

Thursday, January 23, 2020

2020 Homeless Count Volunteer Training

Volunteer Training Agenda

PIT Count 101

- PIT Count: What, Who, and Why?
- FAQs

Your Role

- Introduction to surveys
- Where to go & who to interview
- Safety

Logistics

- What to bring
- Schedule of events

PIT Count 101

Your Role

Logistics

PIT Count 101

What is the PIT Count?

Who is counted in the PIT Count?

Why do we do a PIT Count?

Other FAQs

What is the Point-in-Time (PIT) count?

- A literal count of all the people experiencing homelessness in our community on a single night (i.e., at a **point in time**)
- Conducted by every community nationwide in the last 10 days of January at least every other year
- A “snapshot” of homelessness on this one night in our community

Who is counted in the PIT count?

The U.S. Department of Housing and Urban Development's (HUD's) [definition of "homeless,"](#) for the purpose of the PIT count, includes two main types of homelessness:

- **Unsheltered:** Individuals or families whose primary nighttime residence is a public place not meant for human habitation
- **Sheltered:** Individuals or families residing in a place dedicated to serving people who would otherwise be unsheltered

Who is counted in the PIT count?



- **Emergency shelters** (including those using hotel and motel vouchers)
- **Transitional housing**
- **Safe Havens**



- **Car**
- **Park**
- **Abandoned building**
- **Bus or train station**
- **Airport**
- **Camping ground**

Today's focus: Unsheltered PIT Count

• Sheltered PIT Count

- Emergency shelters (including those using hotel and motel vouchers)
- Transitional housing
- Safe Havens



• Unsheltered PIT Count

- Car
- Park
- Abandoned building
- Bus or train station
- Airport
- Camping ground

Why do we do a PIT count?



To measure and monitor trends and changes in homelessness on local and national levels



To help our community understand what resources we need and strategize the best ways to use them to end homelessness



To comply with federal regulations and requirements

FAQ: Why does the PIT count take place during the last 10 days in January?

- Same timeframe for every community ensures consistency across the U.S.
- Same timeframe year after year ensures that trends are monitored appropriately
- Set for a night in winter because each CoC is likely maximizing its resources to serve people's needs. Thus, this timing can provide a more precise picture of who is unable to access emergency shelter or other crisis response assistance.
- End of the month to ensure that people who can only pay for temporary housing for part of the month are generally included in the count. For example, some people can afford to stay in a motel, but only for the first few weeks after receiving their public benefits payment at the beginning of the month

FAQ: Why do we have to do the PIT count at night?

- The PIT count is a count of where people are sleeping **on the night designated for the count**. If we sent volunteers out *before* nighttime, we would not get the most accurate data for a few reasons.
 - There may be people who will sleep in unsheltered locations who are not yet out for the night.
 - We want to capture people's *actual* sleeping arrangement, not where they *plan* to sleep at a future time.
 - We don't want to only interview people who "look" the way many people assume those experiencing homelessness must look, which is hard to do during daylight hours.

FAQ: How do we conduct an unsheltered PIT count?

- Brief interviews with people who might be experiencing homelessness using a survey form
 - Observation form if a survey or interview is not possible
- We'll get to the specifics of **what** information is collected and **how** to have conversations to collect it in the next few sections

PIT Count 101

Your Role

Logistics

Your Role in the PIT Count

- Survey form introduction
- Where to go
- Who to survey or count

When and Where To Go

When: Thursday, January 23, 2020 @ 7:00 p.m.

