North Carolina Balance of State Continuum of Care

Annual Census: People & Bed Counts for Point-in-Time Count and Housing Inventory Chart

Orientation & Launch

November 6, 2019

Welcome

- Your line is muted to reduce background noise
- We'll unmute the line during Q & A pauses
- The chat box is available – we invite you to use it!
  - Chat is a great way to pose a question or share ideas during the presentation.
- This webinar will be recorded.
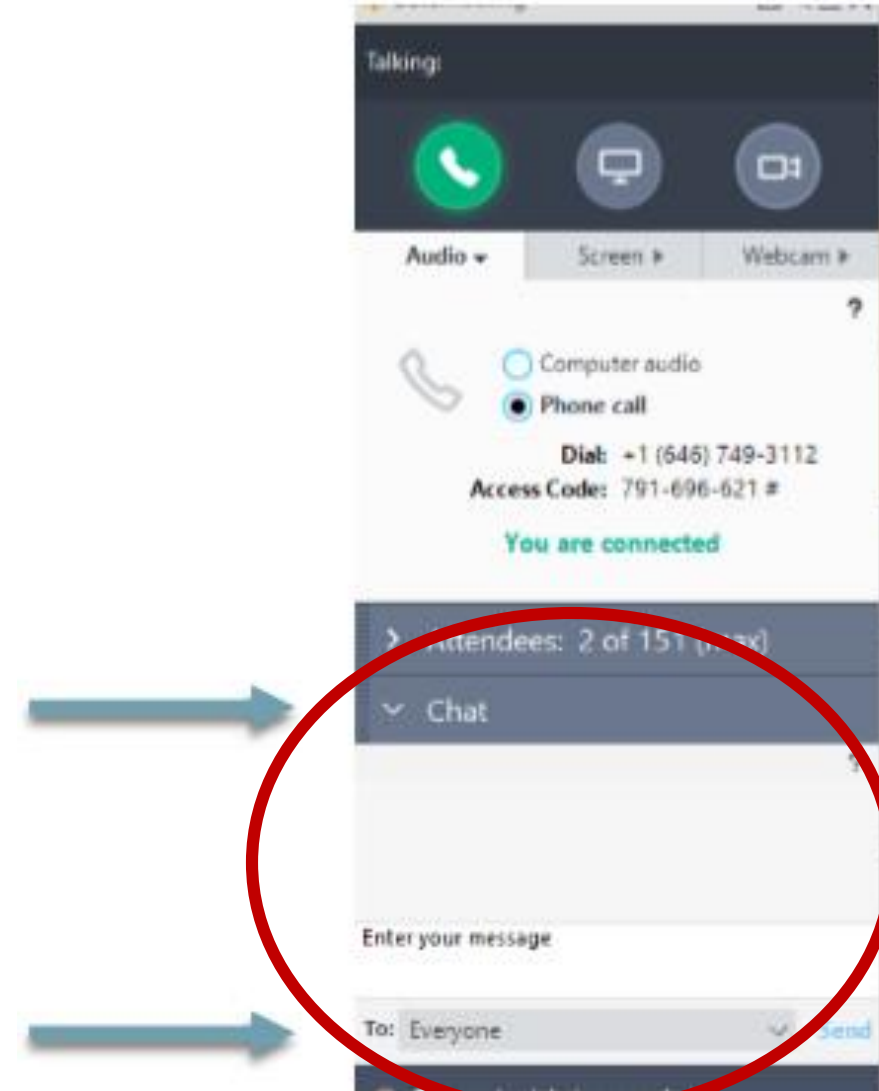
Participants on the Webinar
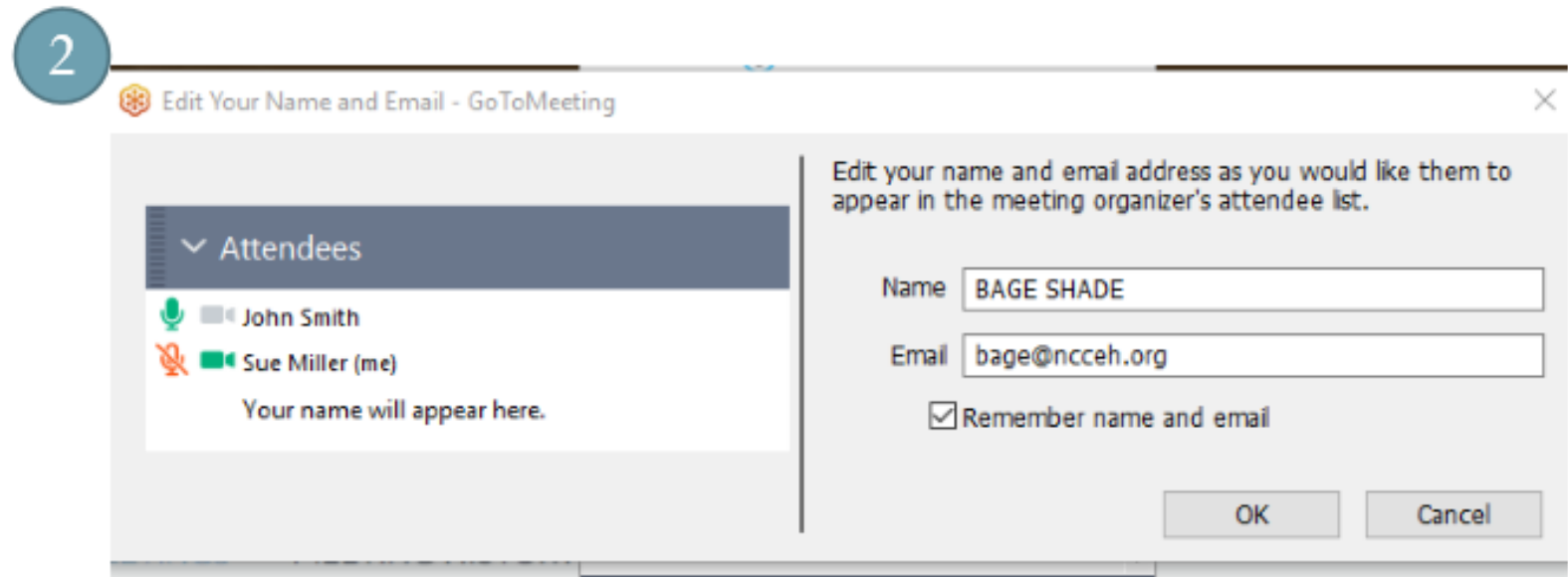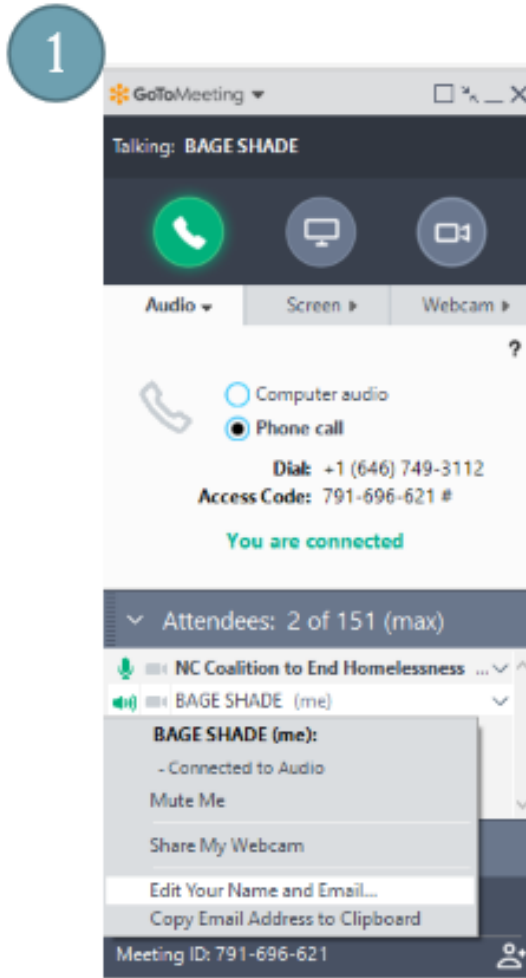
Regional Leads/PIT HIC Leads:

