Let's Make Everyone Count!

National Street and Shelter Point-in-Time Count

January 21, 2020

For additional information, visit the HUD Exchange at www.hudexchange.info

Conducting a Point-in-Time Count

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An Overview of All Things PIT

What is PIT?

- The Point-in-Time Count is a federal mandate to count and report the number of people experiencing homelessness in communities on one night during the last ten days of January.

- This includes people in both shelter and those who are unsheltered

- The PIT provides a snapshot of homelessness at the same time each year which helps spot trends in the population.

What is HIC?

- The Housing Inventory Chart provides HUD with a list of projects that serve people experiencing homelessness
- It helps HUD determine if there are enough resources in a community to meet the need identified during PIT
- Projects also inform HUD of their ability to serve special populations with their beds dedicated to the chronically homeless, veterans, youth, DV, or those with HIV/AIDS

Where Does PIT Happen?

Where does PIT Happen?

- The entire state of CT is 5,543 square miles

- CT has 2 Continua of Care that cover the state—Lower Fairfield County and the Balance of State

- These geographies are much too large for one person to handle coordinating the PIT Counts so the state is broken down into 18 PIT regions and each area has its own Regional Coordinator
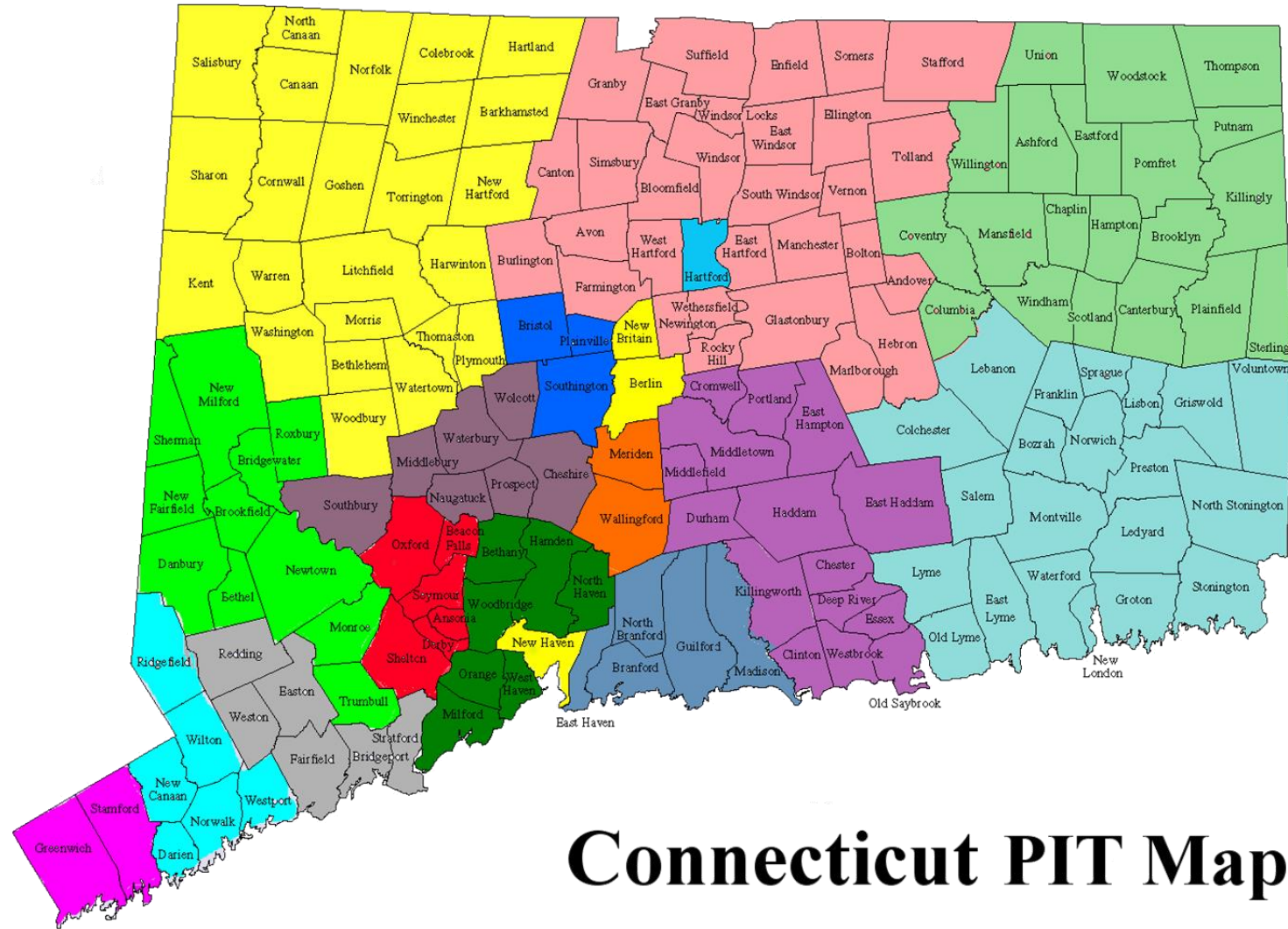
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Where does PIT Happen?
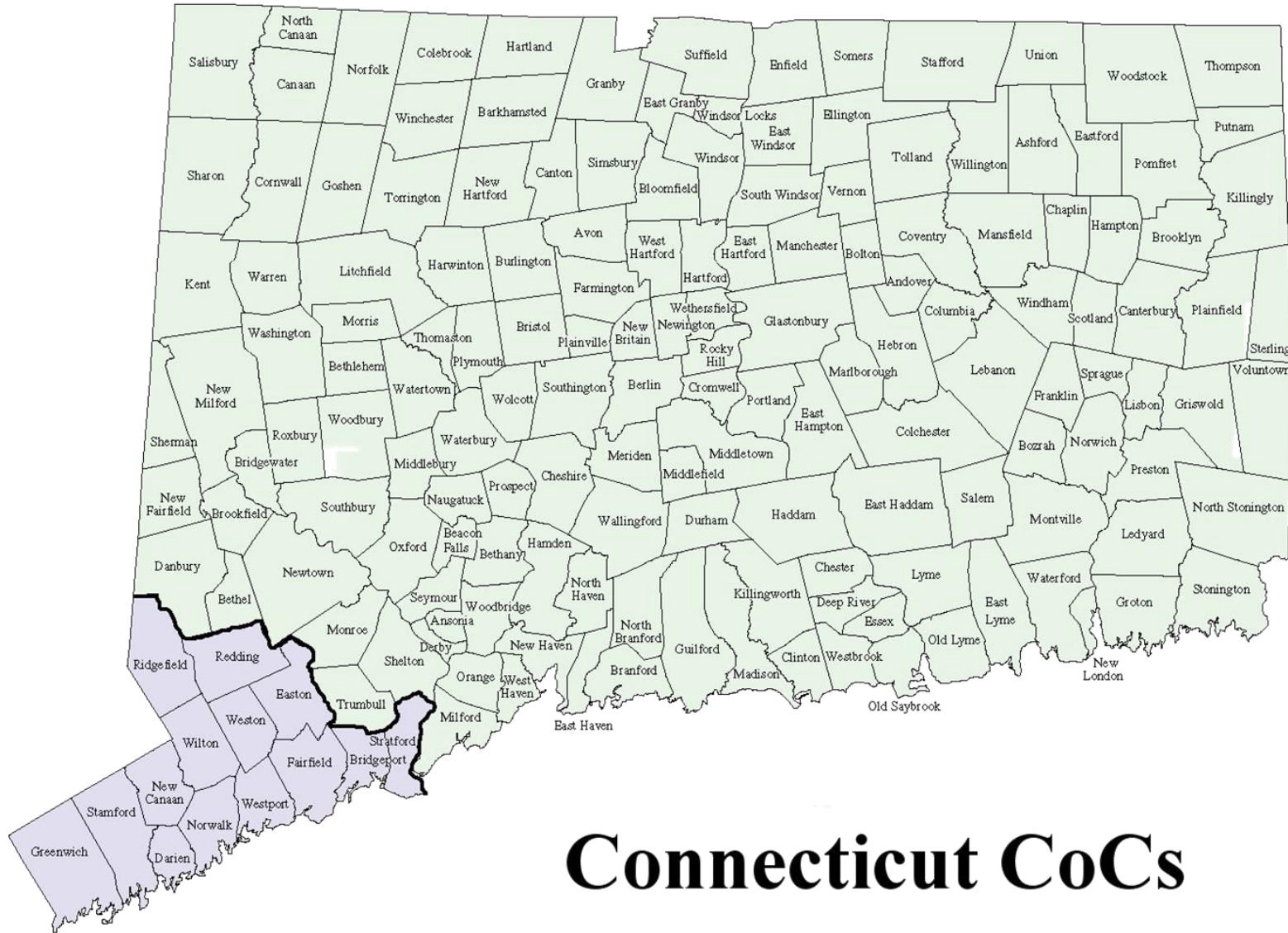
Connecticut CoCs

