

October 2018 PIT Count Office Hours Transcription
Abt Associates
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AUBREY SITLER: For those of you that were going to ask that question, this will be posted on HUD Exchange after the call. Great. Welcome everybody to our Point in Time (PIT) office hours.

I'm going to go ahead and kick things off by giving you an overview of what to expect today. We're going to start with some brief introductions of who we have on the line and then I'm going to give you an overview of how to use this WebEx interface. After that, William is going to walk you guys through the changes to the 2019 HIC and PIT data collection notice. Then we'll pause after that – after his overview – to take a few questions on the data collection changes or just on the notice in general. Then we're going to move to our topic of focus for this session which is going to center on how you guys recruit and train any volunteers who help out with your PIT Count. Finally, we're going to open up the floor for the last half hour or so for an open Q and A session on anything that you want to bring to the table related to the PIT or KICK. So moving into this first section, let's go ahead and do some introductions. We have William Snow on the line from HUD's Office of Special needs assistance programs. Meghan Henry and I are both here from Abt. Meghan is the director of the *Annual Homelessness Assessment Report* that goes to Congress each year, which many of you know as the AHAR. Her role includes overseeing the activities that are related to the PIT count and HIC data collection, analysis, and reporting. I'm Aubrey Sitler and I lead the development of tools and products to support the PIT count data collection. I am also part of the PIT, HIC, and AHAR data collection and cleaning teams.

So, you'll hear from William in just a few minutes but first I'd like to hit on a few housekeeping notes related to how to work the WebEx. For those of you that were on the first office hours call, you know that this interface looks pretty different from other webinars that we host. That's partly because we really want to hear your voices and get some attendee participation throughout this session. So right now I'm going to explain how some of those features work on the WebEx. I'll tell you how we're hoping to use them to make that participation possible. So the image on your screen right now should be pretty close to what you see on the default when you join the call. If you're having trouble connecting to the audio, you can go to the quick start tab in the upper left-hand corner, click on that audioconference icon and then use your computer or phone to start. Yes, I recognize the irony of saying this out loud if someone's having technical difficulties in connecting. Hopefully they'll see this slide and be able to do so. Note that in the upper right-hand corner of the WebEx screen there should be three icons labeled participants, chat, and Q & A. Clicking on those icons turns on the panels of the same name. So when the icon is blue, it means that panel is on and it should be displayed below. When we start asking polling questions later, there's a chance that you're going to have to click this little arrow to the right to see the polling panel. But we'll get to that in a bit. You can expand or collapse any of those panels using these little triangles on the left-hand side if you want to have a bigger view on the Q & A or on the chat or anything like that. You can use that feature to do that. If you are having any technical difficulties throughout this call, you can go ahead and open that chat panel and then select host or Aubrey to send a chat to. I can go ahead and help you address any of the issues you face whether you can't hear or you can't see the presentation. I can help you troubleshoot all of those. As I mentioned before, we really do want today's call to be interactive. And we want to hear your voices and we want to know what questions you guys have about the HIC and the PIT. So if you expand that participants tab up here, you'll see that there is a little hand icon. When it gets to the Q and A portions of the call, go ahead and push that button to raise your hand and we'll know to unmute you. And we'll kind of explain how that goes in real time as it's happening. But you can use that button to both raise your hand and un-raise your hand in case somebody asks the question you were planning to ask. If you have questions but your line doesn't seem to be linked to your call-in user, then go ahead and submit written questions through the Q and A box. So that chat is for more technical stuff or if you want to send a message to everybody, you can do that, too. But if you have specific questions you want us

to answer, go ahead and use the Q and A box. One final note, if you do not see a phone next to your name under attendees then that means that you're phone isn't linked to your name in the WebEx so I won't be able to unmute you. If that's the case, then use the Q and A panel to write in any questions you have instead of using that hand raising feature. Whenever it comes time for Q and A in the call, you're going to see a screen that looks like this that's kind of a little cheat sheet of how to use all of these features, so hopefully that's helpful to you when we get there.

For now, I'm going to go ahead and turn things over to William Snow from HUD to walk us through the 2019 PIT and HIC data collection notice. William.

WILLIAM SNOW: Alright, Thank you very much. Very excited for today's call. Very excited that we've finally got the notice out so we can kind of talk through things. Let's quickly actually jump into the changes. Let's start though with a poll. I'm curious how many of you have already read the 2019 PIT and HIC notices at least like the changes even if you haven't read the whole thing. Let's put that poll up.

AUBREY SITLER: I'm pulling the poll up. You should see it now.

WILLIAM SNOW: You'll see later in the training we're going to focus a lot of training content that we want to discuss through the polls actually. So, we'll use the polls pretty heavily in today's discussion. Mainly because I like to hear from you guys because you guys are really the experts and it's great to hear from you.

AUBREY SITLER: All right, if you've got an answer you've got maybe 5 more seconds. Have 59 non-answers. Alright, closing right now.

WILLIAM SNOW: Alright, I see it closed.

AUBREY SITLER: It takes about 5 more seconds.

WILLIAM SNOW: Again, just want to get a feel for who has seen what's coming. Important for us to get that understanding. Looks like strangely about half are yes and about half are no with a few not sure/no answer. So that's good. People are familiar. You'll notice as I go along that this'll be pretty heavy discussion around the HIC. That's good. Were hoping not to make any changes next year. We've said that often. You'll see this year that we did get a little closer to that but our intent is to keep this. It actually is a standing notice. We'll keep the 2019 notice but actually it's a standing notice and it's updated for the '19 count. If all goes well you'll refer to this again next year so we'll see if that happens. You can hold me to that and we'll find out. So let's go to the first slide then or the next slide.

So a few changes. Not surprisingly, we now have some joint TH and RRH projects. We needed to figure out a way to report them in the HIC. Here's how they're going to be reported. You will report both of them separate so both segments separate. You'll report the TH or transitional housing section separate from the rapid rehousing portion of the project. So they'll be two separate projects for each Joint TH and RRH project. In the funding sources that are selected, the recipient or the CoC in this case will select both TH or McKinney-Vento-funded TH and McKinney-Vento-funded RRH so that we get a feel for which ones are the joint component grants. Consistent with other guidance, the transitional housing piece will be included also in your sheltered PIT count, so any persons in that project at the time will be counted as sheltered. Those in the rapid rehousing will not be included in your PIT count. You'll still do the portion of the HIC that asks for the PIT count on the night of, so we get a sense of how the inventories being used but again, not included in your larger PIT count submission in your shelter data. Okay?

I will say if there's any change that happens next year it may be around this – the joint TH. If there's any changes to the data standards around it, we'll want to be consistent with that. That's actually the only thing I foresee as possibly changing next year. So that's a possibility though.

