PIT Count Volunteer Training Toolkit: Sample List of Resources

# OVERVIEW

Many Continuums of Care (CoCs) provide resource sheets to PIT count volunteers to use with or hand out to anyone in need of immediate assistance, general services, or specific resources. Your CoC might already have a resource handout (or several for multi-county CoCs) that you use for this purpose; you may have a larger resource guide that you can draw from when creating a new resource sheet specifically designed for use during the PIT count; or you may be starting from scratch. Regardless, the “[Sample Types of Resources](#_EXAMPLE_RESOURCES)” section below includes a variety of types of services you might include on this type of quick-reference sheet, as well as few nationwide resources, such as hotlines.

Keep the following in mind if you choose to create a resource page for your CoC’s PIT count volunteers:

**Format your handout to fit on a single page.** This will make it easier for your volunteers to hand out to people, or to navigate themselves if they need to call one of the resources, rather than fumbling through a multi-page document. Be sure to select a font that is big enough to read under the light of streetlamps, car headlights, and phone flashlights, and consider organizing resources in a way that is easy to scan through and understand quickly by using headings, bolding, and bullets, where applicable. **Consider laminating handouts to protect from weather.**

Keep in mind that everything included in the “[Sample Types of Resources](#_EXAMPLE_RESOURCES)” list in the next section can easily span more than a single page. Think through the key places and information about those places that people ought to know about during the PIT count. The last section of this document includes a formatted “[Sample Resources](#_SAMPLE_RESOURCE_HANDOUT)” page you could use to fill in your CoC’s local resources. The [PIT Count Volunteer Training Toolkit](https://www.hudexchange.info/resource/5864/pit-count-volunteer-training-toolkit/) page on the HUD Exchange also includes pre-formatted sample handouts in four sizes: full page, half page, postcard, and business card.

* **Include key details about each resource.** The most important details will likely be different for each resource, but consider including some of the following:
	+ Resource or organization name
	+ Services or resources offered
	+ Address (include the city if your CoC spans multiple jurisdictions)
	+ Days and hours of operation
	+ Phone number / text message number (if applicable)
	+ Website
	+ Any special instructions that might help someone access services (e.g., “walk-ins welcome on Tuesdays” or “call between 8-10am to set a same-day appointment.”)
* **Select the resources within your CoC or service region that are the most useful to people experiencing homelessness.** Your CoC may have hundreds of possible resources that could help people experiencing homelessness, or you may have only a handful. Regardless, ensure that you include the most relevant options available. Consult with people with lived experiences of homelessness to hear what resources people do and do not know exist.

# SAMPLE TYPES OF RESOURCES

The following list offers some ideas of the types of resources that you could choose to include on a PIT count resource handout.

## Hotlines

Include any hotlines your community operates locally. You may also consider listing statewide or national hotline options, especially where local ones do not exit. Below are some options to consider:

* **General social services hotline (e.g., 2-1-1)**
* **Coordinated entry hotline, or other homeless services hotline or crisis line (local or statewide)**
* **Domestic violence hotline**
	+ **National Domestic Violence Hotline**
	**Phone (any language):** 1-800-799-7233
	**TTY (for deaf/hearing impaired):** 1-800-787-3224
	**Chat in English (by web browser):** <https://www.thehotline.org/>
	**Chat in Spanish (by web browser):** <https://espanol.thehotline.org/>
* **Human trafficking hotline**
	+ **National Human Trafficking Hotline**
	**Phone (any language):** 1-888-373-7888
	**Text message:** 233733
	**TTY (for deaf/hearing impaired):** 711
	**Chat (by web browser):** <https://humantraffickinghotline.org/chat>
	**Hours:** 24/7
	**Languages:** English, Spanish and 200 more languages
* **Mental health crisis/suicide hotline**
	+ **National Suicide Prevention Hotline
	English:** 1-800-273-TALK (that’s 1-800-273-8255)
	**Spanish:** 1-888-628-9454
	**TTY (for deaf/hearing impaired):** 1-800-799-4889 **Chat (by web browser):** <https://suicidepreventionlifeline.org/chat/>
	**Hours:** 24/7
* **Rape crisis hotline**
	+ **National Sexual Assault Hotline**
	**Phone**: 1-800-656-4673
	**Hours**: 24/7
* **Veterans’ resources hotline**
	+ **National Veterans’ Crisis Line**
	**Phone:** 1-800-273-8255
	**Text message:** 838255 **Chat (by web browser):** <https://www.veteranscrisisline.net/get-help/chat>
	**Hours:** 24/7