- We'll do a roll call at the beginning of the webinar to document who is here.

Everyone on the call:

- Please your full name so we know you're here, so we respond to your chat during the meeting, and so we can include you in the notes and future communication about the count.
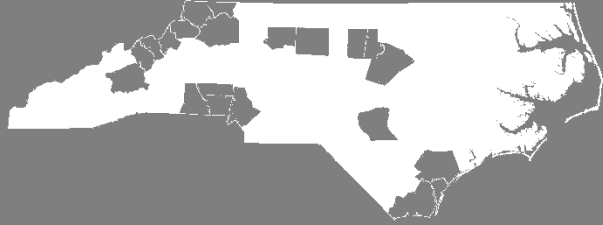
How to edit your name/email information:

Slides & resources will be available!

- We're covering a lot of ground today.

- We'll post these slides and companion resources on the website. https://www.ncceh.org/datacenter/pointintimehowto/

- This information will be good to share with your team, so everyone is starting from the same place.

North Carolina Balance of State Continuum of Care

Annual Census: People & Bed Counts for Point-in-Time Count and Housing Inventory Chart

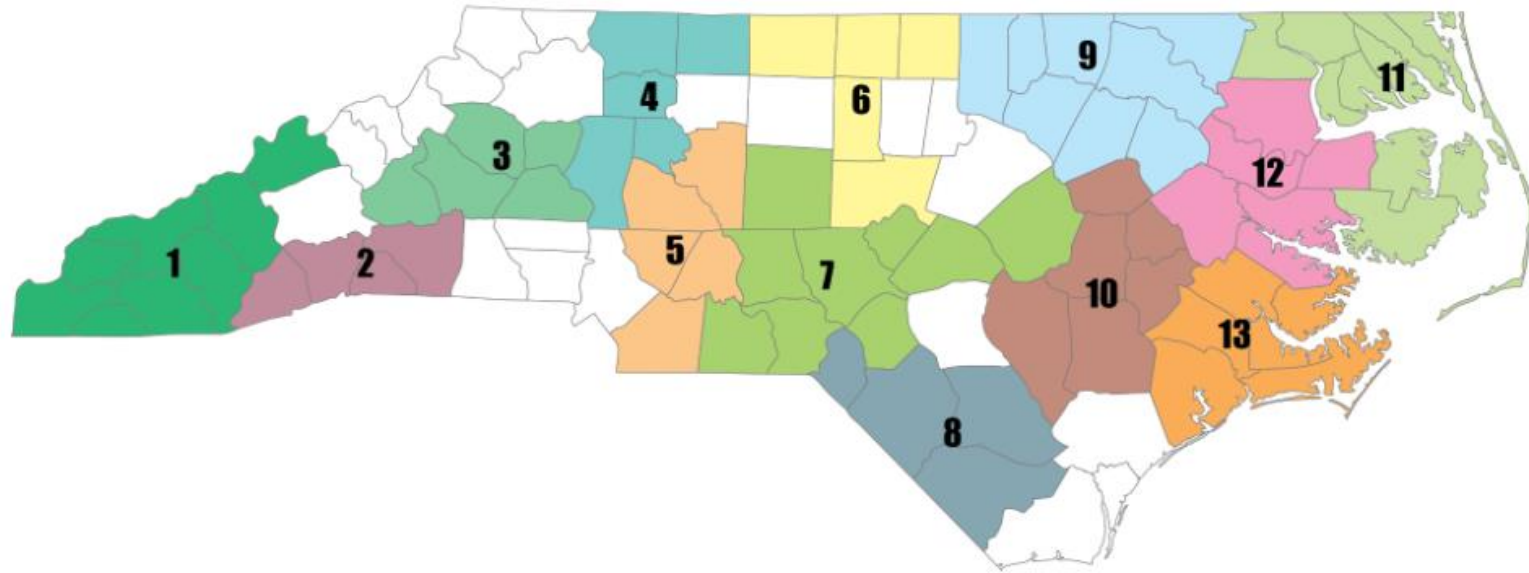Orientation & Launch

November 6, 2019

Agenda

- Purpose of the annual count

- What we're counting & how we're collecting data

- Key Roles

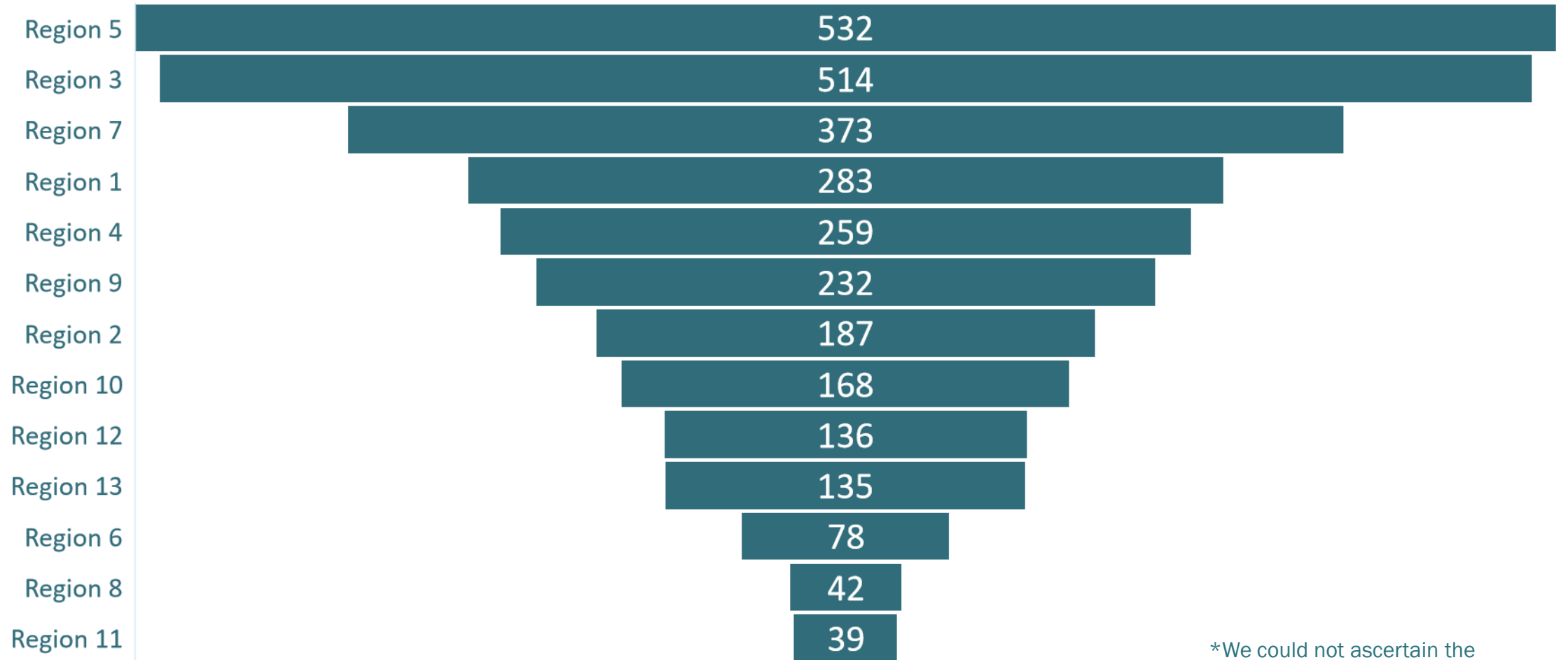- Strategies and Resources PIT/HIC Leads

- Timeline

Our goal for 2020

