



Point-in-Time (PIT) Count Methodology Office Hours

Thursday, June 20

2-3:30pm ET

The session will begin soon.

PIT Count Office Hours Agenda

Introductions & Housekeeping

PIT Count Planning Process

- Discussion: PIT count mobile apps
- Resource highlight: PIT Count Planning Worksheet

Resource under Development: PIT Count Volunteer Training Toolkit

Open Discussion: PIT Count Q&A

Introductions & Housekeeping

PIT Count Office Hours Presenters

- **William Snow**, U.S. Department of Housing & Urban Development
- **Meghan Henry**, Abt Associates
- **Aubrey Sitler**, Abt Associates
- **Rian Watt**, Abt Associates

PIT Count Planning Process

PIT Count Mobile Apps

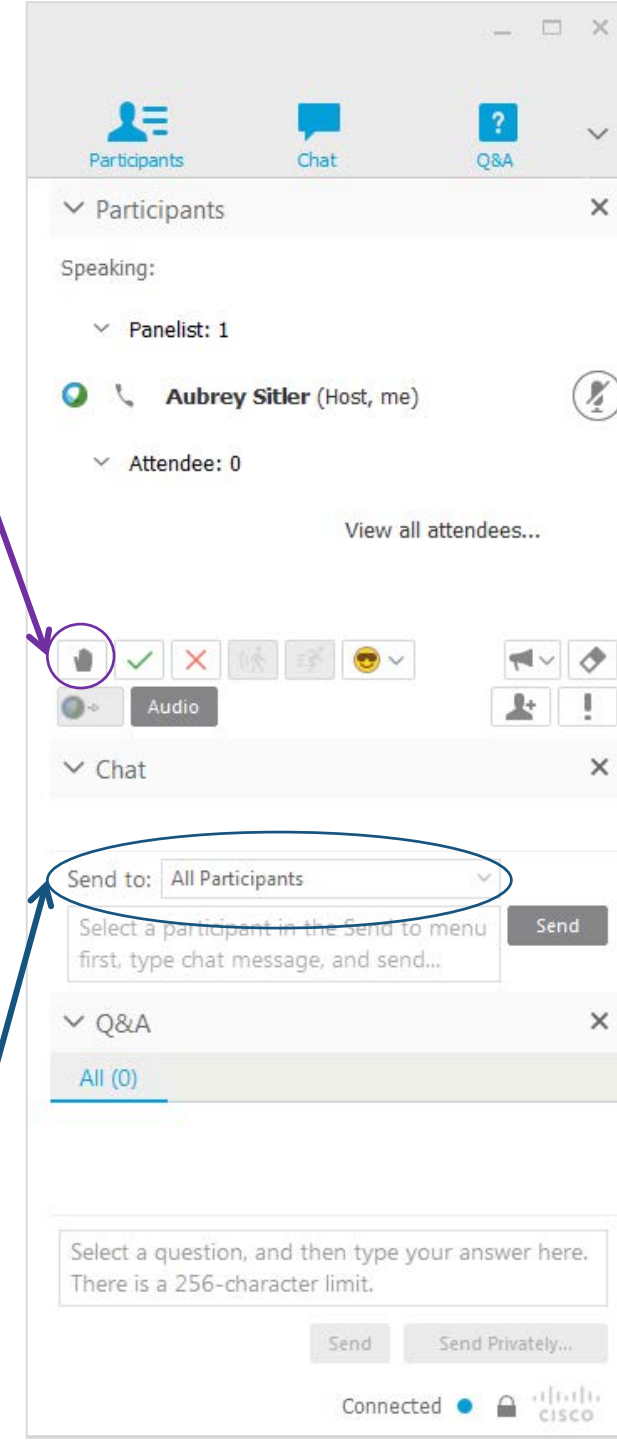
- **Poll:** Did your CoC use a mobile app to conduct your PIT count this year?
- **Poll:** Does your CoC plan use a mobile app to conduct your PIT count next year?

PIT Count Mobile Apps

- If your CoC did use a mobile app in 2019:
 - How did it go?
 - What did you learn through the process?
 - Is there anything you will change about your PIT count process next year related to your PIT count mobile app?
- If your CoC did not use a mobile app in 2019:
 - What questions do you have for CoCs that did?

Click the **hand icon** to raise and unraise your hand if you would like to **ask a question** or make a **comment verbally**.

Use this dropdown on the **Chat panel** to send **written comments** on the discussion to "All Participants."



HUD Exchange Resource: PIT Count Planning Worksheet

- **Link:** <https://files.hudexchange.info/resources/documents/PIT-Count-Planning-Worksheet.pdf> (check the WebEx chat to click on the hyperlink)
- **Poll:** Have you begun planning your 2020 PIT count?