Where does PIT Happen?

Connecticut PIT Map

Where does PIT Happen?

- Regional Coordinators receive maps of their areas with the census tract block groups identified

- The RCs then select areas known to have people experiencing homelessness in them

- The remaining block groups are designated for sampling and a percentage of those groups are selected by a demographer to create a statistically reliable sample for extrapolating the total number of people who may be experiencing homelessness on PIT night

- There is no surveying outside of assigned block groups so it's critical that RC's select known areas carefully

Where does PIT Happen?

- Here is a
  sample of a
  block group
  map
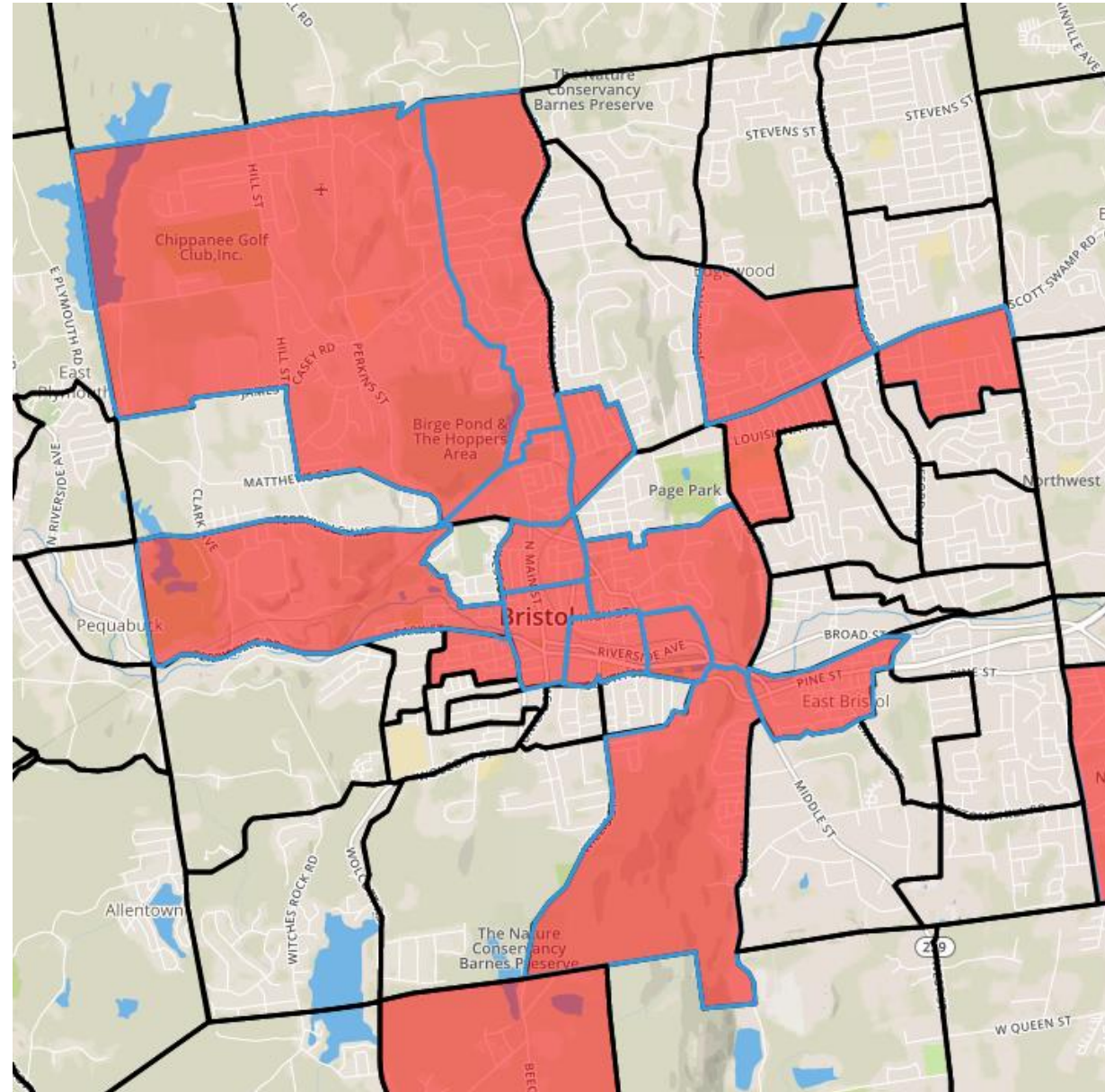
A Note for Town Greens

