

# 2020 PIT Lead Training

**Strategies For Change**

thn.org

# Agenda

- Welcome and Introductions
- PIT Planning
- PIT Methodology
- Training
- Counting Us Mobile App
  - RCC Teams
- Housing Inventory Count
- Community Sharing
- Q&A



# PIT Date

**January 23<sup>rd</sup>, 2020**



# 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 POINT-IN-TIME



## FUNDING

- Eligibility to apply for CoC funds



## EXTENT

- Trends of homelessness in the local area
- Characteristics of those experiencing homelessness
- New programs



## AWARENESS

- Raise community awareness
- Raise political awareness





# 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
- Service-Based





# 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





# Definition: Homeless Children and Youths

- U.S. Department of Education (ED) Subtitle VII-B of the McKinney-Vento Homeless Assistance Act defines homeless children and youths as follows: The term "homeless children and youths"—  
Meaning individuals who lack a fixed, regular, and adequate nighttime residence (within the meaning of section 11302(a)(1) of this title); and includes—
  - i. children and youths who are sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason; are living in motels, hotels, trailer parks, or camping grounds due to the lack of alternative adequate accommodations; are living in emergency or transitional shelters; are abandoned in hospitals; or are awaiting foster care placement;
  - ii. children and youths who have a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings (within the meaning of section 11302(a)(2)(C) of this title);
  - iii. children and youths who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings; and iv. migratory children (as such term is defined in section 6399 of title 20) who qualify as homeless for the purposes of this subtitle because the children are living in circumstances described in clauses (i) through (iii).



# 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 need to provide unduplicated information about the individuals and families on January 23<sup>rd</sup>, 2020.
- 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
- 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 people 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 January 23<sup>rd</sup>.



# 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
- If possible, map out sections for volunteers
- Volunteer Interviewing Guide
- Day of Count Cheat Sheet
- Volunteer Hour Tracker sheet



# Unsheltered And Sheltered Counts

## Do's

- If you have obtained consent

## Don'ts

- Do not complete a survey without consent
- Do not continue the survey if the individual has expressed the desire to end the survey
- Do not complete a survey based on an intake form unless you have specifically obtained consent to do so.







# Observation Survey

## Do's

- Someone is sleeping
- You do not feel comfortable going to a certain area
- A person did not give their consent to participate in the survey or they don't want to complete the survey in it's entirety
- Someone does not seem to understand the consent process and cannot reasonably consent to the survey.

## Don'ts

- Do not fill out an observation survey if you have not laid eyes on the individual that day





# 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





# Service Based Count

- This method focuses on conducting interviews with users of non-shelter services and locations frequented by people who are homeless.
- The major difference between a night of the count approach and a service-based approach is that it cannot be assumed that everyone encountered is homeless.
  - To determine homeless status, it is essential to ask detailed questions related to living situation
- **Data collection must not extend beyond 7 days after 1/23/20**