Where:

- **FORT WORTH LOCATION**

University Christian Church – 2720 S. University Dr, Fort Worth, TX 76109

- **NORTHEAST TARRANT LOCATION**

Hands of Hope – 6025 Huddleston St, Haltom City, TX 76137

- **ARLINGTON LOCATION**

Arlington Housing Authority – 401 W. Sanford, Arlington, TX 76011

Survey Form Introduction

2 Possible Surveys:

Primary Survey

For all people or households who **are willing and able to answer your survey questions.**

Observation Survey

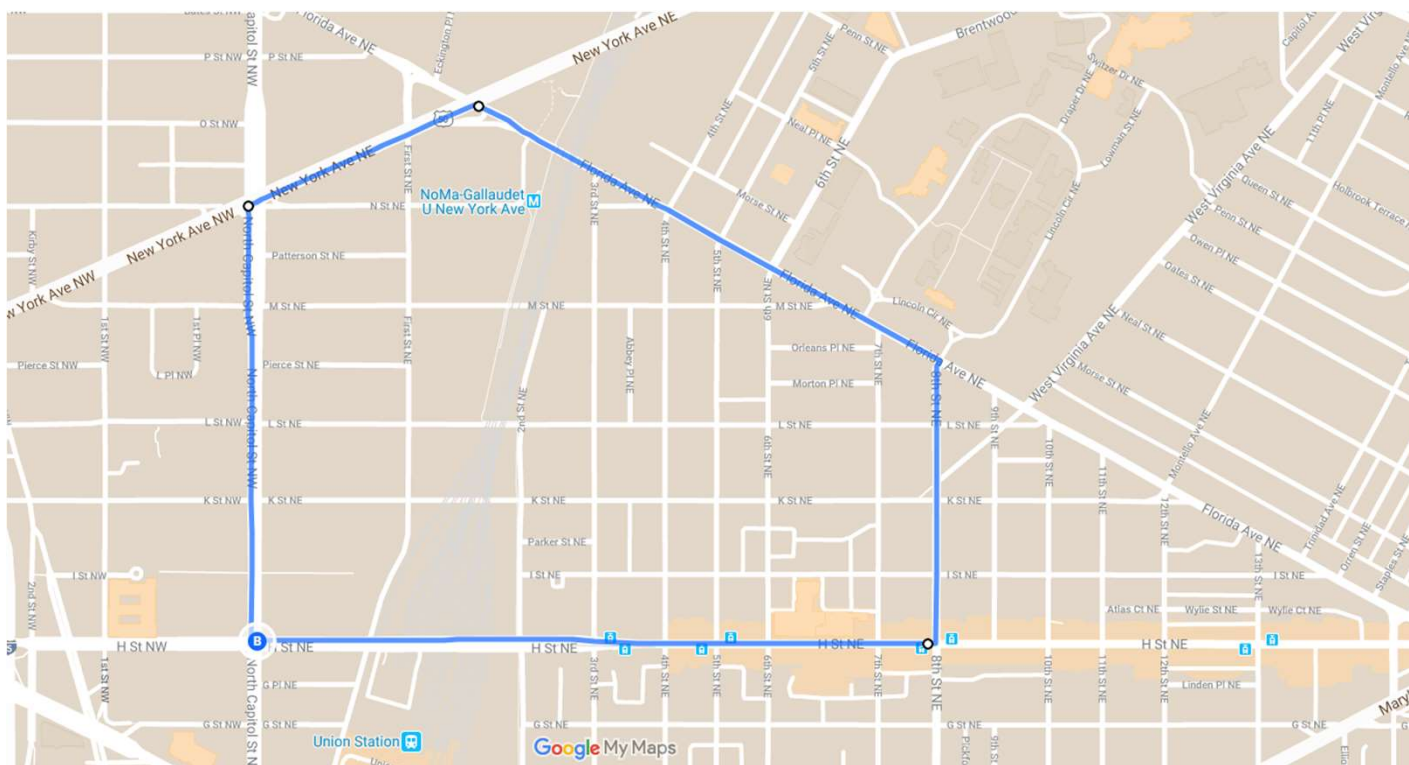
For any people or households who **are unwilling or unable to answer your survey questions.**

Surveying Quick Tips

- Remember that you are speaking to highly vulnerable people and asking some very sensitive questions. Always lead with respect for the person you're speaking with and their dignity.
- Everyone has the right to refuse to answer any or all of your questions.
 - We'll talk later about how to record information about anyone who refuses to answer any or all questions.
- Ask all questions, unless the person has already volunteered the answer to the question over the course of your conversation.
- Always ask questions as they are written; do not embed assumptions into how you ask, even if you think you already know the answer.
 - Example: Ask: "How do you identify your gender?" Do not ask: "You're male, right?"