- In 2018 we suspected there were some major inaccuracies when it came to data collected around some city and town greens.

- These are locations where both homeless and formerly homeless people may congregate.

- Observational Surveys are NOT ENOUGH to confirm someone's homeless status in this situation.

- In some regions, the CoC may be **requiring** a volunteer/outreach worker be stationed on the green to coordinate the surveying of people so that we are only collecting data for people actually experiencing homelessness

Volunteers

Who Does the Counting?

- Volunteers are the key to making a PIT count successful!

- Let's take a quick moment to review some tips for volunteer recruitment (special thanks to Cheryl Bell for her valuable insight on this!)

Who should you recruit?

- Social Service Agencies -Including HOT
- Consumers/People with Lived Experience
- Police
- Faith-Based Community
- College/University Students - engage students before they go on Winter Break
- Community/Political Leaders
- Employees of Community Businesses / HR Dept.
- Municipal Employees/ HR Dept.
- Donors/Volunteers of Community Agencies
- Youth under 18 can volunteer, but we recommended they assist at headquarters, prep

Volunteer Registration-Information to Collect

- Having volunteers sign up via a web form can make management easier
- Whether they were a PIT Volunteer in the past
- Would they like to be a team leader?
  - Preference for social service providers who have working experience with people experiencing homelessness
- Be sure to include Name, email, contact #
- Languages spoken other than English
- Will you provide your vehicle for canvassing?
- Is there a specific area/town you would like to canvas

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Volunteer Training Suggestions

- Number of volunteers to recruit - determine by # of Block groups from previous year
- 1 morning session
- 1 evening session
- 1 on the night of the Count
- Or All of the above
- Invite Police Officers to talk about Safety
- Block group Assignments: By town, city, areas

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Community Opportunities-Pep Rally!

- Human interest Testimony
- Invite Political Leaders to speak - Mayor, City Council members

Incentives for Volunteers

- Provide food & light refreshments – Can all be donated
  - o Start reaching out to area restaurants soon!
- Certificates for Volunteers are a great option and can be designed easily on your computer

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Safety & Troubleshooting on the Night of the Count

- Designate someone for troubleshooting – preferably the Coordinator
- Provide phone # to all volunteers for emergencies and troubleshooting
- Notify Police Departments of the event – make patrol officers aware

How Does PIT Happen?

How Does the Count Happen?

- The counting starts with a data collection form-that we don't physically use!

- In CT we only ask respondents the questions required by HUD

- Questions are designed to gather:
  - Age, race, ethnicity, gender
  - Veteran status
  - Disability information
  - Length of time homeless to determine if someone is chronically homeless

How Does the Count Happen?