## Homeless Services

Include the agencies or system access point specifically dedicated to serving people experiencing homelessness, but only list agencies if they will be able to respond to someone calling them out of the blue. For instance, it would not make sense to include a permanent supportive housing (PSH) provider that relies on coordinated entry for its client referrals and cannot offer ad-hoc services to clients who have not been matched with them for services or placement. Instead, include the contact information for the coordinated entry access points or outreach workers or teams that could feasibly respond to that person’s needs. Think through what the client experience of calling each resource would be before choosing to include it on the final resource list. This will minimize client and provider frustration.

* **Immediately available resources** (including coordinated entry access points, drop-in centers, mobile teams, or street outreach teams)
* **Family shelters**
* **Youth shelters**
* **Single adult shelters**
* **Domestic violence shelters**
* **Weather-specific resources, such as warming or cooling centers or shelters**

## General Social Services

Some people may be seeking places where they can get the following:

* **Assistance applying for local, state, or federal public benefits**
* **Assistance replacing their identification card, driver’s license, social security card, birth certificate, or other legal documentation**
* **Child care**

## Translation/Interpretation Services

If you have a contract with a language translation or interpretation services company, or if there is a local entity that provides translation or interpretation for specific languages, it can be helpful for volunteers and the people they encounter to know that those exist and how to access them.

## Food & Meal Programs

Many communities have an array of food pantries and meal programs that serve people with lower incomes and those experiencing homelessness. Whether they are operated by public sector offices, nonprofit agencies, or faith-based organizations, be sure to reference the following types of programs, including their days and times of operation and any required qualifications (e.g., income) or identification:

* **Food pantries**
* **Soup kitchens**
* **Meal programs**
* **Free** [summer meals](https://www.fns.usda.gov/summerfoodrocks) (for children under 18)

## Daily Living & Gateway Services

“Gateway” services refer to places that allow people experiencing homelessness to access things like basic resources and non-housing, non-case-management services for free. They might include:

* **Laundry**
* **Bathrooms**
* **Showers**
* **Mail** (i.e., places that offer a mailing address for those who otherwise do not have one)
* **Storage**

## Veterans’ Services

Some communities have an array of resources available to people who have served in the military. In addition to those local resources and organizations, a few ideas related to federally run but locally operated services and resources are listed and linked below:

* The U.S. Department of Veterans Affairs (VA) has an extensive [healthcare system](https://www.va.gov/directory/guide/division.asp?dnum=1&isFlash=0), including: medical centers/hospitals, Vet Centers, community-based outpatient clinics (CBOCs), substance use domiciliaries, and others.
* [Regional VA Benefits Administration (VBA) offices](https://www.va.gov/directory/guide/division.asp?dnum=1&isFlash=0) assist with monetary claims related to disability compensation and pension
* Your community may also have other local organizations veteran service organizations (VSOs) that offer veteran-specific resources, services, and programs. VA publishes a list of VSOs [here](https://www.va.gov/vso/).

## Population-Specific Resources

Your CoC may consider including resources available for specific populations, such as:

* **Youth** (e.g., drop-in centers)
* **People identifying as LGBTQIA**
* **People living with disabilities**
* **Seniors**

## Health Care

Locating free and reduced-price healthcare providers can be challenging, but if your any of the following is available within your CoC’s geography, include them on your handout:

* **Free general health clinics, including university- or research-hospital-based clinics**
* **Homeless health care clinics or providers**
* **Clinics and offices that provide sliding-scale services**
* **Free and reduced-price specialty services:**
	+ Dental care
	+ Eye care
	+ OBGYN / maternity / prenatal health care
	+ Women’s health centers
	+ Pediatrics (child specialists)
	+ Dermatology (for skin-related ailments)
	+ Endocrinology (for diabetes and other endocrine system diseases)
	+ Cardiology (for non-surgical heart-related issues)