Where to Go during the PIT Count

Sample Map: **Complete Coverage** or **Full Census of Random Sample of Areas** Methodology



Where to Go

- Outdoor public places:
 - Parks
 - Public benches
 - Bus stops
 - Doorsteps of businesses that are closed for the night
 - Encampments
 - Parked cars / Parking lots
- Indoor places:
 - 24-hour businesses (e.g., grocery stores, McDonald's, Wal-Mart, convenience shops)
 - Bus or train station
 - Hospital waiting room

Safety First!

- You should ALWAYS be with at least one other person.
- Keep an appropriate conversational distance from those you are interviewing.
- Maintain awareness of the space around you.
- Remain standing. It's okay to squat down to speak with someone who is sitting or lying on the ground, but always maintain your balance.
- Stay in places that are lit, including alleyways. If you use a flashlight, do so respectfully.
- Prioritize your own safety. If you don't feel safe approaching someone or going somewhere, don't go.
- Do not transport anyone other than volunteers in your personal vehicle
- Be aware of animals – don't pet them!
- ALWAYS call 9-1-1- if you are or someone else is at risk of danger

PIT Count Dos



DO get consent before asking PIT count survey questions



DO remember that you may be entering into someone's personal or private space



DO have a conversation with the people you interview



DO respect people's time

PIT Count Don'ts



DON'T take personal photos of or with the people you survey



DON'T ask questions in a way that assumes you know the answer



DON'T insert yourself into the person's story



DON'T force people to answer questions they don't want to answer



DON'T make promises you can't deliver

PIT Count 101

Your Role

Logistics

Logistics

Night-of schedule

What to bring

Agenda

- 7:00-8:00pm: Arrive at designated staging area
- 8:00-9:00pm: Welcome and mandatory training
- 9:00-9:30pm: Teams connect with officers & professionals, exchange phone numbers, set a plan
- 9:30pm-2:00am: Deploy and count!
- 2:00am: Return to your staging area return materials and check in for safety

Outreach Grid Mobile App

- Download the Outreach Grid Contributors App ahead of time & setup your account
- [Click here for iOS](#)
- [Click here for Android](#)



Outreach Grid Contributor Mobile App



Downloading the App

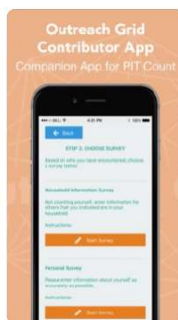
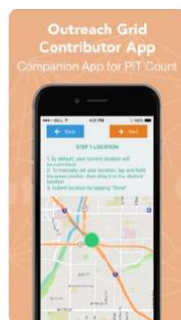
Outreach Grid's Contributors App enables you to conduct surveys for Count Night right from your phone. Navigate to the App Store if you have an Apple iOS device or the Google Play Store if you have an Android device. Search for "Outreach Grid Contributors App" and download it!



