



# POINT IN TIME COUNT

JANUARY 22<sup>ND</sup> – JANUARY 28<sup>TH</sup>, 2024  
SAVE THE DATE



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## STREET OUTREACH TRAINING



# AGENDA

- 2023 Recap
- Overview of the 2024 PIT Count
  - Basics
  - Methodology
- The PIT Count Strategy
  - Volunteer Recruitment
  - Survey Tool(s)
  - Tips and Advice
- Questions

Baseline

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<sup>3</sup>  
**PIT COUNT  
RECAP: 2023**



# State of Homelessness: Annual Review

	2022	2023	% Change
Unsheltered	367	742	+102%
Sheltered	360	438	+22%
Total	727	1180	+62%

# POINT-IN-TIME COUNT BASICS

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# WHAT IS THE POINT IN TIME COUNT?

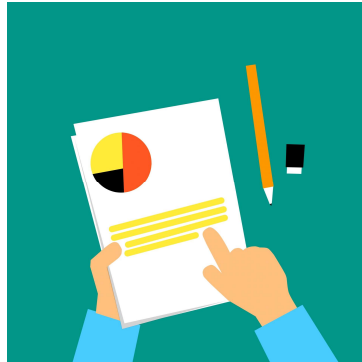
- The Point-in-Time Count is a census of people experiencing homelessness in unsheltered and sheltered settings on a single night in a community.

# WHAT IS THE PURPOSE OF THE PIT COUNT?

The purpose of PIT is to track the number, demographics and needs of people experiencing homelessness.

Publishing data from a Point-in-Time count raises awareness among community members who can participate in the solution.

# WHY DO WE COUNT?





# METHODOLOGY

Who to  
count



Where to  
count



When to  
count



How to  
count

# WHO DO WE COUNT?

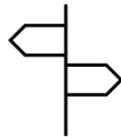
- Individuals and families experiencing homelessness in the following settings:
  - Streets
  - Service-based Locations
- Sometimes experienced volunteers will be asked to float to different areas of the community to survey guests at shelters and transitional housing agencies during overnight check-in.

# UNSHELTERED COUNT

The unsheltered count is the portion of PIT where persons that are literally homeless are interviewed by volunteers.

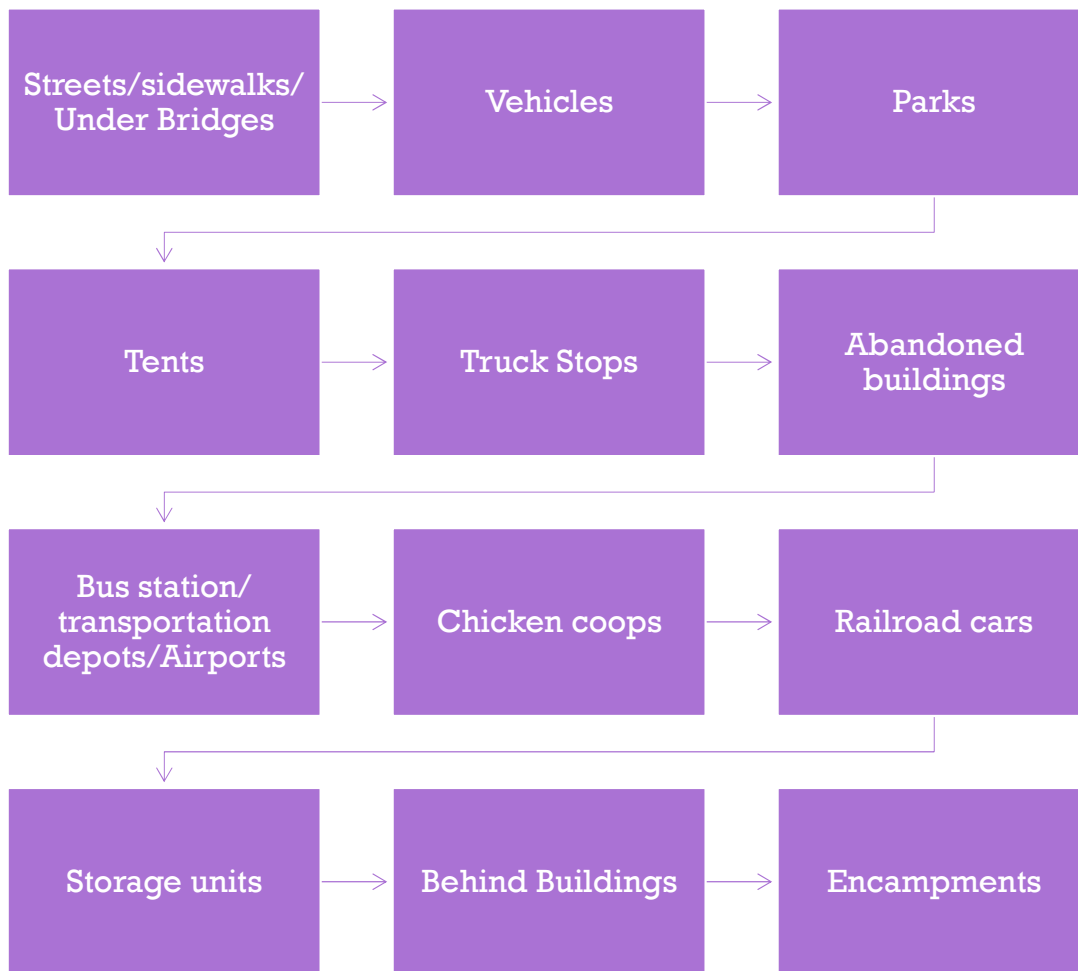
Where will Volunteers survey?