## Mental Health, Behavioral Health, and Substance Use Treatment and Care

Free and reduced-price mental and behavioral health and substance use treatment and care may also be less common in your community, but consider including the following types of programs:

* **Free or sliding-scale counseling services**
* **Free or sliding-scale programs or group services**
* **Outpatient programs**
* **Inpatient / residential programs**

## Legal Assistance

Your community may partner with local organizations, universities, or individuals dedicated to providing free or low-cost legal assistance to people experiencing homelessness[[1]](#footnote-1) for a variety of legal matters, including but not limited to:

* **Housing and eviction**
* **Domestic violence**
* **Disability rights**
* **Identification**
* **Child custody**
* **Identity theft and credit repair**
* **Public benefits**

## Domestic Violence

Domestic violence (DV) resources may appear throughout these other categories, or you can consider defining this as its own group to better assist anyone actively fleeing DV, sexual assault, or stalking.

* **DV shelters**
* **DV hotline**
* **Contact information for law enforcement specifically trained on DV**
* **DV-specific intervention programs, including:**
	+ Safety planning
	+ Case management
	+ Support groups for survivors
	+ Court advocates
	+ Mental health / counseling services specific to DV
	+ Education & employment support

## Transportation

Your community partners may offer various forms of **free or discounted transportation assistance** to everyone in a given area or to people with specific needs or income levels. Some examples may include:

* **Public transportation (e.g., bus passes, county call-ahead transportation services, etc.)**
* **Shuttle services**
* **Transportation to work, school, or medical appointments**
* **Transportation for people with disabilities or serious health conditions**

## Other Mainstream Systems & Resources

Partners at other public agencies may be able to offer assistance to those experiencing homelessness. The mainstream system partners listed below often have different names by state or county, they may only be physically located in county seats, and the resources they manage may also vary by state or county. Be sure to localize your own resource lists based on your community’s names and available services.

Some common mainstream public systems and resources might include:

**Mainstream System Partners**

* **Department of Health**
* **Department of Human / Social Services**
* **Department of Mental Health**
* **Department of Children’s Services / Family Services**
* **Social Security Administration**

**Mainstream Resources**

* **SNAP** (i.e., food stamps)
* **WIC**
* **TANF**
* **Medicaid**
* **Medicare**
* **Disability Benefits / Services**
* **Social Security**

# APPENDIX: SAMPLE FULL-PAGE RESOURCES HANDOUT

The following page is formatted to produce a **sample full-page resources handout** that a Continuum of Care (CoC) could customize and print for volunteers to bring with them during the PIT count. For other formatted page sizes and for suggestions of what types of resources to consider including, please visit the [PIT Count Volunteer Training Toolkit](https://www.hudexchange.info/resource/5864/pit-count-volunteer-training-toolkit/) page on the HUD Exchange.

A few things to note for anyone who chooses to build off of this sample for their own CoC:

**Contents:**

* This list includes resources with generic names and anonymous phone numbers because **all of the locally-specific resources listed are fake and included only to show an example.** They are intended to be replaced with your CoC’s actual resources and service centers.
* For purposes of this sample, **only the name of the resource and the key details about it are included.** For example, the National Suicide Prevention Hotline has multiple phone numbers for different languages available, as well as the contact information for people with hearing impairments listed in the section above, but only the English phone number and chat website are included on the sample resource sheet. If your CoC has a large population of people who might benefit from a specific language-based resource, you can choose to include it on your handout. If it is unlikely that volunteers or people surveyed will need that level of detail, you can leave it off.

**Formatting:**

* This sample is only one page, but it could easily extend to include twice as many resources spanning two pages and be printed double-sided.
* The **blocked category titles** are programmed as the “Heading 2” style in this document. By going to the “HOME” tab in Microsoft Word and clicking “Heading 2,” you can make your own unique headings to match this same style.
* To maximize space, the page margins have been narrowed to .5 inches.

