

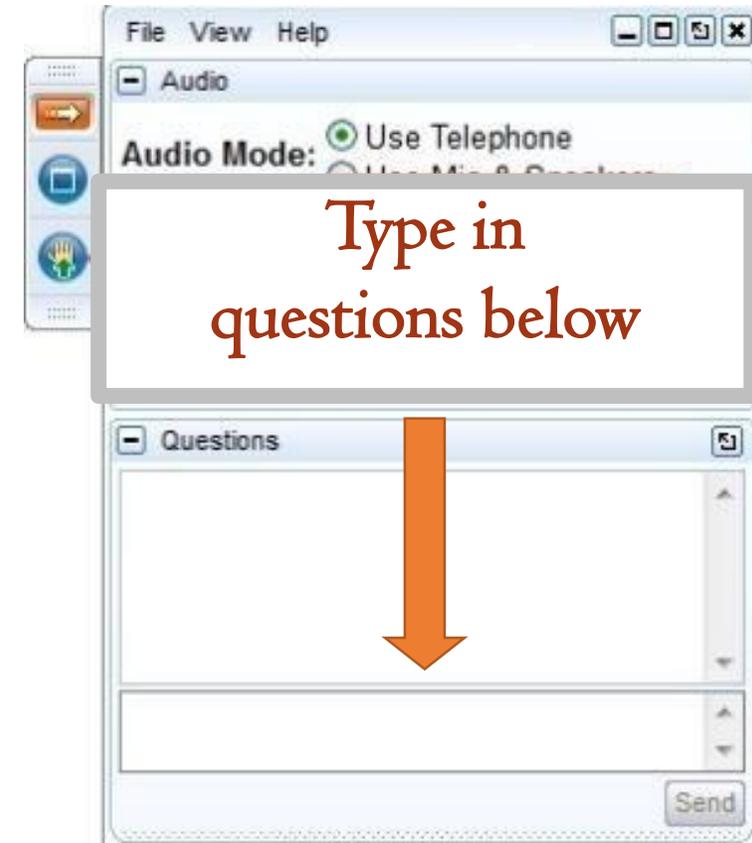


Reporting the Unsheltered Homeless Population

January 19, 2021

House Keeping

- Because this is a webinar, attendees are muted
- Please type any questions you have into the Questions Box
- We are recording this webinar and the recording and slides will be available in our Webinar Library at www.cceh.org



Presenters

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CT Coalition to End Homelessness

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My Town CARES



About *My Town Cares*

- Launched in partnership with CCM and Sustainable CT
- Leadership from Mayors Homelessness Prevention Task Force
- Provides roadmap for towns to address and end homelessness locally

1. Build awareness

2. Strengthen own Services

3. Collect Data

4. Coordinate with "CAN"

5. Mobilize Resources

6. Improve Outcomes

Sustainable CT Category 12 Actions

Effective, Compassionate Homelessness Prevention

Action 1: Increase Public Awareness and Support for Efforts to End Homelessness

- Town resolution
- Resources website
- Community forum

Action 2: Strengthen Municipal Workforce Capacity to Address Homelessness

- Town point-person
- Municipal task force

Action 3: Collect and Share Homelessness Data

- Unsheltered data

Action 4: Coordinate Municipal Services To Address Homelessness

- Coordination between municipal workforce and Coordinated Access Network

Action 5: Provide or Mobilize Resources to Address Homelessness

- Crowdfunding for statewide/regional shelter diversion/rapid exit
- Safe access to services
- Identify/coordinate funding/resources

Action 6: Improve Outcomes for People Experiencing Homelessness

- Step TBA (future steps will focus on decriminalization of homelessness and connections with systems including healthcare and criminal justice)

About the Point-in-Time Count

- Annual HUD-mandated survey
- Normally takes place nationwide one night each January
- Normally uses volunteers to canvass census blocks
- This year's approach will be different:
 - Survey takes place anytime January 26
 - Outreach staff will survey in their areas
 - Municipal staff to coordinate for their towns
 - Survey designed BOTH to collect data and to connect clients with CAN services