Outreach Grid Contributor

2019 PIT Count Companion

★★★★★ 1



Outreach Grid Contributors App

Outreach Grid

100+
Downloads

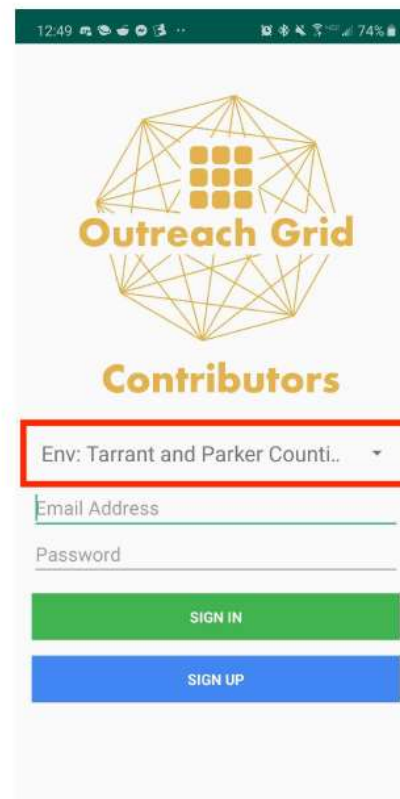
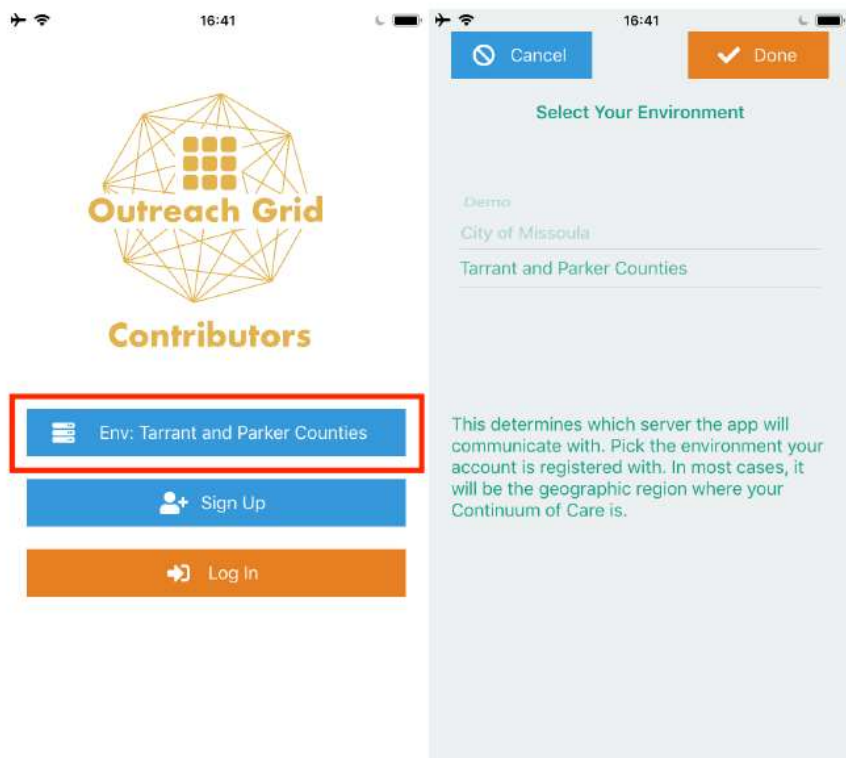
Everyone

Install



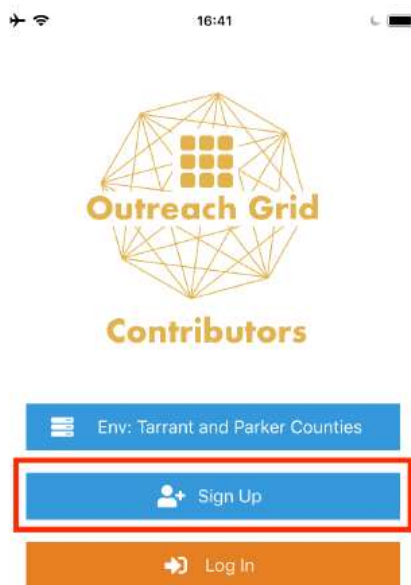
Selecting Your Environment

Open the app and you will be taken to the login screen. Tap the Environment Selector button and make sure to select the correct environment! Your environment for the PIT Count is “Tarrant and Parker Counties”.