The NC Balance of State CoC will complete an accurate and comprehensive Point-In-Time and Housing Inventory Count in 2020 throughout all of our regions.

PIT 2019: Total People Counted by Region

Region	Count
Region 5	532
Region 3	514
Region 7	373
Region 1	283
Region 4	259
Region 9	232
Region 2	187
Region 10	168
Region 12	136
Region 13	135
Region 6	78
Region 8	42
Region 11	39

*We could not ascertain the region/county for 11 people who were interviewed (unsheltered).

Why Count?
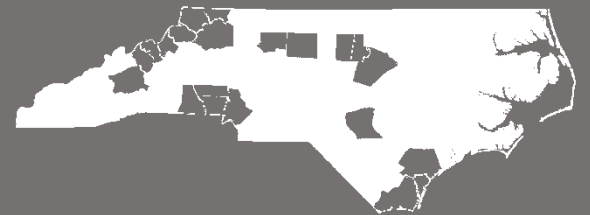
PIT/HIC data is an important tool and resource for your communities

Inclusive count of homeless populations

    Includes non-HMIS agencies

    Includes unsheltered homeless populations

Can use local and regional data to:

    Understand size/scope of homeless populations

    Assess system for gaps (do your programs match your populations needs?)

    Track increases/decreases

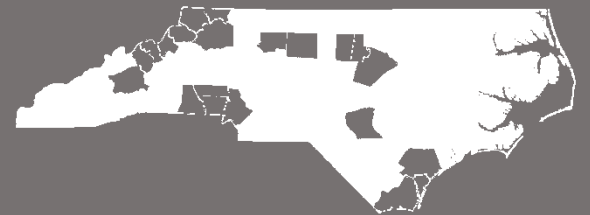   Locate and engage unsheltered homeless populations

    Raise community and political awareness of homelessness

What are we counting?