**STREET OUTREACH**



**SERVICE BASED  
LOCATIONS**





# STREET OUTREACH

WHO TO COUNT  
UNSHELTERED

# TINY HOMES, SHEDS, RVS

- Individuals and families who reside in tiny homes, sheds, and RVs that meet local codes, have adequate facilities, are connected to utility services, and are temperature controlled are not countable for the PIT count.

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Day Resource Centers

Soup Kitchens

Food Pantries

Health Care Clinics |  
Hospitals

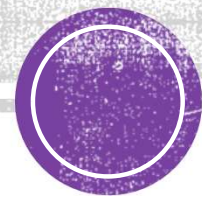
Clothing Closets

Service Agencies

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**SERVICE  
BASED  
LOCATIONS**

WHO TO COUNT  
UNSHELTERED



# SHELTERED COUNT

## **WHO TO COUNT**

- Emergency Shelter
- Transitional Housing
- Hotel/Motel paid by an Agency Voucher
- Domestic Violence Shelter
- Cold Weather Shelters\*\*

## **WHO NOT TO COUNT**

- Permanent Housing
- PSH or RRH Programs (housed participants)
- HUD VASH Projects
- Doubled Up with friends and family
- At Risk of homelessness
- Hotel/motel paid by own funds
- Shelters designed for foster care
- Sober living/halfway houses
- Criminal Justice or Health Facilities
- Persons counted in any location not listed on the HIC (e.g., staying in projects with beds/units not dedicated for persons who are homeless).



Full Name or Alias

Veteran Status

Number of persons in household

For each person in household:

- Birth Date
- Ethnicity
- Gender
- Race
- Disability Information
- Domestic violence status (not asked in front of two adults who have identified that they are part of the same household)

Number of homeless episodes and length of time homeless

Housing Status: (Where did you sleep on the night of January 24, 2024?)



**WHEN IS THE  
POINT IN TIME  
COUNT?**

The official 2023 Point-In-Time (PIT) count date is set for Monday, January 22<sup>ND</sup>, 2024

Our CoC will expand the count date until January 28<sup>th</sup>, 2024

When giving the survey, Volunteers will always ask:

“Where did you sleep on the night of Monday, January 22<sup>nd</sup>, 2024?”

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**ARE YOU REGISTERED TO  
VOLUNTEER?**

# VOLUNTEER REGISTRATION



Scan the QR Code above to complete the 2024 PIT Count Volunteer Registration Form



# Volunteer Roles

- You can take on a variety of roles in your group.
- You can assist in the following ways:
  - Drive the census route
  - Handle and distribute care bags
  - Read the census map to guide your team through the route.
  - Enter survey responses into the Hyperion App or fill the paper form.

Groups who engage large camps within your route and need more volunteers, contact Rocky Harrison.

Large groups at brick-and-mortar sites and need extra volunteers, contact Serene Keiek.

# Street Outreach Strategy



Street Outreach Volunteers will survey in groups of 3-4 people. Each group will have a team lead.



Each outreach team will receive a color-coded map with a designated survey area.



Volunteers will use a paper form –or- mobile app to ask unhoused individuals to complete the survey. Both survey tools have a script for you to follow.



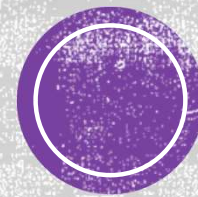
Teams will survey their area for a 3-to-4-hour period. Once a survey area has been cleared, teams may be asked move to other locations to survey.