Alright, inventory type. Historically we had current, new, and under development. What we're finding is we really didn't need the new. We really just need to know what was functioning and what wasn't. We've heard from a lot of communities that it can be frustrating to have the different designations. Most people think of it as what's happening now and what's not happening now but what will happen. So we just changed the inventory type to reflect that. We now only have current and under development.

The third item that we updated was participation. We looked at HMIS participation around the project. Out of 23-24,000 projects reported each year, there were somewhere around 100 that had mixed HMIS participation so we decided that we would just update this to be more a line area. You either enter your beds as all HMIS participating or not and if you are not in one of those mixed projects you're going to need to create a separate project for your portion that is not in HMIS. So we again found that the impact of this change should be light but it actually has repercussions in your AHAR in our AHAR analysis that will coincide with the LSA piece. For ease later down the road, we thought we'd make this update now. Okay, next slide, please.

Alright. So this is another thing that has implications within the larger AHAR context because of your regionality, whether you're designated as rural, suburban or rural. We're requiring that all projects have an HMIS Project ID. Historically it was only those who uploaded their HIC from HMIS but we would like everyone to have the Project ID. Again it's largely tied to that idea of can we figure out which projects aren't in what type of geographic area? So that's kind of the core purpose. Hopefully you will be able to use that similar type of analyses as well. We're using it for ourselves. But there is something to be said about within your CoC what is your composition? What's your geographic layout between urban, suburban and rural and how do things flow? Many CoCs have a little bit of everything.

The next two are things we're getting rid of. Number 5, we had discussions with the VA and they asked us if we could remove the VA funded compensated work temporary transitional residency program. It really is a residential treatment program. This is another one where we looked at the impact in the larger PIT count and the HIC. Not that many projects or beds overall so we were okay with that. If you are one of the few CoCs that do that this compensated work therapy transitional resident beds or projects, you would not include that in the HIC this year. Obviously we won't include persons from those beds in the PIT count either. We got rid of target population A. It has been optional for several years and it's one of those things that also not in HMIS and so it actually ends up being a pain for those who use HMIS largely to generate their HIC. So hopefully this is one less thing you have to worry about. What was part of population B still exists, which looks at HIV-targeted housing and shelters or housing targeted towards those survivors of domestic violence. So those will remain on and we'll just call that target population.

Another area. This is more of a clarification. It's not really an update but we have lots of AAQs around housing type and trying to figure out what is the right designation and then it got a lot more confusing when you threw on emergency shelter with the bed type. So without saying all the words that are on the slide you have in front of you, I just want to refer you to the table. So you really as a project need to select. You either cite a site based/single site or a site based/clustered site or tenant based/scattered site. If you are currently in a place where you have multiple designations or housing types you'll need to enter those separately. So that's another one. This is one where we think once some of the clarification happens, it will help like this table, hopefully is helpful especially for those with emergency shelter but we'll watch closely as we get comments and questions through the AARQ or today's office hours. Next slide please.

Alright. This actually is kind of corollary to the last one where we were looking at sponsor-based rental assistance projects and folks had lots of questions again on the AAQ about the proper designations. If they're operating like tenant based or project base how are we showing them in terms of the housing type classifications? So the reality is sponsor-based could show up in either/or so just make sure if you have a project base or sponsor base that's really a facility base or a single site, show it as single site and sort of follow the nature of the housing itself.

Alright. Victim service providers obviously not entering data into HMIS and definitely not entering address information in to the HIC. We would encourage use of the zip codes for those projects. Again this ties to both your ability and our ability to figure out where projects lie from a larger geographic principle. Are they largely in rural areas or are they largely in urban areas? So this is more to help us figure out those type of designations but we certainly want to protect the privacy of our victim service providers and those serving victims of domestic violence.

Alright, I've been waiting a long time to be able to say this. There are no changes in the PIT Count Data collection itself. We're keeping the tables the same. Everything is the same for last year's data collection for the PIT count. There were couple of HIC items I mentioned that have some impact here like we're not doing the work therapy so don't include them or for the joint program you just need to know what's going to show up where. For the PIT count itself, were not making any changes and again we really hope to be able to do that next year. That's kind of exciting. Next slide please.

We're going to pause there, I want to open up for questions about the 2019 PIT count.

AUBREY SITLER: So this is the part where if you guys want to verbally ask questions on your phone, you're going to use that little hand feature in the participants panel of your WebEx.

WILLIAM SNOW: And let's address, Aubrey, the first question was a pop-up question in the Q and A. So this is essentially a question of a CoC has a TBRA and they're wondering how does it play out in the HIC right? Because they're actually some questions how it plays out in the LCA. I'm not going to answer the LCA question. So this is a tough one because it does depend on how the beds are used. If the beds are designated for homelessness, the easy scenario and you say okay these beds are dedicated for the homeless, they're definitely to be included on the HIC. If they're definitely not dedicated for the homeless which is actually more rare for us to see beds truly not dedicated for the homeless that are HOPWA-funded. But most I'd suspect are in this gray area of they don't necessarily require that folks be homeless. But they're finding that they often serve predominately a homeless population. So here is what you can do. You actually have two options. You can include the entire inventory which is similar to what we've said about other programs like our RHY providers. They are in a similar boat where they often don't say one way or another about who is going to be serving them. And there's a question of who to include. Include all of them. You have the choice of including all of them or you can look at the use in the project either on that night or over the course of the year to get a sense of, how are the beds, or what percent of the beds are typically serving persons who are homeless? This makes sense if you think that the majority are not necessarily going to people who are experience homelessness. If you think most of them are, I would suggest just including the whole project. You'll have to take kind of a snapshot yourself first of using most people in the project are tend to be homeless. But that gives you a few options.

AUBREY SITLER: Great. Tina Moore, I'm going to unmute you to ask your question.

TINA MOORE: Okay, can you hear me?

AUBREY SITLER: I can.

TINA MOORE: Alright, thank you so much. I don't know if this is the right time to ask this. So I'm with Georgia Balance of State Continuum of Care and when we're entering our rapid rehousing projects onto the housing inventory, you know in HMIS, is one project. But they're in multiple counties so we've been entering them and breaking out the county on the housing inventory so we can get a sense of where those folks were on the night of the count. And doing the LSA it all seems like we need to stop doing that but I guess we want to know HUD's preference. We could enter just one project, one line on the housing inventory and then just put the zip codes they're predominantly in but there really could be a project broken across six counties. So I guess we were not sure the best way to enter the data anymore.