"Snapshot" of our system

The count is a snapshot of homelessness on a given night.
(January 29, 2020)

What we're counting:

January 29, 2020

Beds and Units

How much capacity does our system have?
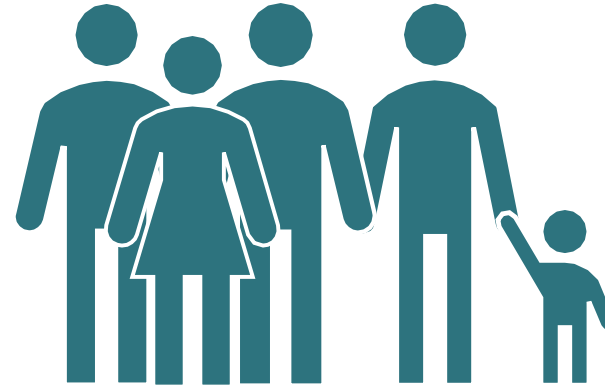
People

How many people are experiencing homelessness?

Key Terms

Point-In-Time Count (PIT)

Count of people experiencing homelessness on one night

Housing Inventory Chart (HIC)

Count of the beds in the homelessness system

Temporary: Shelters and Transitional Housing
- While here, people are counted as experiencing literal homelessness in the PIT

Permanent: Rapid Rehousing and Permanent Supportive Housing
- While here, people are not counted as experiencing homelessness – but we still use the surveys to inform our reports!

Point-in-Time Count (PIT)
Data Collection
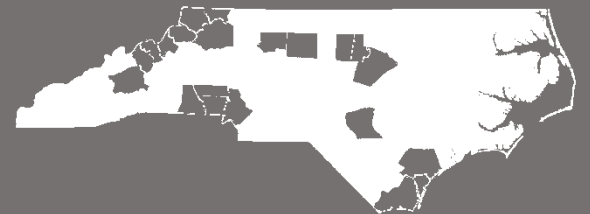
Point-in-Time Count (PIT)

Snapshot count of people experiencing homelessness (HUD Definition)

Unsheltered Count

People staying in places not meant for human habitation

Outdoors (streets, park benches, under bridges, etc.)
Tents/Encampments
Vehicles
Bus or train stations
Abandoned buildings

Sheltered Count

People staying in **emergency shelter** or **transitional housing** dedicated to people experiencing homelessness
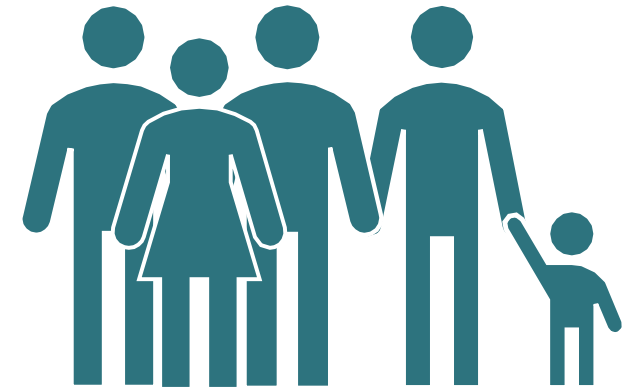
What programs are included in the sheltered PIT?

Emergency Shelter

- Year-Round Shelters

- Seasonal (cold weather) shelters

- Domestic Violence Shelters

- Hotel/Motel Programs

Transitional Housing

Must be <u>dedicated</u> homelessness programs that provide a temporary place to stay:

1. Primary intent is to serve people experiencing homelessness
2. Homelessness is an eligibility requirement
3. Actual program participants are predominantly experiencing homelessness

What is collected as part of the PIT?

Details on who is experiencing homelessness

Number of people

Age group

Household type

Location

Gender, race, ethnicity

Subpopulations

    Disabled

    Veteran

    Chronic homelessness

    Youth
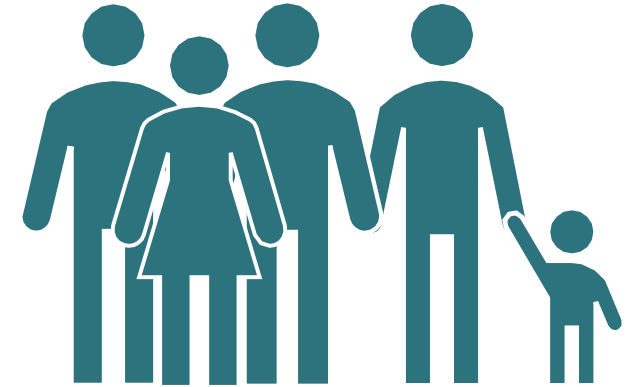
Data Collection for Point-in-Time Count