Today's Focus: Collect and Share Homelessness Data (Action 3 under Sustainable CT)

- Collect information on all individuals and families in your municipality experiencing literal homelessness, including unsheltered homelessness.
- This information will help Coordinated Access Networks with supporting municipalities in connecting residents experiencing homelessness with services.
- Share information on residents experiencing homelessness in your municipality using the data collection form provided by the Connecticut Coalition to End Homelessness (CCEH).
- As part of this process, according to a specific timeline to be published by CCEH, submit a list of locations where you plan to identify individuals who may be experiencing homelessness and identify individuals at those locations during two different time periods (**5 points**).

Submission Requirements: Screenshot saved as a pdf of the email sent to CCEH, listing locations to survey, and the confirmation from CCEH of surveys received.

Please take a moment to fill out this survey

- Name
- Phone
- Organization
- Title/Role
- Email
- Town
- If you are a municipal employee, would you be willing to serve as town's data collection lead?
- Locations in your municipality where unsheltered people are known to or may possibly stay (Please note: these locations should be surveyed on January 26th)

Clients Who Refuse Survey

- Any client has the right to refuse survey and any assistance
- Survey should document only those who agree to survey
- Please let us know if you identify residents who you are certain are homeless but will not agree to the survey
- We can discuss whether to alert outreach staff

What We Need From You

Short-term

- Partners who can conduct survey by participating in training, collecting surveys, and entering data in the data portal
- Municipal contact for each town who can provide data on where you expect to find clients and coordinate data collection.
- Connections to municipal employees in other towns.

Long-term

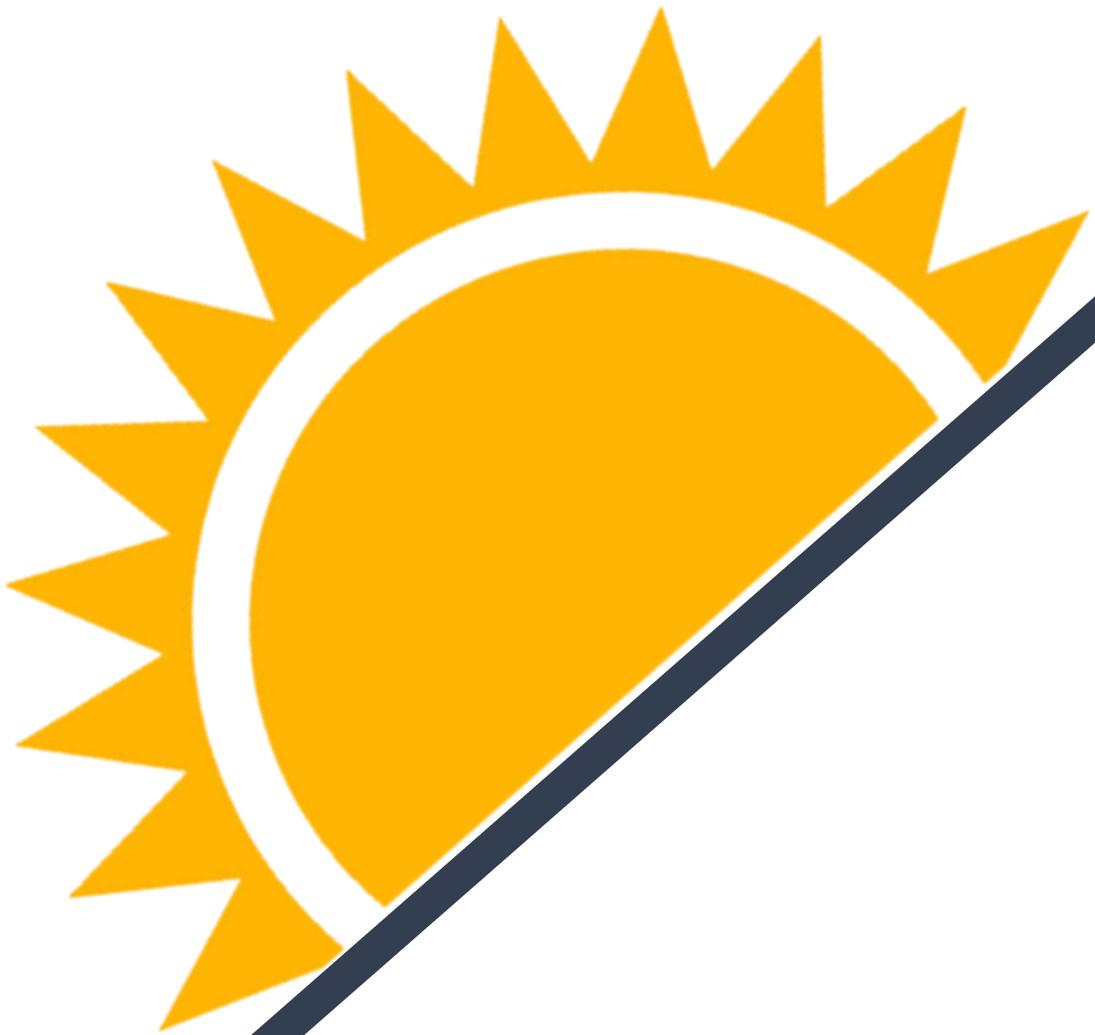
- Continue submitting surveys for clients your town identifies
- Remember: the goal is to ensure that we can continuously identify people who need to be connected with outreach