# 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!**

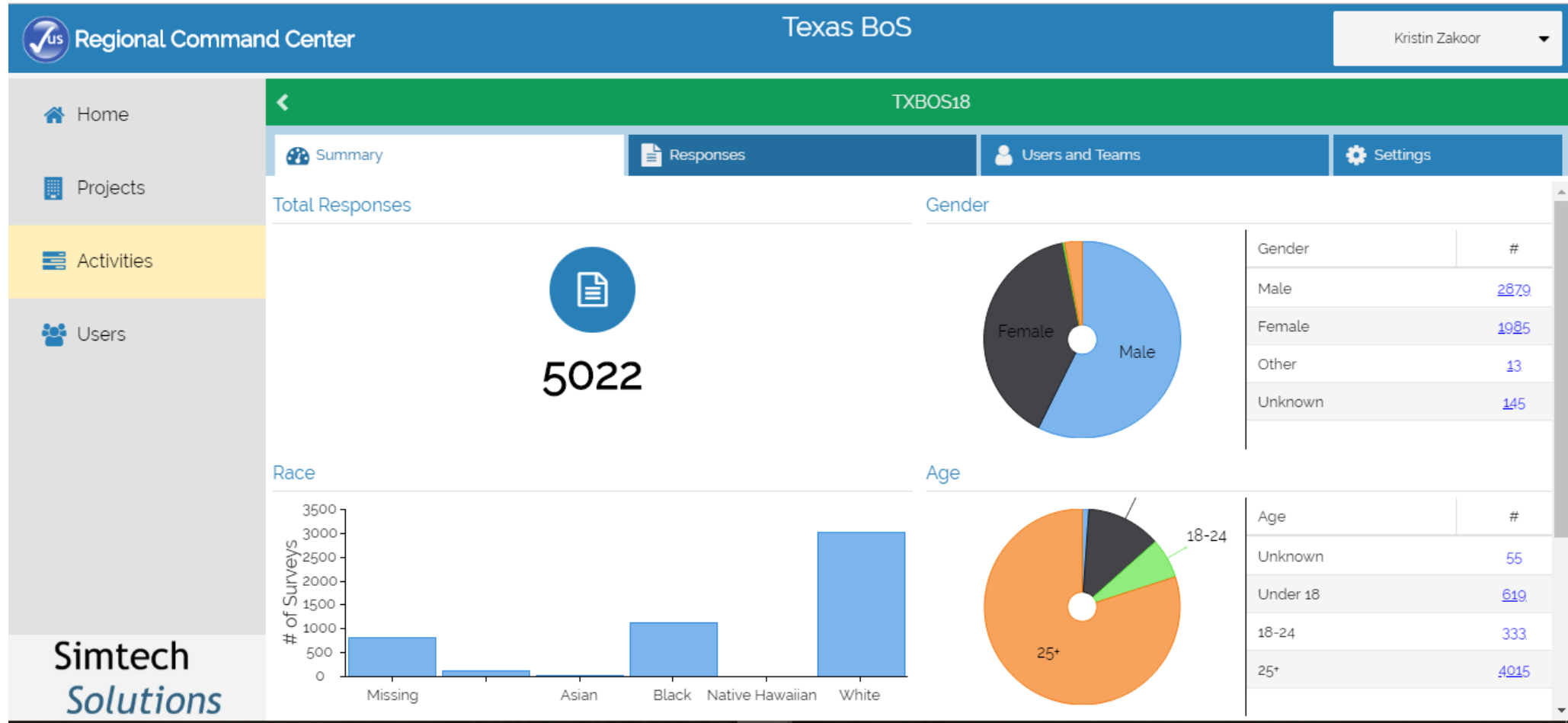
\*Please have volunteers fill out on  
the day of the count after  
completing their shift\*



# Counting Us Mobile App

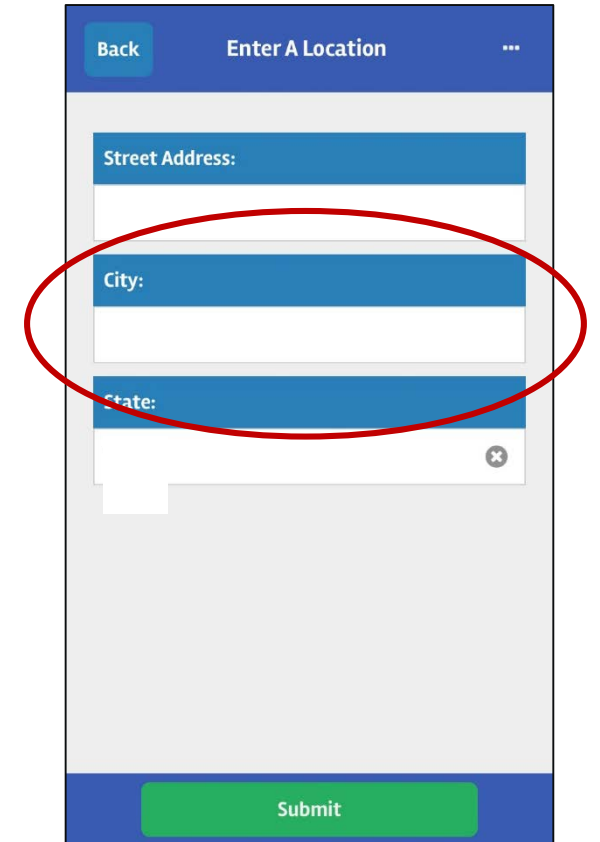
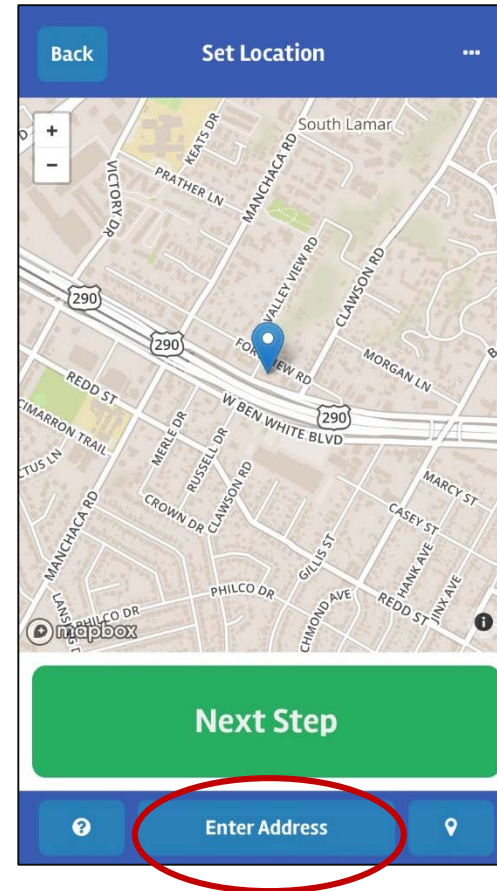