Creating an Account

If you do not have an account, tap the Sign Up button to create an account. Enter in your email, create a password, enter in your full name, provide a phone number, and submit the form to create an account.



16:41

Outreach Grid
Contributors

Env: Tarrant and Parker Counties

Sign Up

Log In

16:43

Create a new Contributor account in Tarrant and Parker Counties

Thanks for joining us in the Tarrant and Parker Counties Outreach Grid network.

With the Contributor account type, you can enter data for the annual PIT Count.

Login Details

jareddavis@outreachgrid.com ✓

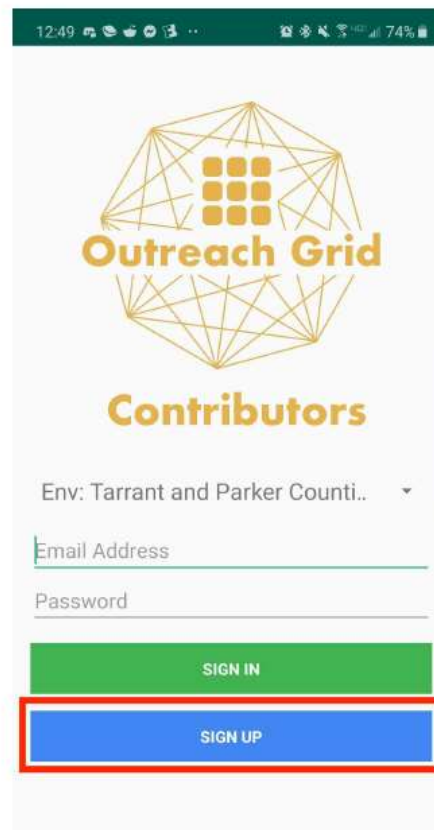
..... ✓

..... ✓

Your Information

Jared Davis ✓

(123) 456-7890 ✓



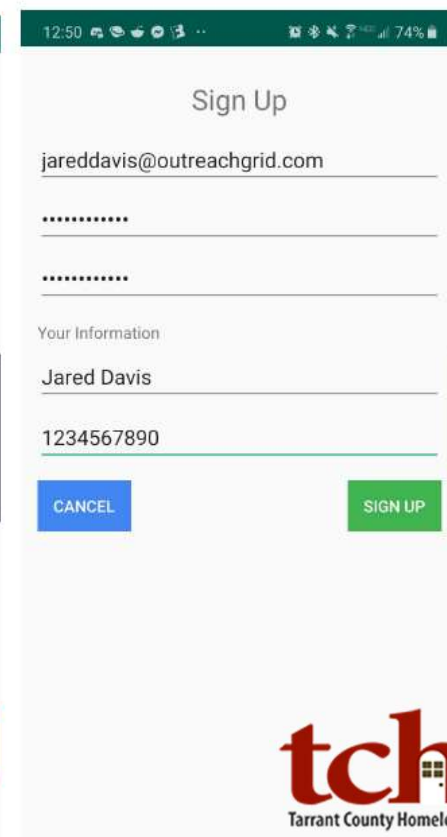
12:49

Outreach Grid
Contributors

Env: Tarrant and Parker Counties

SIGN IN

SIGN UP



12:50

Sign Up

jareddavis@outreachgrid.com

.....

.....