Unsheltered Count

Unsheltered Count
Counting Us App
Night of Count: Jan 29 Service Based Counts: Jan 29-Feb 5
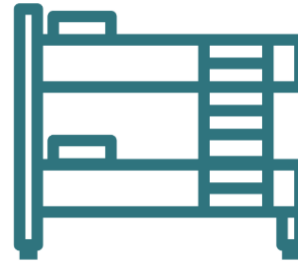
Sheltered Count

Data Collection for Point-in-Time Count

Unsheltered Count	Sheltered Count		
	HMIS ES + TH	Non-HMIS ES + TH	
Counting Us App			
Night of Count: Jan 29 Service Based Counts: Jan 29-Feb 5			

Data Collection for Point-in-Time Count
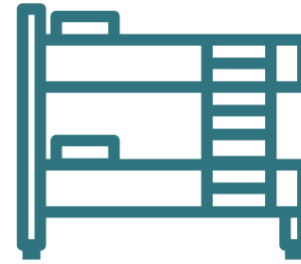
Unsheltered Count	Sheltered Count		
	HMIS ES + TH	Non-HMIS ES + TH	
Counting Us App	HMIS Reports		
Night of Count: Jan 29 Service Based Counts: Jan 29-Feb 5	Work with NCCEH Data Center to finalize data and submit reports		

Data Collection for Point-in-Time Count

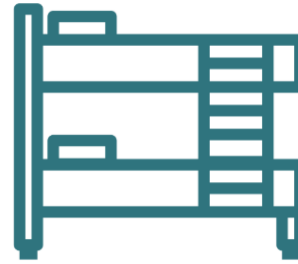| Unsheltered	Sheltered Count		
	HMIS ES + TH	Non-HMIS ES + TH	
Counting Us App	HMIS Reports	Counting Us App	
Night of Count: Jan 29 Service Based Counts: Jan 29-Feb 5	Work with NCCEH Data Center to finalize data and submit reports	Night of Count: Jan 29 Service Based Counts: Jan 29-Feb 5	

Data Collection for Point-in-Time Count

Unsheltered	Sheltered Count		
	HMIS ES + TH	Non-HMIS ES + TH	
Counting Us App	HMIS Reports	Counting Us App	Aggregate Reports*
Night of Count: Jan 29 Service Based Counts: Jan 29-Feb 5	Work with NCCEH Data Center to finalize data and submit reports	Night of Count: Jan 29 Service Based Counts: Jan 29-Feb 5	NCCEH staff can assist agency staff to gather and report data by 2/14/20

Programs reporting: HMIS and Non-HMIS

	HMIS	Non-HMIS Total	Non-HMIS (Non-DV)	Non-HMIS DV Only
Emergency Shelter	28	85	40	45
Transitional Housing	12	33	28	5
Rapid Rehousing	21	3	2	1
Permanent Housing	22	36	36	0
Total	83	157	106	51

Help us streamline our work and ensure the best data quality; Encourage programs to use the Counting Us App!

Counting Us App

- New/Improved from last year
- Used nationwide
- Includes expert technical support
- Includes all questions required by HUD
- Use on phones, tablets, computers
- Low-barrier access and use (does require sign-up)
- Ongoing training dates for everyone starting in November
- Available for agencies and volunteers to practice with starting in mid-November.
- App will "go live" on the night of the count
- Data submitted will be immediately able to be viewed, allowing for quicker response and reporting

Housing Inventory Chart
Data Collection
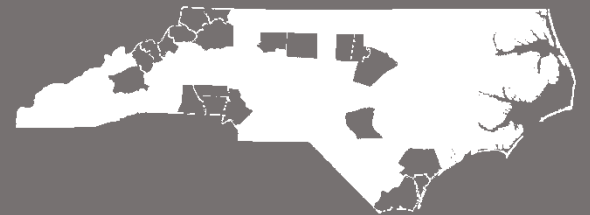
Housing Inventory Chart (HIC)