Resource under Development:
**PIT Count Volunteer Training
Toolkit**

Overview of the PIT Count Volunteer Training Toolkit

- **Toolkit purpose:** To provide guidance and sample resources for CoCs to use when training volunteers to conduct PIT counts.
- **Background:** Informed by actual volunteer training resources and volunteers' experiences from several CoCs across the country
- **Toolkit currently contains 4 files:**

Trainer's guide

(10-page Word file)

Sample volunteer training slide deck

(47-slide PowerPoint file)

Sample volunteer refresher handout

(1-page Word file)

Sample list of local resources

(8-page Word file with 1-page formatted handout)

PIT Count Volunteer Training: Trainer's Guide

- Provides explanation of how to use all tools and files in the toolkit
- Organized by toolkit file

POINT-IN-TIME (PIT) COUNT VOLUNTEER TRAINING TOOLKIT: TRAINER'S GUIDE

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Sample PIT Count Volunteer Training Slide Deck

- Intended for unsheltered PIT count volunteers
- Customizable
- Notes pane includes 3 types of notes:
 - ⓘ: descriptions of the slide content and intentions
 - 💬: sample scripts to use during the training to explain slide content
 - 📄: links to other relevant resources or references

The screenshot shows a presentation slide titled "PIT Count Volunteer Training Agenda". The slide content is as follows:

Topic	Content
PIT Count 101	<ul style="list-style-type: none">• PIT Count: What, Who, and Why?• FAQs
Your Role	<ul style="list-style-type: none">• Introduction to surveys & interviews• Where to go & who to interview• Safety
Survey Practice	<ul style="list-style-type: none">• Tips on surveying• Group practice
Logistics	<ul style="list-style-type: none">• What to bring, schedule of events, etc.• Q&A: What questions do you have?

Below the slide content, the notes pane contains the following text:

ⓘ This slide presents the agenda and general contents of the training.
ⓘ Note that this sample agenda aligns with the structure of the rest of the sample slide deck. You might consider customizing it if there are other items you prefer to include in your training, or if you want to go over this content in a different order. **Keep in mind that the four general topic areas** (i.e., "PIT Count 101," "Your Role," "Survey Practice," and "Logistics") **show up throughout the presentation in the upper-right corner of each slide. So, if you change those main topic area names or colors, be sure you also change the upper-right textboxes in each slide.**

At the bottom of the screen, the status bar shows "SLIDE 3 OF 47", navigation icons, and "60%" zoom level.

PIT Count Volunteer Training: Sample Resource Guide

- **First 6 pages:** examples of resources to consider identifying in your CoC and including in a resource sheet
- **Last page:** formatted one-page handout that can be customized with your CoC's information

[COC OR REGION NAME] RESOURCES

<p>NATIONAL HOTLINES</p> <p>National Domestic Violence Hotline: 800-799-7233 https://www.thehotline.org/</p> <p>National Human Trafficking Hotline: 888-373-7888. Text: 233733. https://humantraffickinghotline.org/chat</p> <p>National Suicide Prevention Hotline: 800-273-TALK (8255) https://suicidepreventionlifeline.org/chat/</p> <p>National Sexual Assault Hotline: 800-656-4673</p> <p>National Veterans Crisis Line: 800-273-8255. Text: 838255. https://www.veteranscrisisline.net/get-help/chat</p>	<p>YOUTH RESOURCES</p> <p>Youth drop-in center: XXX Melrose St., City. Text: XXX-XXX-XXXX. 8am-7pm daily. Walk-ins welcome.</p>
<p>LOCAL HOTLINES & GENERAL HOUSING RESOURCES</p> <p>Social Services Hotline: 2-1-1.</p> <p>Homeless Hotline (or CE Access Point): XXX-XXX-XXXX.</p> <p>Drop-in Center: XXX Main St., City. XXX-XXX-XXXX. Mon.-Fri. 8am-5pm. Sat. 10am-3pm. Wi-Fi, computers, & mail services.</p> <p>Shelters: <i>Families:</i> XXX S. Division St., City. XXX-XXX-XXXX. <i>Adults:</i> XX N. 14th St., City. XXX-XXX-XXXX. <i>Women:</i> XXXX E. Main St., City. XXX-XXX-XXXX.</p>	<p>MEDICAL & DENTAL SERVICES</p> <p>Homeless Healthcare Clinic: XXX 1st St., City. XXX-XXX-XXXX. Mon.-Fri. 8am-7pm. Walk-ins welcome.</p> <p>Local Dental Clinic: XXX Broadway, City. XXX-XXX-XXXX. Free cleanings 1st Wed. each month. Call for appt.</p> <p>Women's Health Clinic: XXXX 12th St., City. XXX-XXX-XXXX. Call for appt.</p>
<p>LANGUAGE TRANSLATION & INTERPRETATION SERVICE</p> <p>Language Services: XXX-XXX-XXXX. Access Code: XXXXX. 40+ languages, including Spanish and Arabic. Available 24/7.</p>	<p>MENTAL HEALTH, BEHAVIORAL HEALTH & SUBSTANCE USE</p> <p>Local or State Crisis Line: XXX-XXX-XXXX.</p> <p>Family Counseling: XXX S. State St., City. XXX-XXX-XXXX. Call for appt.</p> <p>Outpatient Substance Use Treatment: XXX-XXX-XXXX. Call for appt.</p> <p>Inpatient Substance Use Treatment: XXX-XXX-XXXX. Call for appt.</p>
<p>FOOD PANTRIES & MEAL PROGRAMS</p> <p>Local Food Pantry: XXX W. Main St., City. XXX-XXX-XXXX. Mon.-Sat. 8am-2pm. Walk-ins welcome.</p> <p>Local Soup Kitchen: XXXX N. Maple St., City. XXX-XXX-XXXX. Tues., Thurs., & Fri. 4:30-7pm.</p> <p>Local Faith-Based Meal Program: XXX 5th Ave., City. XXX-XXX-XXXX. Every Wed. 5-7:30pm.</p>	<p>DAILY ACTIVITIES</p> <p>Mail, Laundry, & Personal Storage: XXX N. 8th Ave., City. XXX-XXX-XXXX. Mon.-Thurs. 8am-noon.]</p> <p>Showers: XXXX N. 1st Ave., City. 6am-10am daily.</p>
	<p>VETERANS' SERVICES</p> <p>Vet Center: XX W. Broad St., City. XXX-XXX-XXXX. Mon.-Fri. 8am-5pm. Walk-ins welcome.</p> <p>Local VSO: XXXX N. Cherry St. XXX-XXX-XXXX. Intakes Mon. & Wed. 8-11am.</p>
	<p>TRANSPORTATION</p> <p>Local Transit Authority: XXX-XXX-XXXX</p>
	<p>MAINSTREAM SYSTEMS</p> <p>Dept. of Social Services: XXX-XXX-XXXX. [List resources available here]</p> <p>Dept. of Children/Family Services: XXX-XXX-XXXX. [List resources here]</p>