Your Information

Jared Davis

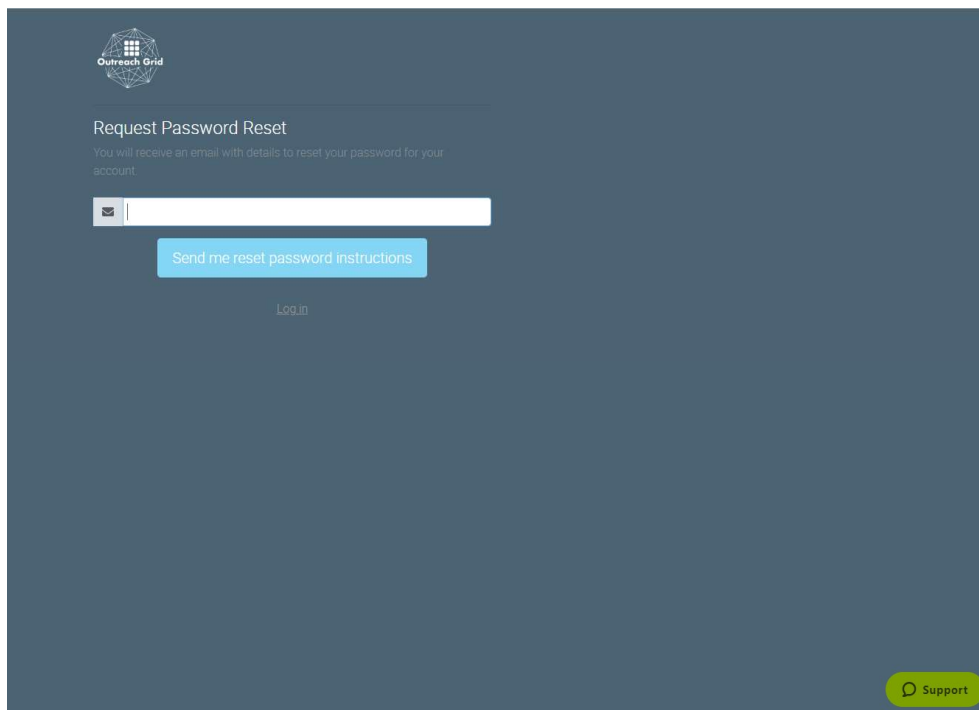
1234567890

CANCEL **SIGN UP**

tchc
Tarrant County Homeless Coalition

Password Reset

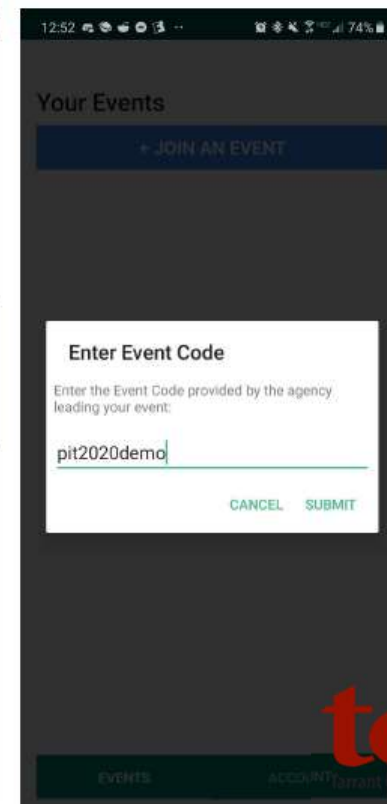
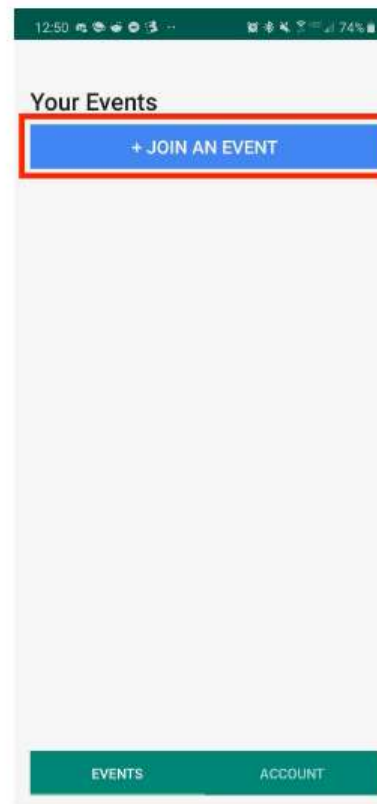
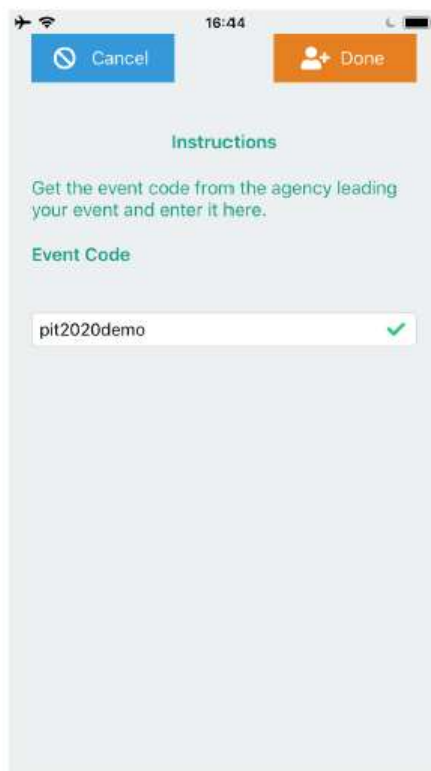
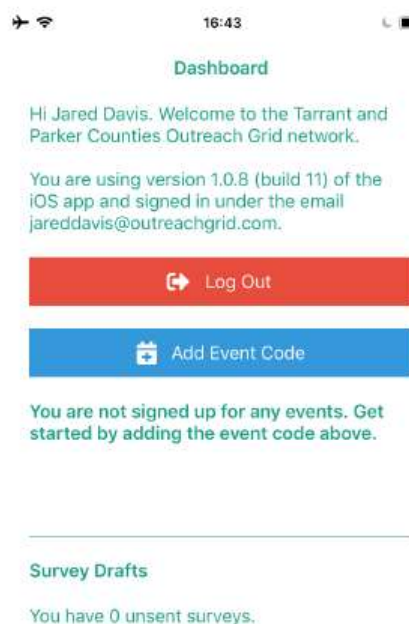
- <https://tarrant.outreachgrid.com/contributors/password/new>



The screenshot shows a web page for requesting a password reset. At the top left is the Outreach Grid logo. Below it, the heading "Request Password Reset" is followed by the text "You will receive an email with details to reset your password for your account." There is a white