Snapshot inventory of resources to shelter or house experiencing homelessness
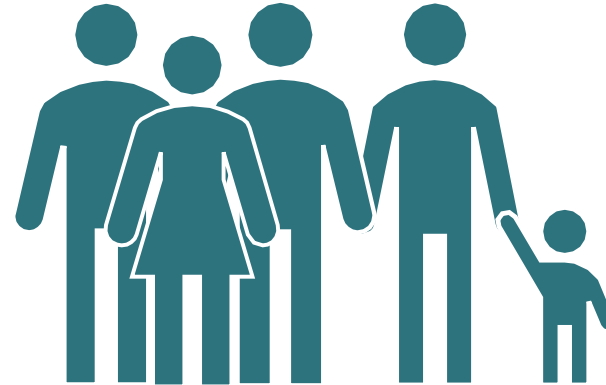
Beds + Units

People in Beds + Units

Temporary Sheltered
    Emergency Shelter (ES)
    Transitional Housing (TH)

Summary of people served

Permanent Housing
    Rapid Rehousing (RRH)
    Permanent Supportive Housing (PSH)
    Other Permanent Housing (OPH)

What is collected as a part of the HIC?

Snapshot inventory of resources to shelter or house experiencing homelessness
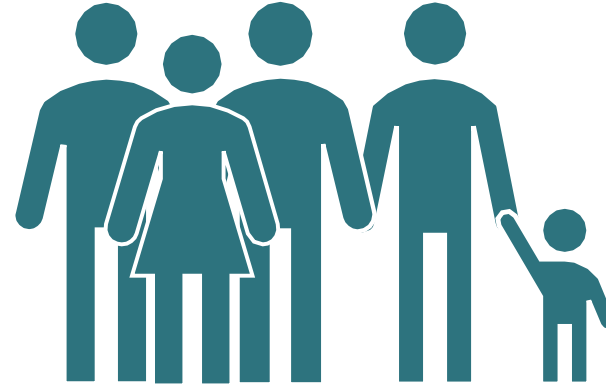
Beds + Units

Project Type
Bed + Unit Inventory
    # Beds & Units
Location/service area
Beds + Units dedicated to subpopulations

People in Beds + Units

Aggregate data on the number of people served in the project on the night of the count.

Beds and Units
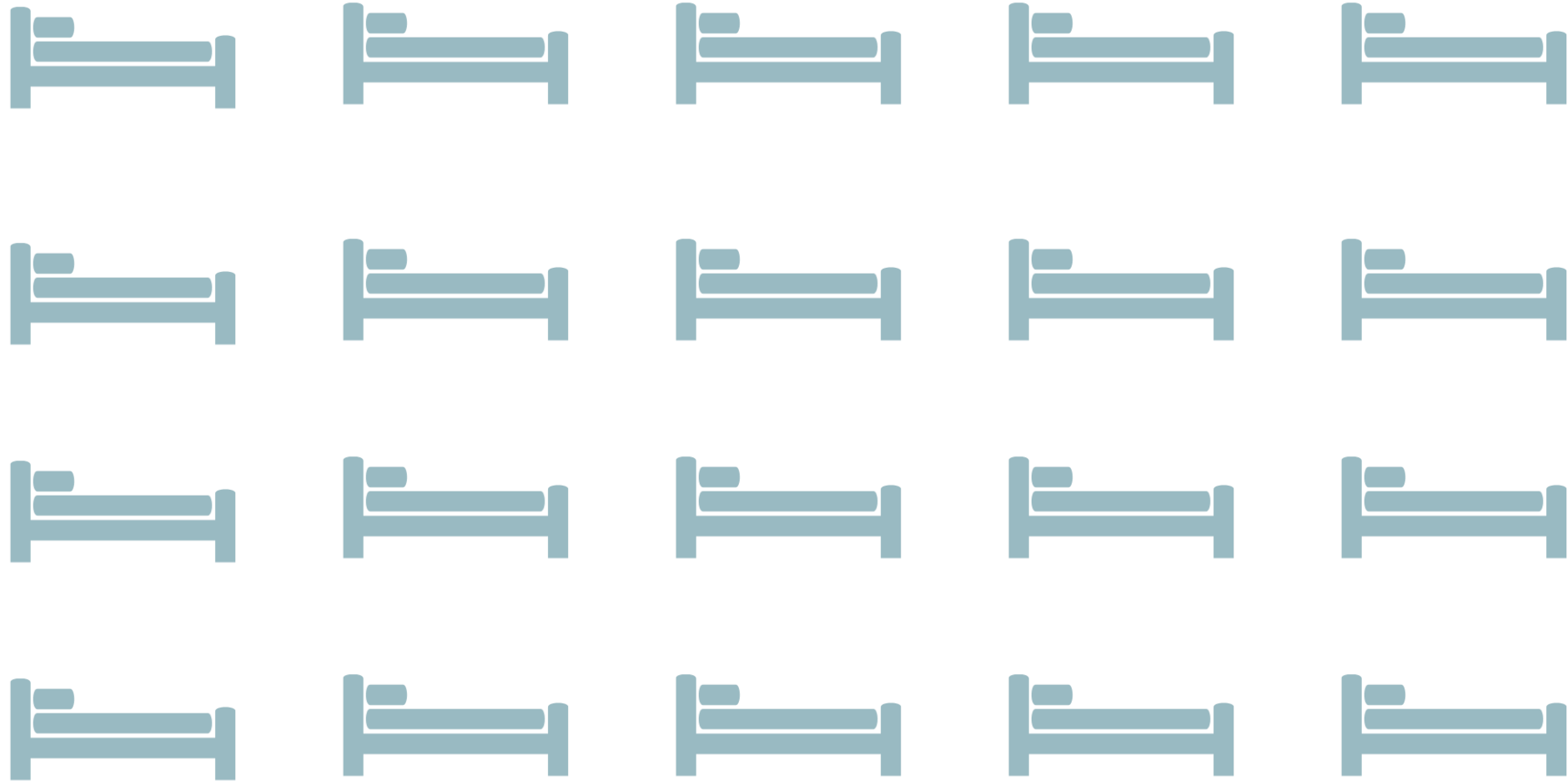
Number of People in Beds and Units