- Mobile technology helps streamline the process
- CT has a mobile app to collect the answers to the questions on our form
- The mobile app eliminated the need for data entry of over 300 paper surveys!
  - o Mobile App use is mandatory
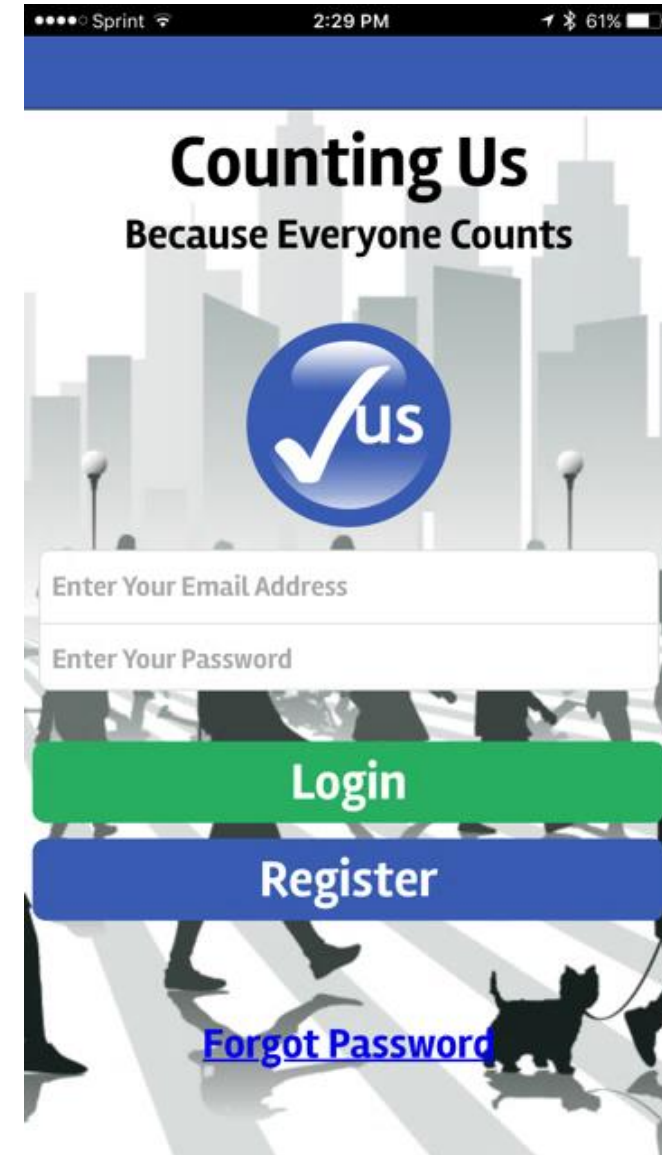
How Does the Count Happen?

- CT's Homeless Management Information System (HMIS) plays a large role in providing PIT data for our sheltered population
- Client level data informs the results of the sheltered PIT count through a complex program linking the information in the PIT database with the HMIS records

How Does the Count Happen?

- The PIT database is an online application that allows projects to report their population totals (PIT) and their housing inventories (HIC) in one central location.

- Every agency with projects dedicated to serving the homeless have to report their total served and total program capacity on the night of the count.

- Projects that need to report: ES, TH, RRH, PSH, OPH

- PIT Database Opens for HIC Entry: Mid-November

- PIT Database Opens for PIT Entry: 1/21/19

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Working with Agencies to Get PIT Data

How Do We Get Agencies to Cooperate?

- Regional Coordinators are critical to keeping agencies on task.
- Coordinators need help agencies by staying consistent with messaging and activities
  - Communications
  - Creating Buy-In
  - Action Items
  - Getting Over the Finish Line

Communications

- 1st Step - Point of Contact at Each Agency
  - Supervisory Person/Knowledgeable about Project Funding
  - Knowledgeable with HMIS/Caseworthy
  - Responsive (or knows how to get a response)
- Email is Great!
  - High Priority
  - Read Receipts
- Use Subject Lines to Get Attention!
- Follow up with Phone Calls to anyone not responsive to email

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Communications Example

POINT IN TIME COUNT (ALL CAPS!)