input field with an email icon on the left. Below the input field is a blue button labeled "Send me reset password instructions". Further down is a link labeled "Login". In the bottom right corner, there is a green button with a magnifying glass icon and the word "Support".

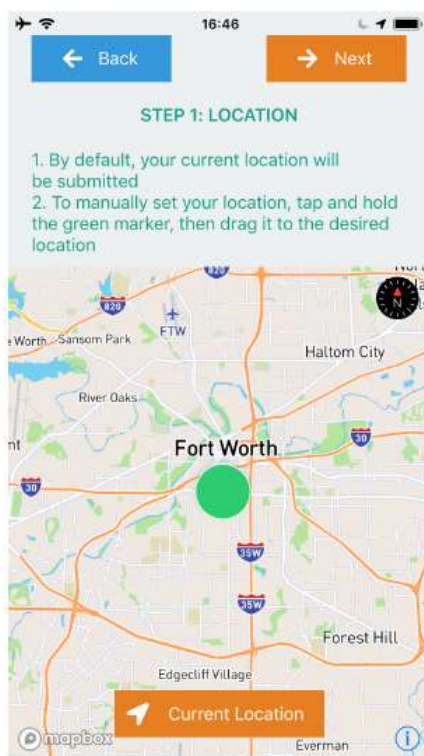
Signing up for an Event

After successfully creating an account, you'll automatically be logged in and taken to the Dashboard screen. Here you can sign up for a PIT Count Event and then be able to conduct surveys. Click "Add Event Code" on iOS or "Join an Event" on Android to enter in the event code provided to you by your PIT Count Administrator.