PIT Count Volunteer Training Toolkit: Sample Refresher Handout

- Some CoCs provide volunteers with a handout or handbook that lists the main points to remember while conducting the PIT count

PIT Count Volunteer Refresher [SAMPLE]

Thank you for volunteering to assist with this year's PIT count!

We appreciate your time and energy, as well as your compassion for our community's neighbors who are experiencing homelessness. To prepare for the PIT count, please refresh yourself on the following tips.

Logistics:

[PIT count date]: Arrive at [location] by [8:30pm]. Depart for PIT count by [10pm]. Return surveys to [location] by [2am]

Bring with you:

- Weather-appropriate clothing, including layers
- Your vehicle, if you volunteered to drive
- Shoes: warm, sturdy, comfortable for walking, waterproof if possible
- Small backpack to carry survey items, snacks, water, and more clothing layers, if needed
- Flashlights and/or headlamp
- Cell phone (fully charged) and charger
- Energy and compassion; a good set of eyes (visual observation is key)

When talking to people you meet while conducting the PIT count:

- **DO** lead with respect for the person and their dignity
- **DO** have a conversation with the people you encounter
- **DO** get consent before asking PIT count survey questions
- **DO** remember that you may be entering into someone's personal or private space
- **DO** respect people's time
- **DO** write down where you saw the person and what they look like. This will help us make sure that no one is counted twice.
- **DON'T** take photos of or with the people you survey
- **DON'T** assume you know the answer to survey questions
- **DON'T** insert yourself into the person's story
- **DON'T** force people to answer questions if they don't want to
- **DON'T** make promises you can't deliver, such as promising services or housing resources.

Safety:

- ALWAYS stay with at least one other person.
- Maintain awareness of space around you – where other people are & ways to get in or out of the space you're in
- Remain standing. It's okay to squat down to speak with someone who is sitting or lying on the ground, but always maintain your balance.
- Stay in places that are lit, including alleyways. If you use a flashlight, be respectful (don't shine it in anyone's face)
- Prioritize your own safety. If you don't feel safe approaching someone or going somewhere, don't go.
- Do not transport anyone other than volunteers in your car
- If someone you encounter is not responsive when you approach, don't panic; they may be asleep and not want to be bothered. Check to see if you can see or hear them breathing, and (depending on weather) assess whether they have enough layers on and under them. If you are still concerned, say something like: "I'm sorry to bother you so late, but I want to make sure you are not in danger. Can you please say something so I know you are OK?"
- ALWAYS call 9-1-1- if you or someone else is in danger

For questions or concerns encountered during the PIT count, call [Contact Name]: [XXX-XXX-XXXX]

PIT Count Volunteer Training Toolkit: Next Steps

- **Poll:** Would your CoC use these tools to develop new volunteer training materials OR update existing ones?
- All Office Hours attendees will receive an email with attached sample files and a survey to provide feedback on the current draft.
- HUD is seeking feedback on:
 - **Content:**
 - Is this information helpful?
 - What did we miss that should be changed or added?
 - **Structure:**
 - Does the current toolkit structure make sense?
 - Is each tool's format useful?

Open Discussion: PIT Count Q&A