Action Required by _____

Response Required by _____

Note about DV and VA Providers

- Please reach out to me ASAP if you are having trouble connecting with your local DV shelters or VA providers
- I will follow up with the appropriate people who will instruct providers to provide data if there are any issues

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Creating Buy-In

- Be able to explain what the PIT is…
- …and why it is important.
- How does the community fit into it all?
  - We can see the impact of our homeless response efforts
  - HUD reviews the PIT results for every community
  - PIT is one of several System Performance Measures worth a lot of points on the NOFA!

Action Items

- Set Community Due Dates Early
- Share Actions and Due Dates ASAP
- Send reminders for the due dates (1 day)

Crossing the Data Finish Line

- Key Items for Point In Time
  - Housing Inventory Chart
  - Point In Time Data Entry
- Check completion rates at the Early Due Dates
- Email and Call Points of Contact
- Be Available to Help Sort Out Issues

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What Happens After The Count?

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Putting the Results Together

- Once all of the data entry into the PIT database is complete we receive the HIC and the PIT data.
- We typically receive 3-4 iterations of both the HIC and the PIT data as analysis often reveals issues with the raw data that need correction.

Putting the Results Together

- The HIC spreadsheet has 187 fields of data that need quality assurance review and analysis.

Report	Co	Sub Co	Town	HMIS ID	HMIS System	HMIS Participation Y/N	HUD_GIW Number	PIT	Agency Name	HIC Agency Name	Program Name	HIC Program Name
HIC by Continuu	CT-503	CT-503	Bridgeport	679	ECM	TRUE		1946	Refocus Outreach Ministry	Refocus Outreach Ministry	Refocus Abbey's House(PSH)(FAM)(MH)(DIS)	Refocus Abbey's House(PSH)(FAM)(MH)(DIS)(CT0036)
HIC by Continuu	CT-503	CT-503	Bridgeport	902	ECM	TRUE		70203	Refocus Outreach Ministry	Refocus Outreach Ministry	Refocus Outreach Ministry - Permanent Sup	Refocus Outreach Ministry - Permanent Supportive Housing (PSH
HIC by Continuu	CT-503	CT-503	Bridgeport	620	ECM	TRUE		1963	RNP - Recovery Network of Programs, Inc.	RNP - Recovery Network of Programs, Inc.	RNP - Prospect House (Shelter) (ES) (IND) (SM	RNP - Prospect House (Shelter) (ES) (IND) (SMF)
HIC by Continuu	CT-503	CT-503	Bridgeport	628	ECM	TRUE		1968	RNP - Recovery Network of Programs, Inc.	RNP - Recovery Network of Programs, Inc.	RNP - Prospect House (UMI) Seaview Ave. (P!	RNP - Prospect House (UMI) Seaview Ave. (PSH)-NoHOPWA
HIC by Continuu	CT-503	CT-503	Bridgeport	623	ECM	TRUE		1966	RNP - Recovery Network of Programs, Inc.	RNP - Recovery Network of Programs, Inc.	RNP - Prospect House (UMI Supportive) (THP	RNP - Prospect House (UMI Supportive) (THP) Popular St.-TSHF-FF
HIC by Continuu	CT-503	CT-503	Bridgeport	625	ECM	TRUE		1967	RNP - Recovery Network of Programs, Inc.	RNP - Recovery Network of Programs, Inc.	RNP - Prospect House (UMI Transitional) Pro	RNP - Prospect House (UMI Transitional) Prospect St. (THP)-NoHC
HIC by Continuu	CT-503	CT-503	Bridgeport	682	ECM	TRUE		1223	South Western CT (main) S+C	South Western CT (main) S+C	Bridgeport Merged TRA-(PSH) S+C (CT0035)	Bridgeport Merged TRA-(PSH) S+C (CT0035)
HIC by Continuu	CT-503	CT-503	Bridgeport	683	ECM	TRUE		1224	South Western CT (main) S+C	South Western CT (main) S+C	Bridgeport PRA-17 CT0033C1E030802 (PSH) S+	Bridgeport PRA-17 CT0033C1E030802 (PSH) S+C
HIC by Continuu	CT-503	CT-503	Bridgeport	684	ECM	TRUE		1225	South Western CT (main) S+C	South Western CT (main) S+C	Bridgeport PRAR-19 CT0034C1E030802 (PSH) S+	Bridgeport PRAR-19 CT0034C1E030802 (PSH) S+C