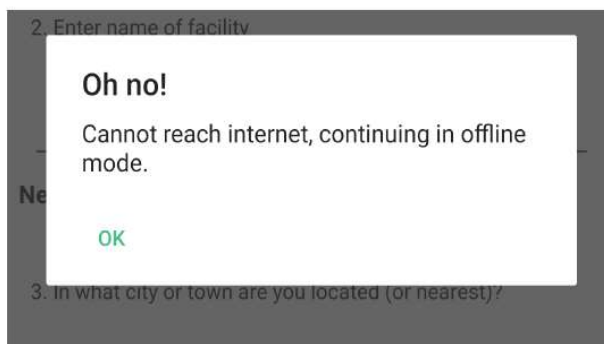
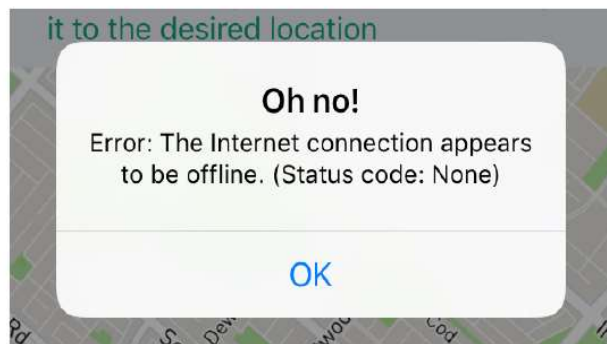
Setting Your Location

Make sure that your location services are on. The survey begins by recording your location. Your current location can be found by tapping the “Current Location” or “Get Current Location” button. If the marker is off from where the survey is actually taking place, tap and drag the marker to the correct location on iOS, or tap the correct location on the map on Android. Tap next to move on to the survey.



Worried about Internet Connectivity? No Problem!:

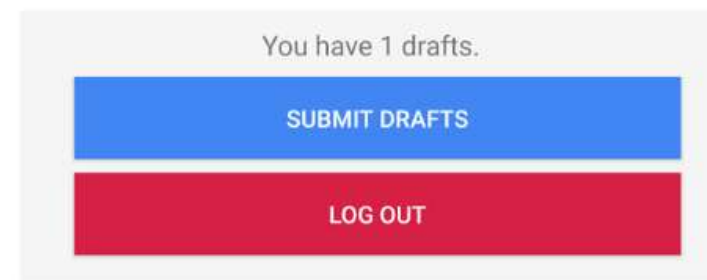
-If you lose connection, a popup will immediately appear indicating that service has been lost and that the app is now in offline mode. Acknowledge the alert and complete the survey. The app will continue to save all surveys completed in offline mode as drafts.



When connectivity is restored, if you still have drafts saved on your device, you can submit them on the dashboard page on iOS or by going to your accounts page on Android and hitting the "Submit Drafts" button.

*Please note, that in order to protect the confidentiality of clients and their information, contributors cannot access surveys after they have been completed, nor access finished drafts after they have been saved.

Survey Drafts



If you run into any problems:

- Make sure that you have selected the correct environment. (Tarrant and Parker Counties)
- Make sure that you have the most recent version of the app. (Version 3.0.0)
- Make sure that your location services are enabled for the app.
- For Android users, please make sure you are running the most recent version of Android that your phone supports.*

What to bring

- Your vehicle if you volunteer to drive
- Weather-appropriate clothing:
 - Warm, dry clothing that is comfortable to move around in; layers (if it's cold)
 - Don't over-dress (walking around for several hours will generate body heat)
 - Light or bright colored / reflective clothing
 - Shoes: warm, sturdy, comfortable for walking, waterproof if possible
- Flashlights and/or headlamp
- Cell phone (fully charged); remote charger or backup battery. Consider setting an emergency contact (ICE)
- Energy and compassion; a good set of eyes (visual observation is key)

Thank you for
volunteering!

See you January 23rd!