WILLIAM SNOW: That's a good question, Tina and you have a lot of questions you get to work with. This is my recommendation. At HUD, we rarely dig very far in the stub CoC levels. We actually do use that data, but not a ton. We use it a lot more when there's a disaster or you know well there's a couple questions that tend to come up but I think the way you should look at this is what do you gain from it as a CoC? If it tells you a lot about how your beds are distributed and you use that and it helps you do gaps analysis, that feels like it's very helpful or if you plan on doing that, you may not be doing that now, if you don't really do that and don't really plan on using the data that way, maybe you use other tools to help you do that. Then I would say that you could do it as a single project and that probably would reduce some of your data entry time as well. So we're okay with either one. We would just recommend you look at your own usage.

TINA MOORE: Okay, thank you.

AUBREY SITLER: Thanks, Tina. If you could go ahead and unraise your hand after you've spoken, that's just a general announcement, that'll help me understand who still has question. Let's go to Monica if you still have a question if you could hit *6 on your phone to unmute yourself. Let's see if that works. Monica? Okay, maybe that didn't work. Let's see. Kevin Nolan I know you had asked a question or two in the Q and A. Do you still have an additional question? I'm going to unmute you if you do.

KEVIN NOLAN: I do. Can you hear me?

AUBREY SITLER: Yep, I can hear you.

KEVIN NOLAN: So I hadn't read the notice so bear with me. My question could be in there. It appears that when we submit in the HDX 1.0. Is that correct? When will this actually start getting submitted in HDX 2.0 and with that, will all our previous HIC and PIT information in 1.0 be transitioned into 2.0?

WILLIAM SNOW: Great question. I will defer to Meghan. I think I know the answers but Meghan, you're probably best to answer that.

MEGHAN HENRY: Yeah, so this year for 2019 we're going to stick to the HIC and PIT with the HDX 1.0. The HDX 2.0 will be ready for the 2020 count, and all of your data will be transferred over to the new site.

WILLIAM SNOW: Thanks, Meghan. I'm going to add to the other question that I saw written down which is from Matt Anthony asking about LGBTQ. We do not have that as a requirement. To ask persons experiencing homelessness about their LGBTQ status, there's lots of reasons. The HIC or the PIT already kind of walks a tough line on questions that are difficult to ask in the middle of the night. That is one where we were nervous about communities doing it without the proper training and without the ability to be sensitive to the nature of the questions. So communities can ask that, you're allowed to. HUDs not

requiring it and if you do, that's again make sure you're doing it with those who are trained and will be sensitive to how the questions are asked. We think that could be fantastic and yield a lot of information for you. Again were not asking it largely because it's not required for any of the data collection we do now and we want to be sensitive to the reality of the difficulty of asking that often in the middle of the night. Aubrey, other persons with their hands raised?

AUBREY SITLER: I think that Meghan's got a few folks that came through the Q and A. We want to turn to Meghan.

MEGHAN HENRY: So we had two questions around best practices. The first was around what are the best practices around night counts versus daytime or evening counts and how many CoCs conduct overnight counts versus counting during the day?

WILLIAM SNOW: Great questions. So that's a really loaded question, right? The best practices. That's tough because it depends on several things. One is actually one of the topics we have today. It depends on your volunteer base. Those who do the most effective overnight counts have a very heavy volunteer base. So they have a lot of people involved. They have good training and are more of the counts were seeing using mobile technology. We're finding that's making things easier, right? Middle of the night is tough for some many logistical reasons and this is one of those things that has helped make that easier in communities I've seen that in. What we find is those who have great success doing it often have free outreach as their leaders. They're the ones who are setting up the routes. They're the ones who are often leading teams, especially teams that are going to areas that are a little more dangerous. We have seen good use of law enforcement as well in during that. That depends on your jurisdiction and your relationship with law enforcement but we've actually seen a lot of good partnerships with law enforcement at late night count especially when you're going into encampments as long as the relationship is okay there, that tends to be favorable and people are not put off by it usually. When we know law enforcement is going to be involved, sometimes the street outreach teams will go a few days in advance to encampment and just give them a heads up. Hey the count is soon, we're going to come here possibly with law enforcement. You kind of reassure them at the same time give them a heads up so it's a courtesy but it also prevents people from being put out if they see policemen in the middle of the night unexpectedly. Those are just a few I would throw out off the cuff. I would also open it to Meghan and Aubrey if you have other practices you've seen that are really strong.

AUBREY SITLER: I was just going to say, I would just recommend first of all if you're doing a daytime count of any form, make sure that you're not asking people about a future night of where they're going to be sleeping. I've seen some CoCs do that and you can't predict the future so that's a little hard to be asking people where they anticipate they'll be sleeping on for example, the upcoming night. And then obviously keep in mind that any counts that are conducted during the daytime may possibly mess up who may have been sleeping in unsheltered locations on the night before the count.

WILLIAM SNOW: And if you're doing daytime, you have to use an interview. You can't do it on information based. And really that's a good point with the day. You're supposed to tie to a single day anyway if you do a multi-day count but we have seen communities asking people where they will be sleeping tonight at like 5 in the evening, 6 in the evening. Don't do that. Ask where they slept last night. So peg a night where people have already slept or are in the process of sleeping. Its nighttime hours and they're sleeping. That's a good point. Meghan you want to add anything?

MEGHAN HENRY: Nope, that was perfect.

WILLIAM SNOW: Do you guys, Meghan or Aubrey, know the numbers? I know most of our communities do late night counts and actually a lot of them also have a veterans event or a connections event or have like service-based counts over the next couple days after. A lot of them still have an overnight hub or kind of central way that they do things. Does that sound right to you? I'd say it's probably a 75 percent or more of the country do a form of overnight?

MEGHAN HENRY I think so. I think if there's a daytime effort, it's usually done in the days that follow the night count.

WILLIAM SNOW: Great. Let's move to the next question.

AUBREY SITLER: Okay maybe we should do one more question here and then we'll move on to our focused topic, and then we are coming back to Q and A later in the call just to remind folks. Let's go ahead and try somebody on the phone. Chessa Dickson, I'm going to go ahead and unmute you.

CHESSA DICKSON: Can you hear me okay?

AUBREY SITLER: Yep. I can hear you.

CHESSA DICKSON: So I am with the Balance of State in Missouri, Region 10 specifically, but our PIT count is held like from 5 to 9 at night. It's just that day. So last year I wasn't involved a whole lot with the planning and everything for the count, but this year I'm going to be more involved and I feel like last year it wasn't that accurate because we only did it for the few hours and just for that day. Do you guys have any suggestions or recommendations to help give a more accurate count?