# Team Command Center



# DV Survivors and Surveys

- Use Counting Us App
- On geo-location screen, click “Enter Address” button and **ONLY** enter in City and State information
- **DO NOT** enter in first or last name
- For date of birth information **ONLY** enter in age range





# Day of Count Set-Up Key

MAKE SURE ON THE DAY OF THE COUNT  
ALL SURVEYS ARE COLLECTED UNDER  
SET-UP KEY...

**TX2020**





# Surveys

- **Complete practice surveys** (don't be afraid to make mistakes, its all test data)
- If volunteers have technical issues, make sure they contact PIT Lead first to triage
  - Contact THN staff if need further help addressing issue
  - You will be assigned a THN staff member to contact
- Make sure all volunteers submit "Saved Draft" surveys once they have internet access and need to do so within 24 hrs of count.
  - NO surveys should stay on any device
- Decide how you want to check-in with volunteers at end of count
  - Make sure are safe and count was completed successfully





# **Housing Inventory Count (HIC)**



# What it is...

- Each year, the U.S. Department of Housing and Urban Development (HUD) requires each Continuum of Care (CoC) to count its Housing Inventory Count (HIC) on the same night as the annually required Point-in-Time (PIT) count.
- The Housing Inventory Count (HIC) is a point-in-time inventory of provider programs within a Continuum of Care that provide beds and units dedicated to serve people experiencing homelessness on January 23<sup>rd</sup>, 2020.
- HIC to be submitted to THN by **January 30<sup>th</sup>, 2020.**





# What we Count...

- The HIC includes inventory and capacity information about all programs dedicated to serving homeless persons in a community, regardless of the source of funding. The HIC captures inventory information for the following program types:

## Shelter:

- Emergency Shelter
- Transitional Housing

## Permanent Housing:

- Rapid Re-Housing
  - Permanent Supportive Housing



# How we Collect...

- THN will send out a HIC Worksheet with Instructional Guide to each HIC Contact to be completed for the night of January 23<sup>rd</sup>.
- We are currently working on updating the method to remove some of the burden from those that are filling out the worksheets. If you are a HIC contact you will be getting more information at the quarterly check in for December.





PIT + HIC = ❤️





# Community Sharing: Vineta Byrd

- Will this count be your first time being the PIT lead for your region?
  - If not, how long have you been the PIT lead for your area
- How did you conduct your Unsheltered count for the Summer count? Is it different from what you plan to do for your upcoming Winter Count?
- Do you plan to form a PIT committee? If so, have you determined how you will divvy up responsibilities?
- Where do you get your volunteers from? What do your outreach efforts look like?
- How did you conduct the trainings for the Summer Count (did you do in person or opt for the online volunteer training?)
  - Is this the same tactic you will use for your Winter Count?
- What important changes, if any, did your community make between your 2019 Winter Count to your 2019 Summer Count? How do you feel like these changes affected your count?
  - What changes do you plan to implement for this count?



Any additional advice for out PIT communities on this call?

# Community Sharing:

## Paul Castañeda

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# 2020 Winter Point-in-Time Count

## External Timeline

### November



**11/1/2019:**  
Deadline to join count

**11/7/2019:**  
Mandatory PIT Lead Webinar at 1:30 pm

**11/15/2019:**  
Deadline to notify THN if using service based count and/or paper surveys

**11/22/2019:**  
Verify Agencies for the sheltered count

### December



**12/5/2019:**  
PIT Q&A/ App Walk through webinar

**12/6/2019:**  
Deadline to notify THN if you are interested in having a staff member on site for day of count.

**12/9-12/13/2019:**  
Round one of PIT Check in calls

### January



**1/13-1/17/2020:**  
PIT Office Hours

**1/23/2020:**  
PIT Count Date

**1/30/2020: (Back up Date)**  
-Volunteer Hour Tracker deadline  
-Last day for Service Based Count  
-Paper survey deadline  
-Housing Inventory Count deadline

### February



**2/7/2020:**  
Deadline to Complete PIT Debrief Survey

**12/10-2/14/2020:**  
PIT Debrief Calls

**2/27/2020:**  
Tentative Deadline for THN to send final PIT reports

\*THN will hold a webinar in March about how to use your PIT Data\*



**I MUSTACHE YOU**

**A QUESTION**

quickmeme.com