Putting the Results Together

- The PIT data has 7 tables to break down populations by:
  1. Adults only
  2. Adults with Children
  3. Parenting Children
  4. Unaccompanied Children
  5. Veterans without Children
  6. Veterans with Children
  7. Youth with and without children.

Row Labels	Sum of Emergency Shelter	Sum of Transitional	Sum of Un-sheltered	Sum of Total
Table 1-Households with at least One Adult and at least One Child	**3206**	**1249**	**21**	**4476**
1.0000 Total number of households	200	79	1	280
2.0000 Total number of persons	594	234	4	832
2.1000 Number of persons (under age 18)	365	146	3	514
2.2000 Number of persons (age 18–24)	42	22	0	64
2.3000 Number of persons (over age 24)	187	66	1	254
3.1000 Male	227	90	1	318
3.2000 Female	367	144	3	514
3.3000 Transgender	0	0	0	0
3.6000 Don't identify as male, female, or transgender	0	0	0	0
4.1000 Hispanic/Latino	220	81	4	305
4.2000 Non-Hispanic/Non-Latino	374	153	0	527
5.1000 White	283	66	4	353
5.2000 Black or African-American	255	120	0	375
5.3000 Asian	0	6	0	6
5.4000 American Indian or Alaska Native	3	3	0	6
5.5000 Native Hawaiian or Other Pacific Islander	1	7	0	8
5.6000 Multiple Races	52	32	0	84
6.1000 Chronically Homeless households	7	0	0	7
6.2000 Chronically Homeless persons	29	0	0	29
Table 2-Households without Children	**7222**	**1662**	**2214**	**11098**
1.0000 Total number of households	1164	277	302	1743
2.0000 Total number of persons	1170	277	328	1775
2.1000 Number of persons (age 18–24)	65	12	43	120
2.2000 Number of persons (over age 24)	1105	265	285	1655
3.1000 Male	834	223	231	1288
3.2000 Female	331	53	83	467
3.3000 Transgender	4	1	1	6
3.6000 Don't identify as male, female, or transgender	1	0	13	14
4.1000 Hispanic/Latino	315	44	68	427
4.2000 Non-Hispanic/Non-Latino	855	233	260	1348
5.1000 White	677	157	219	1053
5.2000 Black or African-American	390	104	89	583
5.3000 Asian	9	2	1	12
5.4000 American Indian or Alaska Native	8	1	4	13

Putting the Results Together

- Once the data is verified as complete and accurate, the CoC has to enter the results into HUD's HDX (Homeless Data Exchange)
- Both the HIC and the PIT need to be entered

Putting the Results Together

- Here's a sample of the PIT entry from HDX

Why It Matters!

Why it All Matters

- The Point-in-Time Count allows the Federal Government to track progress toward ending homelessness
- PIT Count volunteers may be able to identify new encampments so outreach workers can return
- Volunteers from the community gain valuable insight into homelessness and may become new supporters of local organizations involved with the count.

Some Keys to Success

Statewide coordination of a PIT count takes a large amount of work. Some keys to success include:

- Having a Detailed Timeline

- Collaboration and Communication

- Learn from Previous Counts

- Use technology to your advantage

Frequently Asked Questions

- "What is my next task?"
  - Early next week, CCEH (Mike Apotsos) will send you an Excel copy of the HIC information for the projects in your region.
  - You will need to confirm or update the contact info for these projects.
  - Your updated list should be sent back to CCEH by October 15th.
- "This is my first year as an RC for PIT. Do I need to do anything different?"
  - You will eventually need a PIT Database log-in.
  - You will be reminded to email Nutmeg's help desk for a log-in leading up to the window for HIC entry in mid-November.

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Questions?

What questions do you have about PIT?