WILLIAM SNOW: Yeah, great question. So we mentioned a few things already – the time. If you're counting at 5 asking about sleeping, you probably should be asking about the night before. I would recommend leveraging your service based opportunity here. Sometimes we think that you are doing a whole other count or extend your count for several days. Many times it does do something like that but it can be simpler. You can just as people access things like food banks or access things like libraries – places where they would commonly go where you're not sure where they would have been counted on the night. You can go ahead and at least ask if they've been included in the count over the next seven days after your designated PIT night. Also using your street outreach folks. If for whatever reason you can't do more on the night of the count itself, use your post-night opportunities to follow up with folks who are likely homeless and ask about where they were on the night of the count. We've seen a lot of folks who have by-name lists using by-name lists very well that way. If they didn't see that somebody was identified on the night of the count, they'll just do a quick follow up. They'll ask them and they have all their information so it's not even a very long conversation. It's simply "hey, we were doing our count the other night and we didn't see you. Just wanted to see where you were." And you can find out that simply. So I don't know if that helps you a ton but I'd say that's a lower effort but still should yield some good benefits for you.

AUBREY SITLER: Great, thanks Williams. For those of you who still have some other questions just a reminder that we will come back to another Q and A portion the last half hour of the call. For anything we don't get to today, you can always submit an AAQ to the Ask-A-Question desk and we'll get to those within a few days. William, are you ready to move on to our focused conversation?

WILLIAM SNOW: I am. Alright. We thought it would be helpful now as opposed to like in January to talk a little bit about volunteers. Some things to think about in recruitment and training but we realize as we're having conversations we certainly have many thoughts about it but I think it would be more

useful to get a sense of what you guys are doing through the polls. Most of this will actually be driven by the poll questions just to get a sense of what communities around the county are doing around recruitment and training of volunteers. So with that, let's jump to our first poll.

AUBREY SITLER: Alright so that first poll is open. I went ahead and put them on slides as well in case it's hard to see on your computer screen all of the possible answers. But here's the question and here are the options. If on any of these your answer is that your community is doing something else that we haven't listed here in our very minimal options of responses, go ahead and send a chat not just to me, the host, but to all participants on the call and kind of share what you CoC is going because I think there is a lot of innovation that is happening across the country that everyone can learn from. If there's something you guys are doing that other people might benefit from learning about, please share.

WILLIAM SNOW: For volunteers, we've actually seen so many different things across the country. We've seen many people use some volunteers. We've seen a few CoCs says no we have enough man power within the CoC from between our providers being either required or just knowing this is what they're going to do or for outreach that they've said no we don't want volunteers. We do understand volunteer does result in more work. Right? Like you have to train them. You have to find them. You have to follow up with them, you have to make sure they come. You have to be prepared for them not to come. There's all of the contingencies that come with it but it's also a very powerful way not only for you to expand your reach but also expand your reach, I guess beyond just PIT count. It lets you help people get in the shoes of these people that they see every day on the street and kind of just ignore or don't know what to do with. So we love using volunteers. Certainty not a mandatory thing, though. We'll give you a couple more seconds and look at the results to see what's going on.

AUBREY SITLER: About 10 more seconds. 190-something responses. This is pretty good. Well done, guys. Alright, can you see the answers?

WILLIAM SNOW: I can see them. So it looks like a little over half use volunteers, some volunteers in the unsheltered count and that's again, typically where we see volunteers. We still have a good portion using about a sixth of the CoCs saying they use folks in the shelter PIT count or volunteers in the shelter count. We tend to see that more in areas where they're not using HMIS as primary source for uploading the HIC data and the PIT shelter PIT data so that can be really powerful. Service-base we see about 70 CoCs of 300 do use volunteers in the service base count. That's interesting to me, I would have thought it would be a little higher as you have events. But at the same time, we often see privates are running the event so maybe that does make sense. In the data cleanup process, it's great to see folks using volunteers for that. Sometimes people don't know what to do with it and then we have some kind of not sure/not involved in the count itself. So lots of good stuff there. So we see a good use of volunteers. It's interesting because I've seen as many as over 5000 volunteers in one CoC and then none in other CoCs so you have a big mix. The 5000 is certainly more unique but it's not unique to see more than a 100. See many CoCs where they have more than 100 volunteers which is impressive again for all the logistics involved so that's great. Alright let's move to the next poll question.

AUBREY STITLER: Okay. This one is about the partners who are involved in your volunteer recruitment. The poll should be open.

WILLIAM SNOW: And this is another one where we see a mix of things. We find some CoCs designate an agency either because of street outreach or because they're tied to the community for other reasons. Just as the recruitment king, right or queen. There the ones who go out and do the majority of the recruitment. We see some use they'll use the city actually. They'll use the mayor to help or the mayor's office to go and help bring people out or they'll use the state. That's great. So if we are always curious

about where volunteers are coming from as well, right? How many of you are using federal partner volunteers? That's a slightly different question than this but it's also kind of the think about where your volunteers are coming from. Lots of different opportunities there. Let's give you another 10 seconds or so and then we'll look at the result.

AUBREY SITLER: And for those of you who are I'm suspecting that it's not possible for attendees to send chats in the all attendees so I'm sending those out to oks if you're curious what people are putting in for those other categories.

WILLIAM SNOW: Okay a lot of folks coming from either the CoC stakeholders or local non-profits of social service providers, which is probably a huge overlap there anyway. Then apparently a small showing from the others. Some state partners, some federal partners but mainly from Co and local non-profits. Not too surprising there. I did want to highlight a few that we had seen in the chat. We see folks using elected officials in college. College students in a really good one. We see great partnerships between CoCs and universities even if there isn't other interactions throughout the year. Like nursing schools we see a lot of nursing schools involved. Or social work school where a professor is willing to give extra credit to a student who goes to participate in the PIT count. That is fantastic and has an amazing ability to bring people out. So if you have a university around you or a college please use them as a resource, it can be really, really powerful and you'll bring in peers which is helpful because especially as we do make sure were sensitive to youth experiencing homelessness. When you're able to bring in 18 to 24 year olds it's a nice way to interact with them with their peers so that's great.

WILLIAM SNOW: Alright. So that's a little of where folks are coming from for volunteers let's go to the next poll then.

AUBREY SITLER: This one is two questions that were just released at once if you scroll down in your pulling tab to those.

WILLIAM SNOW: This is one where I know about but I've seen smattering of things in CoCs. So that first question what requirements exist I've seen some CoCs have age requirements, some don't. We see that some CoCs required their service providers to have volunteers and some don't. Some have teams that require at least one person to have something must have a social worker or some other qualification to help them engage. This is more of my selfish desire to figure out what type of requirements you guys are having. And that second question we actually do see quite often. Liability waivers right? We're all somewhat sensitive to the reality that any volunteers is positive but also has some liability associated with it. So we've seen communities protect themselves by doing liability waivers. As we I will say as we were releasing the point in time guide that we released in 2014, we debated about whether we would put out a sample form and we struggle to get it passed our lawyers because it has her own liability. So it highlighted the reality that there are liabilities all the time. So this is the type of thing that we encourage communities if you feel you have a good waiver if you'd be willing to share with partners, other CoCs that would be fantastic. We certainly encourage that. I wish we had a little more flexibility to share some of our own ideas on it we just didn't get past that hurdle. Let's give it a few more seconds and then let's see what the results are. Alright, so it looks like the age requirement is fairly common. About 1/3 of CoCs on the call said they have some form of age requirements. And then not a whole lot for the others. So chunks of people said no requirements at all. A few have volunteers and a service provider requirement and if you have professional service requirements, but not a whole lot there. So the liability forms also not seeing as much as I would have thought about 73 of the 750 said they have waivers so that's interesting -

not as many as I thought. That might be because there is no standard waiver form so again if your CoC that has that and you're willing to share that, please do so.