How CCEH Can Support You

Facilitate
connections with
CAN resources

TA in pursuing
certification in
Category 12

Trainings in best
practices
(Mark your calendars
for Feb 4!)



Safety Tips

General Principles of Homeless Outreach

- Non-judgmental
- Voluntary
- Persistent
- Respectful and responsive to difference
- Coordinated with Local partners and resources

https://www.usich.gov/resources/uploads/asset_library/Core-Components-of-Outreach-2019.pdf

Safety Considerations and Boundaries

Use your best judgment. Do not canvas areas that you believe to be unsafe.

Do not attempt to survey anyone who is agitated or anyone you believe to be unsafe to approach

Do not trespass on private property

Do not wake sleeping individuals

Work in teams of at least two

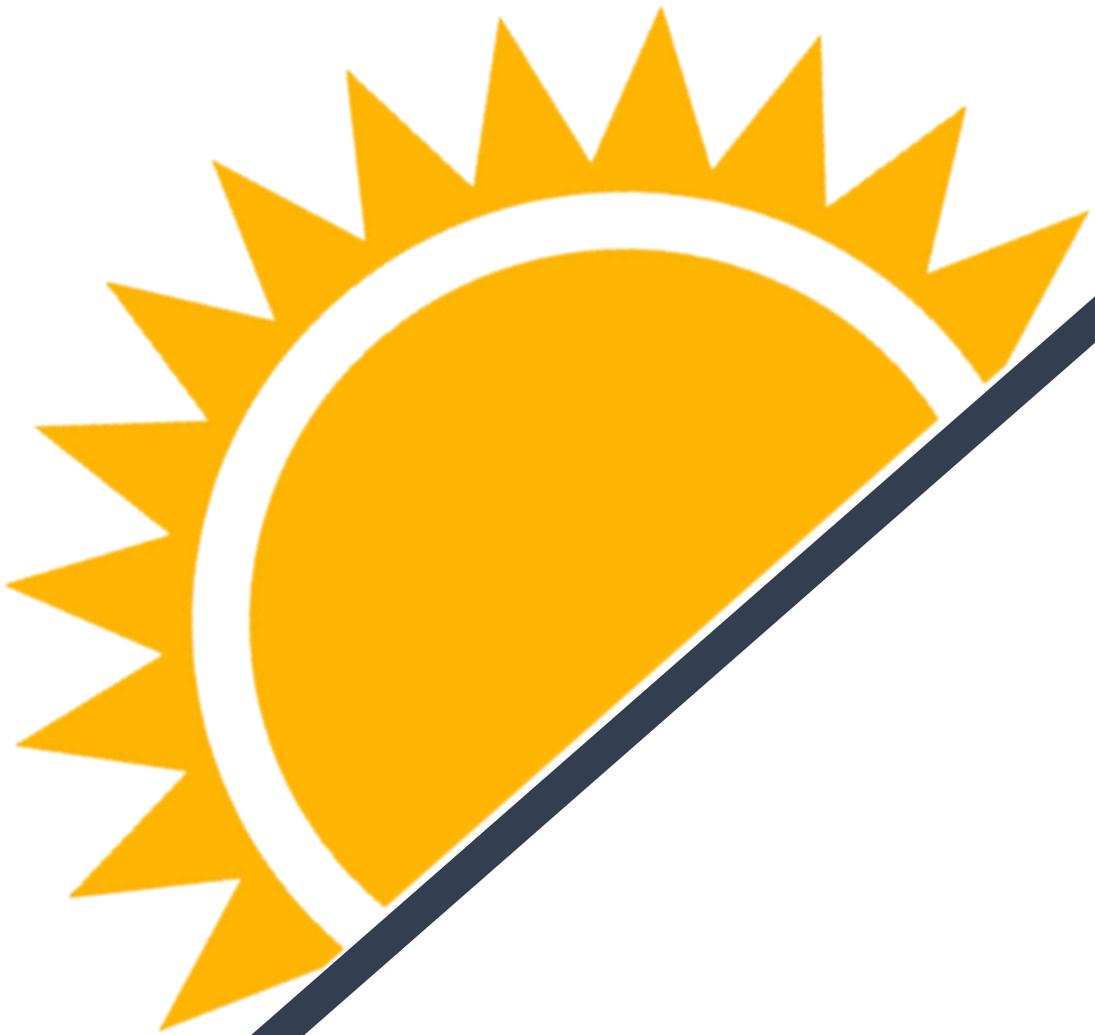
Collecting the Data

- Establish a good rapport first.
- Be more conversational than formal.
- Explain what you are doing and why.
- Ask for permission
- Avoid interpreting or explaining questions
- If the respondent does not understand the question, re-read the question.
- If necessary, skip the question; skip any questions the respondent refuses.
- Use “data not collected” if necessary.
- Stop if the person does not wish to continue.



Meeting Needs + Connecting to Services

1. Ask whether the client has called 2-1-1 or connected to CAN recently.
2. If they want to, offer to help them call.
3. Call 2-1-1, then 3, then 1, then HOLD.
4. In your professional capacity, offer referrals or linkages to whatever local resources are appropriate.



Unsheltered Web App

Overview of the Unsheltered Web App



- Intended for use by non-HMIS users