# Volunteer Schedule: Street Outreach Team

- **Arrive Ahead of Time**
  - Arrive 30 minutes ahead of departure time from the Homeless Resource Center HUB. Collect the needed supplies and be sure that your phone is charged
- **Start Shift**
  - Your shift starts as soon as you reach your census route area.
- **Drive Shift**
  - Aim to complete your route within 2-4 hours.
- **End Shift**
  - Return all unused materials back to the Homeless Resource Center HUB.



# LET'S GET READY TO SURVEY



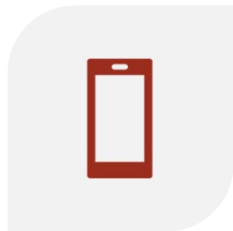
# UNSHELTERED PIT – SURVEY STEPS

There are six steps to completing an unsheltered PIT count survey. As an unsheltered volunteer you should:

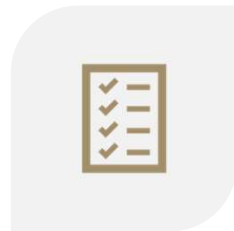
1. Be friendly and travel in pairs or groups of 3-4 people.
2. Have your survey tool ready to go.
3. Use the script on the survey tool
4. Ask the pre-screening questions. Determine if the individual is eligible.
  - Have you already taken this survey this week?
  - Where did you stay Monday night, January 22<sup>nd</sup>?
5. Complete the survey – focusing on gathering the information.
6. Thank the respondent for their participation and give a care bag.