MEGHAN HENRY William, where do you want people to share those examples? I've got a bunch of people messaging me in the chat saying they'd share those or that they're interested in seeing examples from other places.

WILLIAM SNOW: That's a good question. I said share and then I don't have a place. Cause we can't post it. Are we able, Aubrey, to put any resources up in this session?

AUBREY SITLER: I don't think so.

WILLIAM SNOW: So if you're willing to share and you don't mind putting your email out there that would be great. I know I'm kind of asking a lot there so if you really want to do so, please post it so that people can come to you.

AUBREY SITLER: People can also ask people to put it through the AQ if that's something they're interested in and that can be a way to aggregate contact info.

WILLIAM SNOW: So that's a good idea. One catch again because we can't even create our own form we can't post community's forms and we have some funny limitations around signing off on them and the appearance of signing off so anyway we can share through each other. That idea I think we'll explore what we can through the AQ as well. That's a good idea

AUBREY SITLER: But if you're willing to put your email out and you have one that you're willing to share, thank you, thank you, thank you, we really appreciate it. I think folks have my email address from the webinar registration as well I have some people saying they will email them to me which is fine. Okay so next. William lets us go to the next question.

WILLIAM SNOW: So for those of you who use volunteers and a lot do, how do you train them? We just put a slew of options, there certainly may be others. But we threw out a couple - in person, online, prerecorded In person prior to the night of the count in the next days of the weeks leading up to it and then you have the show up early to the count or on the night of the count and you'll get your training. Just by way of comments on some of those so your CoC kind of has to figure out what works and what might have worked we have some communities that have said we wanted to do, training ahead of time but it's impossible. We just could not get our volunteers out to do that. Where is we we've had somewhere have said in a positive way is finding out the commitment of the volunteers and they've used it as a volunteer reinforcement piece and kind of feel comfortable with that that if they come to the training they'll probably come to the count to. Which is also kind of a clever strategy of figuring out which your true volunteer basis going to be when it comes down to it. Online is great we've seen more and more online. You have a little bit less knowledge about how present they are for the training so that's something that kind of always exist. And I think it's kind of a calculated risk. We have seen some communities that have an online requirement and then they make sure that on the night of the count still do a 10-minute refresher on the most important things and sometimes they do it informally like hey guys you see we're getting ready to go remember blah, blah, blah. Then they make sure they hit those top things. So that's another way to approach which is pretty effective. Let's give it another two or three seconds and will close up the poll and we'll see what the results are.

AUBREY SITLER: So in the chat I'm having to multitask too much so I haven't been pacing as many things to everyone but I'll go ahead and comment that one you see the unsheltered survey sent out to volunteers they can review it before the count. And then some folks are saying that they would really like to see a good training example for volunteers.

WILLIAM SNOW: That's very convenient because one of the things we want for you guys as a slide deck that you can use that just an open PowerPoint presentation that would cover some core issues around the PIT count. So we can tend to do that for a while it's actually been moving along so we'll make that available to you and if you guys do what you want to do with that. You can take whatever sides you want or you can ignore whatever you want from it. We've heard loud and clear that it would be nice to have some stock slides so you don't have to reinvent the wheel every year but also have the ability to manipulate them for your own needs. So let's take a quick look at the results. It looks like most people do trainings prior to the count it looks like almost half - not quite half - but certainly more than a third do in person prior to the count. We are seeing the online option being used a little over 10% for each of those which is great. We'll probably see more of that in the future. And then we see us there amount about 50 CoCs who do training on the night of. So not a ton but definitely have some of that happening there. So lots of good training opportunities happening there. I did see someone mentioned in the chat that they use the training or they use kind of their composition of the PIT count itself almost as a way to of reinforcing training. We see that in a lot of communities where they will ensure that an outreach person is involved or a CoC partner who is in the world or a service provider that their staff is on every team. So that's a great way to do it because then your volunteers if they're a little nervous they can see another person lead the way. If they're not so nervous or if they're not nervous to count, let them do it. It's great for them to get the experience versus experiencing homelessness. It's recognizing they're real people who have needs but would love human interaction often. So I love the opportunities involved with account because it really gives a lot for people to volunteer to get the public involved.

Alright let's move to the next question. We only have two more poll questions. So this one is about how you are engaging the larger public. So what are you doing to help folks in the community understand what's going on or that the PIT count is happening? Obviously you see a bunch of options on social media we have our own PIT count posters which were actually caring to send up out to you and then our own PIT posters or other various forms of media. We love to see it published. This actually raises another issue that we see that we may have as part of a larger discussion of what is your framing of the count? We've always been sensitive to the issue that people don't necessarily want to be called homeless which became very obvious with our youth. They don't want to be part of a homeless count but they may be less reticent to participate on a survey or a survey about housing so the framing about whether it's a homeless survey or not is something to consider it and is a really important factor so if you can avoid calling at the homeless count, that is probably better. Finding a way so that everyone knows what it is yet not so intimidating for those who don't want to be called homeless. So that's what we recommend. So we'll give you another 5 to 10 seconds and then we'll see what's going on with the survey.

MEGHAN HENRY And one thing to comment to is that the posters and the social media files have already been posted to head exchange if folks want to try to access those. They were in one of the HUD exchange listserv announcements about this session. So the print ones are in the process of being printed and being disseminated nationwide. But those other things are available online if you want a Facebook or Twitter-catered photo.

WILLIAM SNOW: Great Call. And we do it both in English and in Spanish. We didn't go further than that in languages but we certainly recognize that those are two really our main ones so but certainly you may need to adapt it for the languages as need be. Alright, so let's look at what's going on how do we

inform the public? We got about a third of folk saying they use social media and a good smattering of usage of some form of poster whether it's HIUD's poster or your own local poster. And then some use of newspaper and radio certainly a lot of publishing via websites. And some use of newsletters so seems like the most popular is social media will really happy to see that that's great. We find that phone to a particular most people have phones regardless of where you are, so that's awesome.

AUBREY SITLER: There's one person who commented in the chat that they actually don't advertise the PIT count anymore due to past experiences with police officers conducting sweeps before the count.

