2020 Point-in-Time Count Planning for Communities

December 12, 2019

Webinar Information

All participants lines are muted.

Use the questions feature in the GoToWebinar control panel to submit questions.

This webinar will be posted to COHHIO’s website.

This webinar is being recorded.
Ohio BoSCoC
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Purpose of this Webinar

Discuss planning, process, and tools for local Point-in-Time (PIT) Counts

Enlighten participants about changes to the 2020 PIT Count

Agenda

• Purpose of Point-in-Time Count
• Counting Us App
• Survey Tools
• PIT Planning Components
• Volunteer Training
• Timeline
• Questions
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Purpose of Point-in-Time Count

- Meet HUD and Ohio BoSCoC requirements
- Use data to improve service delivery
- Use data to provide guidance for development
- Use data in applications for federal and local grants
- Assist with resource allocation
- Conduct Community Outreach and identify areas of need
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2020 PIT Count Collection App

All Ohio BoSCoC communities MUST use the free data collection app or web application “Counting Us”. Specifically, those who need to enter data in the app would be:

• Those required to do Unsheltered Count
  • Non-HMIS participating Shelters
2020 PIT Count Collection App

Important Points:
- Please do not buy any new equipment
- No need to hand your device to anyone you’re surveying
- Download the app now!
- The areas that will be required to be canvassed for the unsheltered count are very specific and detailed down to census tracts
- Ohio BoS staff will reach out directly to county contacts in the areas required to do an unsheltered PIT Count with more details and maps
- We very strongly encourage providers to use the Counting Us App for all data entry
- If for whatever reason you must use paper forms, be sure to collect exact addresses of where the person is staying

2020 PIT Count App: Getting Started

1. Download and Access Counting Us for data entry:
   - Web Version – https://counting.us/
   - iPhone & Android (free!) – app store → “counting us”

2. Register yourself and create account by clicking:
   - Enter your name, email, cell phone number, create a password, and hit

3. You are now ready to...
2020 PIT Count App: Getting Started

• Once you’ve logged in:

**Setup Key = OHBoS2020**

2020 PIT Count App: Demo

Scenario #1:
• You are an enumerator in a designated/required area
• The PIT Count Lead directs you to go do outreach between 3rd Street and High Street
• While out, you encounter:

**Pete Pointintime**
• Sleeping in park
• 40 year old male (11/7/79)
• Experienced homelessness before
• History of drug & alcohol abuse

**Holly Housingcount**
• Sleeping in park
• 40 year old female (10/30/79)
• Experienced homelessness before
• History of mental health
2020 PIT Count App: Demo

https://counting.us/

Scenario #2:

• You are a data administer at Safety Promise Shelter
• Safety Promise Shelter is non-HMIS Participating
• You have a following client that needs counted:

Carrie Continuum

• Safety Promise Shelter
• 55 year old female (11/12/64)
• Experienced homelessness before
• Has a physical disability

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PIT Count Collection Tools

Sheltered

Unsheltered

Observation Count Form
Unsheltered Count Form

1. Where are you sleeping tonight? (Do not include categories. Select only one category)
   - Street or sidewalk
   - Shelter or temporary housing
   - Emergency shelter
   - Transient housing
   - Motel
   - Hotel
   - Boarding house
   - Abandoned building
   - RV, camper, trailer
   - Under a bridge or other mean of protection
   - Homeless shelter
   - Abandoned household
   - Under the stars
   - Vacant dwelling
   - Other (Specify)

2. Did another survey worker already ask you these same questions about where you are staying tonight?
   - Yes [__] No [__] (Thank respondent and go to Observation Tool)

3. How many people and children are in your household, who are staying in the same location with you tonight?
   - Age 0 - 14
   - Age 15 - 44
   - Age 45 - 64
   - Age 65 or older
   - Age 17 and younger

   Person 1
   Person 2
   Person 3
   Person 4
   Person 5

   (If respondent says Don’t Know or Refused write DK or REF)

Sheltered Count Form

1. Did another survey worker already ask you these same questions about where you are staying tonight?
   - Yes [__] No [__] (Thank respondent and go to Observation Tool)

2. Including yourself, how many adults and children are in your household, who are staying in the same location with you tonight?

   Person 1
   Person 2
   Person 3
   Person 4
   Person 5

   (If respondent says Don’t Know or Refused write DK or REF)
Service-Based Count Form

- Not required
- Providers can voluntarily organize one
- However, no data collected for this purpose should be entered into the Counting Us app
- Reach out to hannahbasting@cohhio.org for paper Service Based Count tools

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PIT Count Overview

Identify PIT Coordinating Committee Members
• HIC/PIT County Contact
• Homeless Adult, Youth, or Veteran
• Domestic Violence Survivor
• Volunteers from Homeless Service Providers
• Outreach Team Members
• Mental Health Providers
• Police

Sheltered Count:
• Emergency Shelter
• Transitional Housing
• Safe Havens
• Persons residing in hotels/motels (paid for by public or private organizations for purposes of providing emergency shelter)
• Extreme weather shelters/cold shelters

There is a Sheltered Count for HMIS Participating and Non-HMIS Participating providers
PIT Count Overview

Unsheltered Count:

All persons who, on the night of the count, are living in a place not designed for or ordinarily used as a regular sleeping accommodation for human beings. This includes persons staying in cars, encampments, or abandoned buildings, etc.