- CCEH is piloting this web app for 3 months
- Goal is to use year-round for both HMIS and non-HMIS users
- All information can be found on cceh.org/pit/overview/

Why Does CCEH Collect this Data?

- **Annual Point-In-Time Count (PIT)**
 - Federally mandated count of sheltered and unsheltered people in each state
 - Annual reports on cceh.org
 - Typically conducted in last two weeks of January; same time each year for trend analysis

- **Understand the Unsheltered Population Year-Round**
 - Know where those experiencing unsheltered homelessness are across the state
 - Ensure enough outreach staff
 - Provide services to this population

Unsheltered Web App Process

- If you have a Coordinated Access Network (CAN) contact, discuss the unsheltered individual with him/her *before* using web app
 - CAN contact will check if already in HMIS and enroll if not
- If you do not have a CAN contact, use the web app or paper survey
 - Contact data@cceh.org for secure link to upload PDF of paper survey
- Surveys entered in web app do not automatically become records in HMIS
- All data entered via the web app will be reviewed by CCEH and CANs

Survey

5 Sections

1. Demographics
2. Homelessness History
3. Disabling Conditions
4. Family and Dependents
5. Release of Information

Paper and web
app surveys are
the same

How to Complete the Survey

- Once logged in and on a new record, select the town you are in
- Complete as many fields as you can
 - Do NOT enter ‘observational’ surveys (i.e., you only record what you observe)
 - If you do not feel comfortable making contact, inform your contact (CAN contact or Regional Coordinator, municipality admin, etc.) about the person and location