WILLIAM SNOW: Oh. Well that's a good call. Unfortunately we see that a little bit. We've seen less of it than late, but yeah you have to figure out what the impact is on your law enforcement. We hope they're good partners but unfortunately we've seen this in experiences where they use the PIT count for their own purposes. So yeah if that's happening in your community, certainly don't advertise that. Other ones on the chat, Aubrey that I might have missed?

Aubrey: There's one that said they visit 24 hour businesses in the county to tell them that it's going to be happening and to ask them to help but it didn't necessarily help to locate other people experiencing homelessness. But that effort is still an important one.

William: That's a great point because one and one of the potential discussion points that we had talked about when preparing for this was do we talk about engagement with private institution. We know some CoCs have a very straight line of know where some have nixed the idea maybe that has all kinds of ramifications and we may do that as one of our topics in the future of our discussions of pick count or in our office hours because it's a really important but also it's really important to understand the layers before you walk too far into that one. Alright, can we move to the last poll then.

AUBREY SITLER: Alright, pools open.

WILLIAM SNOW: Alright. We love to have volunteers and everyone loves to be appreciated especially when they sacrifice sleep or early morning hours or late-night hours. So we hope that you guys are doing some sort of follow up with volunteers we've seen some very simple follow-ups - just emails of thank you and then some more elaborate ones such as a volunteer appreciation dinner or things like that. So just curious what you guys are doing with your volunteer follow up. We certainly encourage you to do some kind of follow-up if nothing else send them the result of the count let them see that they did something measurable and helped them connect. It's often very powerful to send information about those served and it goes to a story along with numbers just to kind of reinforce this means something. These are real people. You are counting so there are numbers but there are real people behind each of these numbers and we want you to relate to them, so something like that is always great. So were going to close up in the next couple seconds on the poll and see what's going on.

AUBREY SITLER: I will say that while the poll is closing we've gotten a few questions about things like when the PIT model survey will be posted. Those are posted at all times. We'll do a quick review of them sometime in a few weeks just to make sure we didn't miss anything for the update PIT count notice last year but since there was no change to the notice this year they should be updated and ready to go in terms of making sure they include all of the data elements that are required to be reported to HUD.

WILLIAM SNOW: Great point. Alright so we're seeing less responses on the follow up side so hopefully that's something if you haven't done before, it's something to consider. A small group, less than 10 percent hold some kind of volunteer appreciation. This isn't tied to the PIT count exclusively. It's tied to a larger volunteer appreciation. Certainly seeing some thank you notes that go out. That's great. Nearly

20 percent do some sort of thank you notes and then sending results to the volunteers we send a little less than 20 percent are also doing that and then also some other ideas here so let's peak in the chat. Anything pop out? Oh, certificate of appreciation? That's a great idea. I like that a lot. Anything else? Aubrey anything I'm missing on other ways folk are following up?

AUBREY SITLER: A lot of folks are linking this up to the follow-up they do with volunteers in how to process unfolds, which I think was not quite the intention of this question but is also an important piece to get at. Sounds like a lot of people have taken the opportunity to follow up with volunteers to understand what they can improve about either their training process or about how they recommend to folks to conduct the PIT count to make sure they are constantly learning from past experience and improving as they go.

WILLIAM SNOW: Yeah, great points. Alright you've heard way too much from me already so let's open up the questions.

AUBREY SITLER: Great. Let's go ahead and start with Natasha Googe. I'm going to go ahead and unmute you. Natasha can you hear me?

NATASHA GOOGE: Hi there, yes.

AUBREY SITLER: Hi.

NATASHA GOOGE: So this is a good time to ask my question?

AUBREY SITLER: Yes.

WILLIAM SNOW: Can you speak a little closer to the phone? We can hardly hear you.

NATASHA GOOGE: Okay, well I don't know where the speaker is on this thing, I can speak up. For folks that are arrested the night before the count and held in jail, you know they're homeless for weeks or even months before. Do we count those people?

WILLIAM SNOW: Great question. So the guidance on that is specifically no you cannot count them for the night of the PIT count which is again a tough one because the very next day they could be homeless. So it's one of the things where the PIT count is very specific as to what is counted. So those who are residing in prisons jails other institutions cannot be counted by statute. So what I would say is don't include them in what you submit to HUD. If you have the resources to find out about that population during the PIT count, I think that's fantastic. There are many communities that do that. It gives you a better sense of what is going on with your community so if you do a community report that's not submitted to HUD, I would include that date. Similarly what you would do with education data. Id include what your liaisons say about what number of youths are homeless on the night of the count so that it doesn't double up folks but has additional information. So I encourage to get as much information as you can even if you can't report it to HUD. Good question.

AUBREY SITLER: Great. Let's go ahead and turn to Meghan, who I believe has a few that have been aggregated on the Q and A and the chat. Meghan?

MEGHAN HENRY: Sure. So we had a few questions come in surrounding mobile apps. How do you use develop or access mobile apps for the PIT count?

WILLIAM SNOW: Alright, that's probably another one of those where we'll hold a discussion about technology in an office hours. Apps are certainly at the forefront of that with things like how do folks use helicopters, drones, that sort of thing? For mobile apps, there's a couple things to think about. We did a webinar last week, last Monday the 2nd on using ARCGIS. Most counties actually I think nearly every county in the country has a subscription to ARCGIS. In fact you might not even know who that is. So we have ESRI, the product owner of ARCGIS. They will help you find out who that is in your organization or at least what office in your organization has it. I mention that specifically because one of the tools available is a mobile PIT app called Survey 123. So that could more or less be free to you if you find the right person to talk to access that. That's not available necessarily to everyone maybe because the county won't be already using all of their subscription and doesn't want to move away and use the app. So you can look at vendors. There are private vendors that do the PIT app and they can provide options. So I'm not actually allowed to sell vendors. I mentioned ESRI specifically in this case because it's already more or less free to communities and it's already something that's developed that way. But if you're going to hire a vendor I can't really recommend anybody. But there are plenty of them out there and communities that are out there using them. So this is another ask for those who wouldn't mind sharing if you are using a mobile app and you're willing to share your email, if you want to do that or even if folks want to share different apps so that different communities can see the different apps that are available. Did that answer the questions, Meghan?

MEGHAN HENRY I think so.

WILLIAM SNOW: Okay.

AUBREY SITLER: Okay, so folks who are working for CoCs who are willing to share their email addresses, if you could just send me a message in the chat with your CoC and email address if you're comfortable with that, I can send that out to people on the call so if they're interested in learning more about your experience they can reach out directly to you. Okay let's take a look at Melissa McWhinney. I'm going to unmute you and you can ask a question. Melissa? Melissa are you there? Melissa you are muted if you want to say something. Okay. Didn't seem to work, let's go to Melissa Mickel.