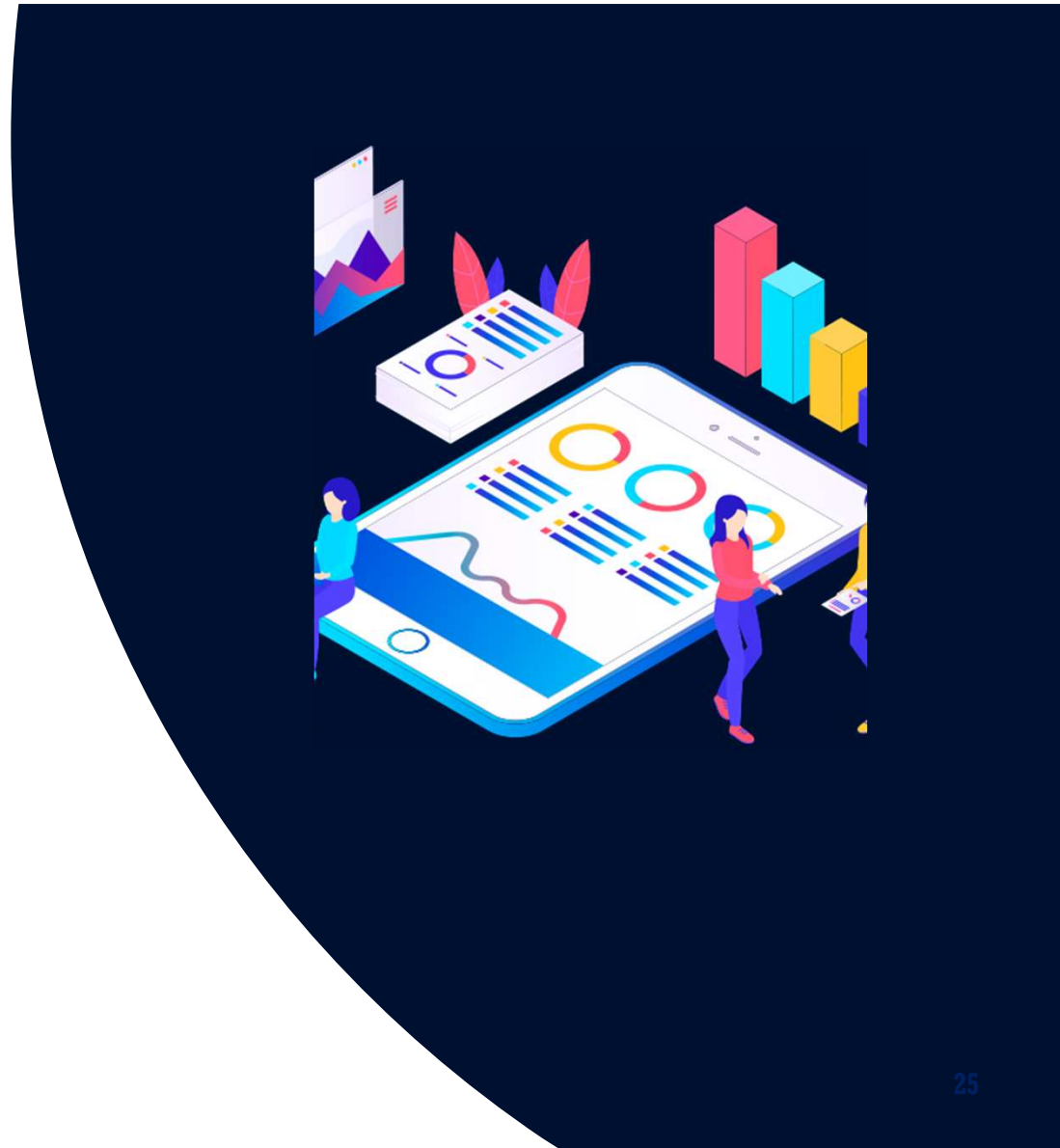
# DATA COLLECTION TOOLS



MOBILE APP



SURVEY FORM





# PAPER SURVEY

Help you and our unhoused friend feel comfortable.

# SAMPLE SCRIPT

Hi, my name is \_\_\_\_\_ and I am a volunteer for the 2024 Homeless Point-in-Time Count.

We are doing a short survey of people in our community who may be unhoused.

We are giving this survey to improve housing and support services for people who are experiencing homelessness.

Your participation is voluntary, and your information will be kept private.

If you're uncomfortable answering any question, we can skip it.

May I ask you a few questions?

# LET'S PRACTICE

You will log-in to the Mobile PIT App, Hyperion.

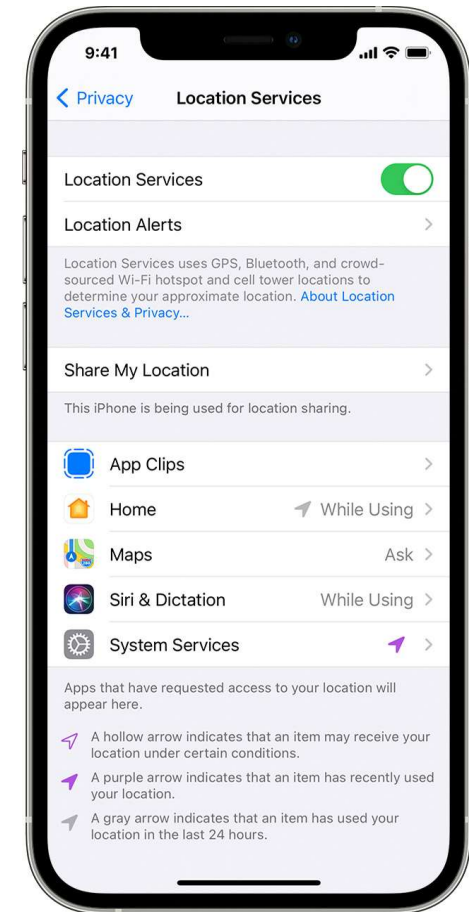
A live demonstration and breakout session (15-20 minutes)

Website URL: [pitcounter.com](http://pitcounter.com)

Code: 39KCT6

# TURN ON LOCATION SERVICES FOR SAFARI (IOS DEVICES)

1. Go to Settings > Privacy and Security > Location Services.
  2. Make sure that Location Services is on.
  3. Scroll down to find the app: Safari Websites
  4. Tap the app and select an option:
    1. Never: Prevents access to Location Services information.
    2. Ask Next Time: This allows you to choose Always While Using App, Allow Once, or Don't Allow.
    3. While Using the App: Allows access to Location Services only when the app or one of its features is visible on screen. If an app is set to While Using the App, you might see your [status bar turn blue](#) with a message that an app is actively using your location.
- For the week of PIT, you should select **“While Using the App”**. This can be turned off afterward.





# ENTERING DATE OF BIRTH ON ANDROID DEVICES

1. Click Year which is displayed on the top left.
2. Scroll through the years to find the year of birth.
3. Change the date on the calendar:
  - Use the black arrows on either side of the month to select the calendar month.
  - To select the date, simply click a day within the month.

For more detailed instructions

[Watch this Video](#)

# Street Outreach Materials



Census Tract  
Map



Cell Phone



Portable Battery  
Charger



Care Bags



Flashlight (night  
counters)



Safety Vests  
(night counters)

# CARE BAG

- Volunteers will give care bags to everyone that is asked to complete a survey.
- Inside of each care bag are food items, PPE, toiletries, and more.
- There are two important items within each care bag:
  1. A resource sheet
  2. The Real Change UCOUNT purple wrist band.







# REAL CHANGE UCOUNT WRISTBAND

- Each wristband is purple with a white tag, which gives information about the Real Change UCOUNT event.
- Volunteers should inform participants about the wristband and its purpose.

