expected benefits for the community and for the respondents.
- **The population:** Who experiences homelessness and why. There is an opportunity to educate volunteers on the population and the causes of homelessness. This could include specific information on homelessness experienced by Indigenous people and youth.
- **The approach:** How to approach someone to participate in the survey. An explanation of the honoraria/incentives. How to ask the survey questions in a respectful manner.
- **The survey:** How to screen for homelessness. What each question is asking for. The importance of collecting reliable data.
- **Logistics and safety:** What materials will be provided to survey teams. What to wear and bring on the day of the count. Who to contact in the case of a problem or emergency.



Volunteer Training

ONLINE

- Training
- Google Form:
 - Volunteer Registration
 - Quiz
 - Release Form

IN-PERSON

- Training
- Google Form:
 - Volunteer Registration
 - Release Form



Volunteer Hour Tracker

**ALL VOLUNTEERS MUST FILL OUT
ONLINE FORM!**

*Please have volunteers fill out on
the day of the count after
completing their shift*



Mobile/Web App

- **We are in the process of finalizing the contract with our vendor, so we will not be doing a walkthrough of the app at this time.**
- **During our check in phone calls in July, Kyra will be doing a refresher of the app with each community individually. This will include inputting practice survey data based off of scenarios.**



Community Conversation: Bell County

- What method did you take to map out your unsheltered count?
- Did you form a PIT committee? If so, how did you divvy up responsibilities?
- Where do you recruit volunteers from? What do your outreach efforts look like?
- How did you conduct the trainings (did you do in person or opt for the online volunteer training)?
- What important changes, if any, did you make between your 2018 Winter Count to your 2019 Winter Count? How do you feel like these changes affected your count?
 - What changes do you plan to implement for this count?
- Can you tell us a little more about your reasoning for participating in the Summer count? What do you hope to get from this process?
- Any additional advice for out PIT communities on this call?



Community Conversation: Taylor County

- What method did you take to map out your unsheltered count?
- Did you form a PIT committee? If so, how did you divvy up responsibilities?
- Where do you recruit volunteers from? What do your outreach efforts look like?
- How did you conduct the trainings (did you do in person or opt for the online volunteer training)?
- What important changes, if any, did you make between your 2018 Winter Count to your 2019 Winter Count? How do you feel like these changes affected your count?
 - What changes do you plan to implement for this count?
- Can you tell us a little more about your reasoning for participating in the Summer count? What do you hope to get from this process?
- Any additional advice for out PIT communities on this call?



I MUSTACHE YOU

A QUESTION

quickmeme.com