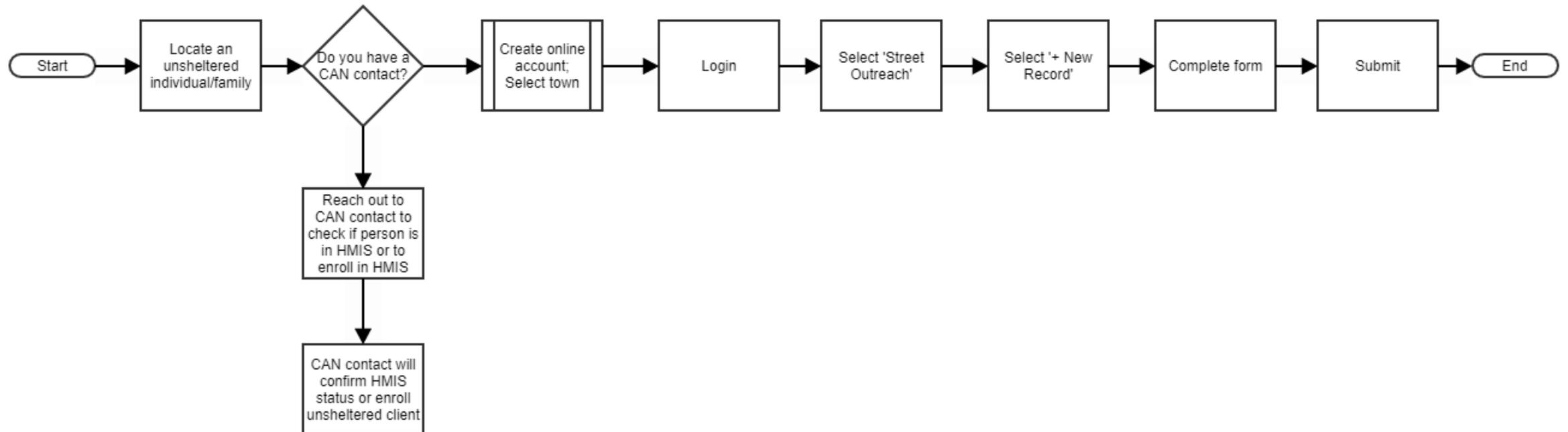
Release of Information

- Release of Information (ROI)
 - **REQUIRED Field**
 - Ask the person if they want to share their information with the CT Coalition to End Homelessness
 - If YES, enter 'YES' and the ROI content will display
 - Read the ROI text to the individual
 - The person must either agree or reject the terms
- People who **accept** the ROI **will** have their data entered into HMIS
- People who **reject** the ROI **will not** have their data entered into HMIS
 - If ROI is rejected, CCEH will only use de-identified aggregate data for the purposes of PIT
 - CCEH will inform CAN of individual for further follow-up with individual

Registration

- Go to cceh.webauthor.com to register or login on any mobile device
- Users will only see the clients they have entered
- Area administrators will view all records for the town
 - If you are part of a municipality, CCEH will send an online survey to confirm who is the administrator
 - If you are not a municipality, contact CCEH (data@cceh.org) if you would like to be an administrator

Web App Overview



Registering for an Account

cceh.webauthor.com

CT Coalition to End Homelessness

Login to get started

Remember Me [Forgot your password?](#)

[Sign In](#)

[Having trouble? Contact Support](#)

Not yet registered? [Register Now](#)

Please fill in the requested information below and click on the "Register" button below. When you do that, an email will be sent to the administrators of the portal. You should receive a notice back from them letting you know if your membership request was approved. If your request was approved, you will be assigned a temporary password which you can use to access the site.

Create Your Profile

First Name *

Last Name *

E-mail Address *

Confirm E-mail Address *

Comments

I'm not a robot 

[Privacy](#) [Terms](#)

[Register](#)

Demonstration

Questions?

My Town Cares:
casikainen@cceh.org

Outreach Questions:
dgrice@cceh.org

Web App/Survey
Questions:
data@cceh.org

For any additional
questions:
training@cceh.org