Volunteers can use the following script:

Thank you for taking the 2024 PIT Count Survey. Here is a wristband to attend the Real Change UCOUNT event on Thursday, January 25, 2024, at 10:00 a.m.

The wristband is your bus pass to travel to the Bay Center and return to your sleeping area.

A security check will be performed at the Bay Center. No weapons and outside food and drinks are allowed in the center.

We hope to see you there.

# STREET OUTREACH TIPS

Show respect by keeping physical space from the person and their belongings.

Do not crowd or hover around a person who is sitting or kneeling.\*

Gain permission before sitting down next to someone or entering an encampment.



# STREET OUTREACH TIPS

**Be kind.** Treat the person with dignity and respect.

**Acknowledge.** Smile and greet the individual. Ask the person their preferred name. If the person says or gestures that they don't wish to talk – respect their choice and move on.

**Introduce.** Say “Hello, my name is Kate. I’m a volunteer for the Point in Time Count...”



# STREET OUTREACH TIPS

Give critical items such as PPE, toiletries, care bags. Ask the individual do they need/want the items. Don't give when they do not want it.

Do not withhold critical items. Give care bags without expectation of anything in return.

Be aware of your surroundings and alert for situations that may require crisis response.



# WHAT NOT TO DO

- Do not disturb persons who are sleeping.
- Do not touch someone without permission.
- Do not enter dense woods –or- poorly lit areas after dark.
- Do not take longer than 5-7 minutes to complete a survey.
- Do not give any money or other non-essential items.
- Do not assume anything about the client.
- Do not bring your purse or wear expensive jewelry.
- Do not give out your personal information.

**This is not a counseling session.**

**Please remember your goal is to obtain as much information as possible to complete a survey for each participant.**

# SAFETY TIPS


- Always stay in groups of two or more! Stay within eyesight of each member in your group.
- Wear comfortable and warm clothing and shoes. Bring a backpack, flashlight, water and your fully charged cell phone.
- Remain aware of your environment and exit route at all times.
- Trust your judgement: If you feel uncomfortable or threatened, remove yourself and your team from the situation.
- Be respectful of space.
- Be respectful of choice. All participation is voluntary.
- If someone does not want to participate, respect their choice and move on.
- If you encounter dogs while counting – remain calm, take cues from the owner if possible. Do not continue further if you are not sure if it's safe.
- If you call 911 because of an emergency, be sure to call your team lead for the Outreach teams –or- Opening Doors site leads to inform them of the situation.



## 5 COVID-19 CONSIDERATIONS

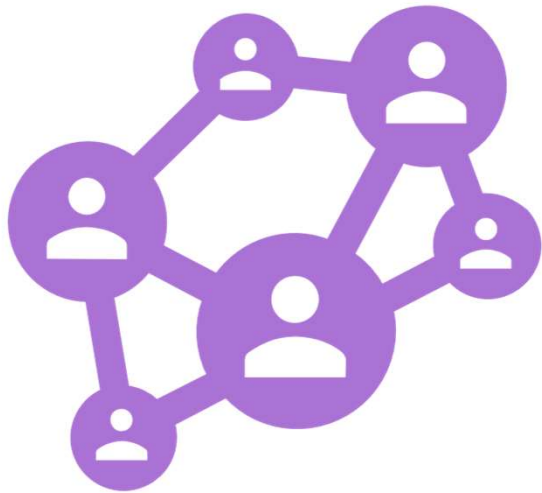
- Provide PPE (e.g. masks, hand sanitizer)
  - Self-screen for symptoms throughout the PIT event. Isolate and quarantine when necessary
  - Conduct trainings virtually, when possible, or limit capacity size of indoor trainings.
  - Use a mobile app for the street count to limit exchange of tally sheets and pens
  - Adhere to local DOH guidance regarding social distancing and mask mandates
- Observe your symptoms for the next 2 weeks post-PIT.

# NEXT TRAINING & EVENT DATES

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- January 12, 2024: In Person, Brick and Mortar Training at 9:30 a.m. (Opening Doors NWFL)
  - January 16, 2024: Street Outreach Training at 9:30 a.m. (Recording)
  - January 18, 2024: Brick and Mortar Training at 5:30 p.m. (Recording)
  - January 18, 2024: Stuff the Care Bag Event at 9:00 a.m. (Opening Doors NWFL)
  - January 22, 2024: The Night of PIT (Housing Inventory Count)
  - January 23 though January 28: Street Outreach & Service-based Site Count
  - January 25, 2024: REAL CHANGE UCOUNT EVENT

**HELP SPREAD THE WORD!**





## CONTACT INFORMATION!

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