## NATIONAL HOTLINES

**National Domestic Violence Hotline:** 800-799-7233
<https://www.thehotline.org/>

**National Human Trafficking Hotline:** 888-373-7888.
**Text:** 233733. <https://humantraffickinghotline.org/chat>

**National Suicide Prevention Hotline:** 800-273-TALK (8255) <https://suicidepreventionlifeline.org/chat/>

**National Sexual Assault Hotline:** 800-656-4673

**National Veterans Crisis Line**: 800-273-8255.
**Text:** 838255. <https://www.veteranscrisisline.net/get-help/chat>

## LOCAL HOTLINES & GENERAL HOUSING RESOURCES

**Social Services Hotline:** 2-1-1.

**Homeless Hotline (or CE Access Point):** XXX-XXX-XXXX.

**Drop-in Center:** XXX Main St., City. XXX-XXX-XXXX.
Mon.-Fri. 8am-5pm. Sat. 10am-3pm. Wi-Fi, computers, & mail services.

**Shelters:**
 ***Families:*** XXX S. Division St., City. XXX-XXX-XXXX.
 ***Adults:*** XX N. 14th St., City. XXX-XXX-XXXX.
 ***Women:*** XXXX E. Main St., City. XXX-XXX-XXXX.

## LANGUAGE TRANSLATION & INTERPRETATION SERVICE

**Language Services:** XXX-XXX-XXXX. **Access Code:** XXXXX.
40+ languages, including Spanish and Arabic. Available 24/7.

## FOOD PANTRIES & MEAL PROGRAMS

**Local Food Pantry**: XXX W. Main St., City. XXX-XXX-XXXX.
Mon.-Sat. 8am-2pm. Walk-ins welcome.

**Local Soup Kitchen:** XXXX N. Maple St., City. XXX-XXX-XXXX.
Tues., Thurs., & Fri. 4:30-7pm.

**Local Faith-Based Meal Program:** XXX 5th Ave., City. XXX-XXX-XXXX.
Every Wed. 5-7:30pm.

## YOUTH RESOURCES

**Youth drop-in center:** XXX Melrose St., City. Text: XXX-XXX-XXXX.
8am-7pm daily. **Walk-ins welcome.**

## MEDICAL & DENTAL SERVICES

**Homeless Healthcare Clinic:** XXX 1st St., City. XXX-XXX-XXXX.
Mon.-Fri. 8am-7pm. **Walk-ins welcome.**

**Local Dental Clinic:** XXX Broadway, City. XXX-XXX-XXXX.
Free cleanings 1st Wed. each month. **Call for appt.**

**Women’s Health Clinic:** XXXX 12th St., City. XXX-XXX-XXXX. **Call for appt.**

## MENTAL HEALTH, BEHAVIORAL HEALTH & SUBSTANCE USE

**Local or State Crisis Line:** XXX-XXX-XXXX.

**Family Counseling:** XXX S. State St., City. XXX-XXX-XXXX. **Call for appt.**

**Outpatient Substance Use Treatment:** XXX-XXX-XXXX. **Call for appt.**

**Inpatient Substance Use Treatment:** XXX-XXX-XXXX. **Call for appt.**

## DAILY ACTIVITIES

**Mail, Laundry, & Personal Storage:** XXX N. 8th Ave., City. XXX-XXX-XXXX. Mon.-Thurs. 8am-noon.

**Showers:** XXXX N. 1st Ave., City. 6am-10am daily.

## VETERANS’ SERVICES

**Vet Center:** XX W. Broad St., City. XXX-XXX-XXXX.
Mon.-Fri. 8am-5pm. **Walk-ins welcome.**

**Local VSO:** XXXX N. Cherry St. XXX-XXX-XXXX. Intakes Mon. & Wed. 8-11am.

## TRANSPORTATION

**Local Transit Authority:** XXX-XXX-XXXX

## MAINSTREAM SYSTEMS

**Dept. of Social Services:** XXX-XXX-XXXX. [*List resources available here*]

**Dept. of Children/Family Services:** XXX-XXX-XXXX. [*List resources here*]

1. This U.S. Interagency Council on Homelessness brief details how communities can engage and partner with legal service providers: <https://www.usich.gov/resources/uploads/asset_library/Engaging_Legal_Services.pdf> [↑](#footnote-ref-1)