Street Count
Sending enumerators to specified locations to interview individuals/households sleeping in a place not meant for human habitation:
- These specific locations will be very specific U.S. Census tracts
- Detailed information about these specific census tracts will be communicated to County Contacts
- County Contacts will then share this information with enumerators
- No unsheltered surveys area outside of the specific census tracts area’s will be included in the PIT count
Geographic Based Sampling Approach

Incentives
Identify possible sources for incentives to give those experiencing homelessness:
- Restaurants
- Walmart/Target/Kmart
- Convenience Shops
- Churches
- Shelters

If incentives are secured...
- Make note of the donation
- Make someone responsible for obtaining them
- Procure incentives before the Count
- Identify places for volunteers to access them
Develop Volunteer Recruitment & Deployment Plan

**Designate**
- Command Center  
  *Where do the volunteers train?*
- Staging Area  
  *Where do the volunteers meet?*
- Communication Plan  
  *Who will answer what questions?*  
  *Where do you send people that need immediate assistance?*

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Volunteer Training

- Create training
- Publicize training dates for volunteers
- Send emails, texts, etc. to get info to volunteers
  - Express the need to attend
  - How they can attend
  - Time commitment involved
- Conduct training
  - Document training attendance

Volunteer Training - Street Count

- Make eye contact
- Smile
- If they are sitting, kneel or sit at their level
- Do not shine light in their face
- Be cognizant of body language
  - Avoid crossing arms
  - Leaning back
  - Frowning
- Be respectful
Volunteer Training
How to Ask Questions

• Try to start conversation casually, not scripted.
• For unsheltered, please remember:
  • When encountering unsheltered homeless on the night of the PIT Count, always offer them a shelter bed or stay in a hotel/motel, if available
  • Collect detailed contact information so that you can follow up and offer housing assistance where person is eligible and desires assistance
  • Any time unsheltered families with children are encountered, you MUST offer shelter, if available
• Ensure that volunteers are comfortable asking questions and know why they are asking survey questions

Volunteer Training - Safety

• Stay with assigned team in assigned area
• Carry a cell phone
• Don’t wear much jewelry or expensive clothing
• Dress warm and comfortably
• Follow traffic laws
• Trust your instincts
• Don’t enter abandoned buildings (unless instructed otherwise)
• Leave a situation if you and your team are not comfortable
  • If person becomes hostile or threatened, apologize and leave
  • Record in Unsheltered Observation Form
• Announce yourselves when approaching
Volunteer Training General Notes Ohio
BoSCoC 2020 Point-in-Time Street Count

Tuesday, January 21, 2020
8:00pm-6:00am

No earlier than 8:00 pm!
No later than 6:00 am!

Post PIT Follow-Up

• Provide feedback to volunteers via:
  • Certificates
  • Thank you emails
  • Closing event
  • Or other
• Hold a debriefing meeting with PIT Coordinators.
• Providers should also follow-up with newly identified persons experiencing homelessness.
• Once final PIT data is available, release to community stakeholders
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2020 Timeline
Sheltered PIT Count for HMIS Participating Projects

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 10, 2020</td>
<td>Run Data Quality Report and review for accuracy and completeness.</td>
</tr>
<tr>
<td>by January 20, 2020</td>
<td>Run Entry/Exit report to make sure entry/exits dates have been entered for all clients.</td>
</tr>
<tr>
<td>by January 22-23, 2020</td>
<td>Run Entry/Exit report again to make sure entry/exit dates have been entered for all clients.</td>
</tr>
<tr>
<td>February 8, 2020</td>
<td>COHHIO HMIS staff will pull reports for sheltered PIT data for January 22.</td>
</tr>
</tbody>
</table>
2020 Timeline
Sheltered PIT Count
for Non-HMIS Participating Projects

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 16, 2019 - January 20, 2020</td>
<td>Providers download Counting Us App, and ensures that all survey workers are trained.</td>
</tr>
<tr>
<td>January 21 - 22, 2020</td>
<td>Providers collect information on every client who stayed in their program on the night of January 21, and enter that information into the Counting Us App</td>
</tr>
<tr>
<td>January 24, 2020</td>
<td>Providers ensure all client information for the night of January 21, is entered into the Counting Us App</td>
</tr>
</tbody>
</table>

2020 Timeline
Unsheltered PIT Count

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 16, 2019 - January 20, 2020</td>
<td>Community organizes PIT Count, downloads and trains volunteers on Counting Us App, and ensures that all survey workers are trained.</td>
</tr>
<tr>
<td>January 21, 2020 8:00 pm - 6:00 am</td>
<td>Community conducts Unsheltered Street Count in designated areas</td>
</tr>
<tr>
<td>January 24, 2020</td>
<td>All count information is to be uploaded to the Counting Us App</td>
</tr>
</tbody>
</table>
Contact Information

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HMIS Correspondence
hmis@cohhio.org

Questions?
Thank you!