MELISSA MICKEL: Hi, yes it's [pronounced] Michael. I didn't know you were calling on me first. So I had two questions in relation to the HIV. The first one would be I know this has been addressed previously but are the number of beds reported on the HIC tied to what's reported on the project CoC application? So for example something like our shelter plus care if they say they 50 VASH vouchers and on their application they have 100 beds but on the night of the PIT count because of the household composition is different? There may be less or more. Maybe they're serving single individuals rather than households with children. Does that count against that project during application time?

WILLIAM SNOW: Good question. So I have to be careful. I'm not allowed to speak to the NOFA especially since for our purposes, we have not awarded. I can say that we treat them separate. The application is separate from HIC for the very reason that you mentioned. Ideally though you're screen 4B, which is your housing and services screen in the project application where you report your beds and units, should have some resemblance. It should be somewhat close to the HIC. We have not used a comparison because of known counting issues there.

MELISSA MICKEL: Got it. And then I had one more regarding VASH in the same context of the HOPWA question that you answered. If we know that not all the VASH vouchers are being used for homeless do we still include all those VASH vouchers on our HIC?

WILLIAM SNOW: Yes, and that's a little scarier because they actually should be homeless.

Melissa: Yes, I know. I just wanted...

WILLIAM SNOW: Yes. Yes, because that one really is a requirement, you should include those beds.

MELISSA MICKEL: Okay wonderful thank you.

AUBREY SITLER: Okay. Some people were asking questions about the specific apps and if you could go ahead and direct those to the people who have given their email addresses... People are asking what HMIS system they use, what apps they use, and all kinds of details. If they volunteered their email, I'm willing to bet they'd be able to answer those questions if you contact them. Let's see. So we don't have anybody else with raised hands. If you do have a question you'd like to ask out loud make sure you use that raised hand button in the participants panel but I'll turn it Meghan now to see if there's anything else that's come through the chat or the Q and A.

MEGHAN HENRY So we had a few questions come in around observation-based counts and specifically the observation tool that we mentioned earlier. One questions was essentially what are some of the ways communities are collecting information on refusals or observation-based counts. Neither came in around how to utilize that tool effectively and whether it can be used for other purposes such as language barrier issues or refusals. I think [the question is] generally what the best practices are around using the observation tool and conducting a count

WILLIAM SNOW: Yeah great question. We love to see people using the observation tool. We still continue to hear some CoCs, if they can say they identified someone but have no information on them they are still throwing away the record, which there's some mixed feelings about that one because yes, you want good data, but if you know you're confident it's tied to a person at least extrapolate to account for that person. You can throw the record out but at least recognize the person there and you need to make sure they are included in your count. What we've seen more and more is communities doing more on an interview base but having the observation-based survey available. This is again one of those things where the mobile app is extremely helpful because maybe there's someone who you don't want to wake up or you think it's an unsafe situation but you see the person and you want to take note of them and they switch to the observation-based instead of doing an interview-based so that person is accounted for. The CoCs you can decide what rules you have found that. Usually the basic rules are you sure this person is at least not someone who have identified otherwise. And if it's the middle of the night it's a pretty confident extrapolation, but also note the location. Many apps now you can literally pin the location. Otherwise you can create a location that makes sense to you. Obviously sometimes they don't have cross streets in the woods. It may be somewhere but find something that makes sense to you. This is one where you may want to have your street outreach team with your or have your more expert from the CoCs figure out how to name locations. Something to think about there. Whether or not you should use it for other barriers is a bit of a challenge because if you can collect some information on them use interview base tools is probably better if for no other reason you can use the extrapolation tool we put out which is more to extrapolate for demographics in some of the questions that are in the survey. I would push you more towards using the interview-based, you may have some blank responses or no responses. I'm actually curious if Aubrey or Meghan can weigh in too.

AUBREY SITLER: I think Meghan may be having some technical difficulties so I don't know if she's on the phone now but I would say that one of the main questions we get about the observation-based tool is what to do with the data after its been collected. In terms of if you've got volunteers who are going out and making notes about people and some of the categories are not necessarily things that are readily identifiable as "oh yes, this person should definitely be included" or "oh no, this person should definitely

not be included” how to make those determinations, given the information that volunteers bring you. I think one of the biggest recommendations when people submit AAQs about this is making sure you train your volunteers to include as many details as possible that would lead them either to think the person is experiencing homelessness or not. So for example if its 2 in the morning and someone is sleeping on a park bench, that's a pretty obvious instance of this person should probably be counted as experiencing homelessness. But if it's more ambiguous like oh this person was sitting outside on a bench of a 24 hour grocery store then instructing them to include as many details as possible that might lead them to believe they are a worker on a smoke break versus someone who does not have safe and stable place to sleep tonight. I think those pieces are key to being able to use the data collected with observation-based tools.

WILLIAM SNOW: Great point.

MEGHAN HENRY Thanks and I will add. I am experiencing difficulties but I'll be back on. I think, William, you mentioned this, if you're going to use this tool and you want to use this tool it's always best to use it with some other approach whether your CoC uses outreach teams who are familiar with the population, that can be really helpful and kind of eliminate some of the guesswork. It's always helpful to use that in conjunction with other approaches.

WILLIAM SNOW: The reality is you're probably going to have to use discretion as CoC. There will definitely be some entries where you just don't know, and you're going to have to take the information you have and make a decision. And that's ones of those things that's part of the count. And we recognize that that's part of the count. This is part of the reality of the PIT count is it is a blunt instrument. We're not going to know every single person on the night of the count but it is a pretty strong way of understanding how many people are out there. Use your discretion based on the information you have.

AUBREY SITLER: I just wanted to remind folks that you can still use that raise hand feature if you want to voice a question. As much as Meghan and William and I love hearing our own voices we would love to hear yours. One of the questions we've had a few times in the chat and the Q and A is about volunteer recruitment. We touched on this a little bit but people want to know what are the best ways to recruit volunteers? William do you have anything you want to say to that or you can encourage people to say things in the chat and I can voice it out loud when you send them to me as well?

WILLIAM SNOW: I definitely encourage that because I love hearing from the communities. Some of the things I've seen is using a mix of signing up via website. The more easy and accessible it is to sign up, the better. Using that in conjunction with a listserv, especially all your service organizations already have their own volunteer base or are using some kinds of email listserv and they interact with folks so we find that that is fantastic. Something that I see in rural communities but I believe it happens a lot in urban communities is using your faith base. Faith based partners can be strong but one of the ways they are very strong is through taking advantage of volunteer opportunities as well as schools. This is where you have to think about your age limit but high schools often require their students to have a certain number of volunteer hours or at least in the state I am that's required. So if you have an age limit that's in the high school range maybe have 14 or older or 16 or older you could actually work with your schools for recruitment. Using your VA can be a really good partner. We've seen them be a good partner in many communities. So using that as a way to recruit is fantastic. Finally, use your own people who are experiencing homelessness. They are good volunteers and they can help you understand what is going on. I encourage using them in the process as much as possible and its ever better because many of you are on low budget for the PIT count. We provide no money other than the planning dollars. We're happy we at least have that. But it's something to think about it helps them feel more engaged and appreciated and

gives them some income so something to consider. Is there anything we saw in the chat that should be lifted up there, Aubrey?

AUBREY SITLER: Yeah people talked about AmeriCorps Vistas so America volunteers. And then going to college. We talked earlier about social work students, I know when I was in social work school our school always advertised the count in that county to try to recruit people to help out. And then posting in local newspapers, listserv or emails that go from the CoCs. Oh local businesses. One person said that Kohl's provided local volunteers and if they got volunteers for the PIT count or a certain amount of hours in total then they would get \$500 so if there are local businesses who can incentivize their employees to participate in these kind of community activities. So much innovation.

WILLIAM SNOW: Cool. Let's move to the next question. We're coming close to the hour so I want to make sure we can answer as much as possible. Yeah. Meghan do you have any lined up?

MEGHAN HENRY: I don't. I do have William one of the respondents put together a Google doc that we might be able to use to collect some of these material. I don't know if there are issues on your end with distributing that after the call but it might be a good way to sort of push this into the community rather than have it be organized on our end.

WILLIAM SNOW: I'll see what I can do there. I can't promise anything but I'll see what I can do there. I love the idea.

AUBREY SITLER: There have been a few questions about people who are working with a rapid rehousing case but who are literally sleeping on the street on the night of the count. Always count people where they are sleeping on the night of the count. So even if they have been invested into a rapid rehousing program but have not yet been housed, then you count where they are actually sleeping that night. And then there were a couple of people who asked for us to go back to the change in the HIC to the housing type table. So I don't know if there are specific questions in regards to what folks want to hear more about this. But maybe if you can touch on this again. I pulled that slide back up in case folks want to look at it. And all of this is in the first two pages of the HIC and PIT data collection notice.

WILLIAM SNOW: Meghan are you comfortable explaining? You may be better to explain to explain it than I did. I actually just ran over it. Does that sound good to you? I don't mind actually going over it.

MEGHAN HENRY Sure. I'm unfortunately not able to see what we're looking at, I think what we're talking about is the housing type designation. Again this is really much more of a clarification than a change. We got a lot of questions last year when we were doing a data cleaning around the HIC on what counted as site-based/single site, site-based/clustered, and tenant-based/scattered. And as I recall it had a lot to do with the FDRA reg and so what this does is it doesn't change anything at all. It just clarifies how were going to designate the beds on HIC. Again site-based/single site are fairly simple. They're a single project's bed. Then there are site based clustered where there could be a single site, there could be multiple sites. This could be project-based rental assistance that has multiple sites or site-based. It's sort of that situation where you might consider those beds on available space but they're not in a single place. And then the tenant-based is what you would imagine. Again this is much more of a clarification than a change. But because of the amount of questions coming in the AAQ and the questions coming during data cleaning we figured this was a good time to make sure everyone had better guidance on this.

AUBREY SITLER: Meghan people are also asking how these should be configured in HMIS. They're asking if each housing type should be its own project in HMIS or how that works for project that have

multiple housing types available.

MEGHAN HENRY: That's a good questions. I would need to follow up about that. I don't think they need to be distinct projects in HMIS but it gets tricky because they do if they are distinct project types in HIC. We can certainly draft a response to that question and send it out with all the other responses that were going to send out with the other questions.

WILLIAM SNOW: And I think that partially answers it. It depends how heavily you use HMIS to generate the HIC. If you don't, it's not a requirement that you do it's an option but on the MIC you do actually need to separate them. And I thank Meghan for describing that the biggest confusion point is that one in the middle the site-based/clustered multiple-sites which is the idea that you have a project where there are three locations but it really is under a single sponsor. Its three literal locations, so it would be site based it's just that one spot whereas tenant based you don't have three locations where the only option of folks seeking services is to go to one of those three facilities. Tenant based is they can go anywhere in the community to access their housing so if you have that kind of model that should be separated from a site based model - really any site based where their options are limited to a specific set of horse. I don't know if that helps but that probably the confusing one is that middle ne.

MEGHAN HENRY: And in general I would say the HIC is finer in terms of how these beds are reported than HMIS in many place. For example it might be that in HMIS is a single project but HIC it will be two distinct projects or some other composition but you could have the same HMIS ID associated with those distinct rows. I think there was a question and again I apologize because I can't see them, but there was another question around HMIS ID on the HIC and I think the question was whether there be a place to report that on the HIC or if the HIC will be updated and it will. Come 2019 when those data will be submitted on HDX 2.0, there will be a place to put in the ID. I wanted to answer that question while we were on the topic.

WILLIAM SNOW: Okay. Do we have time for one more Aubrey?

AUBREY SITLER: Yes, we probably do, its 2:58. Really quickly, people were saying you skipped our questions. If you asked a super specific question, please submit an AAQ. We got over 70 questions during this session and we didn't get to all of them and were sorry but we only had an hour and a half. Additionally I am going to put a link in the chat for a follow up survey which I'm hoping folks will take the time to do, You'll also get an email about it but it will help let us understand what your current practices are and guide our work on PIT count and HIC moving forward. So the last question were going to ask today is on rapid rehousing beds which are supposed to be counted on the HIC. We've had some people say they are confused by it every year and would like to hear some guidance.

WILLIAM SNOW: The rapid rehousing beds. Talk about a fun one. This is actually the easiest one to do because you look at the vouchers that are out the night of the count. So for all persons who are receiving rapid rehousing and have a move in date you'll count them in the HIC and if they don't have a move in date, you won't count them in the rapid rehousing. You could count them in wherever they are. If they are in a transitional facility you'll count them there or if they are in other facilities, you'll count them in those facilities. I'm going to sneak in one more because it's about exceptions and it was the first question of if you do an event on February 2 does it fall outside of the 10 days of January? The answer is yes. The way really to think about it really is what is the date you are tying all of your survey questions to? So if you do the event on February 2 but you ask everything where they were sleeping on the night of January 29th, you don't need an exception because your PIT count night is Jan 22. If your event is on the second, think about what date you're pegging everything to. So remember that too if you're doing an

event, you should be consistent with everyone else for the purpose of counting people as homeless for the PIT count.

Okay. With that, thank you all very much. I want to thank Abt for making this happen as well and making sure you get your resources. I want to make sure you're all set at the community level and want to do this at least once more before the 2019 count. Thank you all very much.