Data Collection for Housing Inventory Chart

Temporary Sheltered		Permanent Housing	
HMIS ES + TH	Non-HMIS ES + TH	HMIS RRH + PSH + OPH	Non-HMIS RRH + PSH + OPH
HMIS Reports: Work with NCCEH Data Center to finalize data and submit reports	People Count: **Counting Us Survey App** (Due 2/5/2020)		
	Bed + Unit survey with NCCEH staff (Due 2/28/20)		

Data Collection for Housing Inventory Chart

Temporary Sheltered		Permanent Housing	
HMIS ES + TH	Non-HMIS ES + TH	HMIS RRH + PSH + OPH	Non-HMIS RRH + PSH + OPH
HMIS Reports: Work with NCCEH Data Center to finalize data and submit reports	People Count: **Counting Us Survey App** (Due 2/5/2020)	**HMIS Reports:** Work with NCCEH Data Center to finalize data and submit reports	People Count: **Counting Us Survey App** (Due 2/5/2020)
	Bed + Unit survey with NCCEH staff (Due 2/28/20)		**Bed + Unit survey** with NCCEH staff (Due 2/28/20)

Combining Data & Reporting

NCCEH Staff will combine data and create reports.

Data Collected	Type	Contributes to Point in Time Count (PIT)	Contributes to Housing Inventory Count (HIC)
People	Unsheltered	✓	
	Sheltered (ES +TH)	✓	✓
	Permanent Housing (RRH + PSH +OPH)		✓
Beds + Units	Sheltered (ES +TH)		✓
	Permanent Housing (RRH + PSH +OPH)		✓

Unsheltered Count

The unsheltered count should be as comprehensive as possible to get an accurate count.

Street-based Count : January 29

Canvas entire area or go to known locations people stay

Done on the night of the PIT into the morning after

Service-based Count : January 29-February 5

Survey people in food pantries/soup kitchens, DSS, clinics, libraries, day centers, etc.

Ask where people slept on the night of the PIT (January 29)

Done within 7 days after the PIT date

Only counts people who were experiencing homelessness on the night of the count (January 29)

Planning for the Unsheltered Count

- Using information from last year, build a map of where you think people might be unsheltered.

- To get a sense of where to count: Reach out to outreach teams, law enforcement, schools, colleges, probation officers, and others who may be in contact with people who are unsheltered.

- Encourage people to download the App and participate in trainings ahead of time.

- Incentives can be helpful – incentives are things like gift cards, bus passes, food, and hygiene items.

- Additional training is needed because volunteers might:

  - Be unfamiliar with homelessness
  - Have never done a count before
  - Need help to understand the safety and procedures that are part of conducting an unsheltered count.

- Have a plan for what to do if people ask for resources during the count.

2019 Heat Map: Unsheltered Count

Help us cover all counties throughout the region!
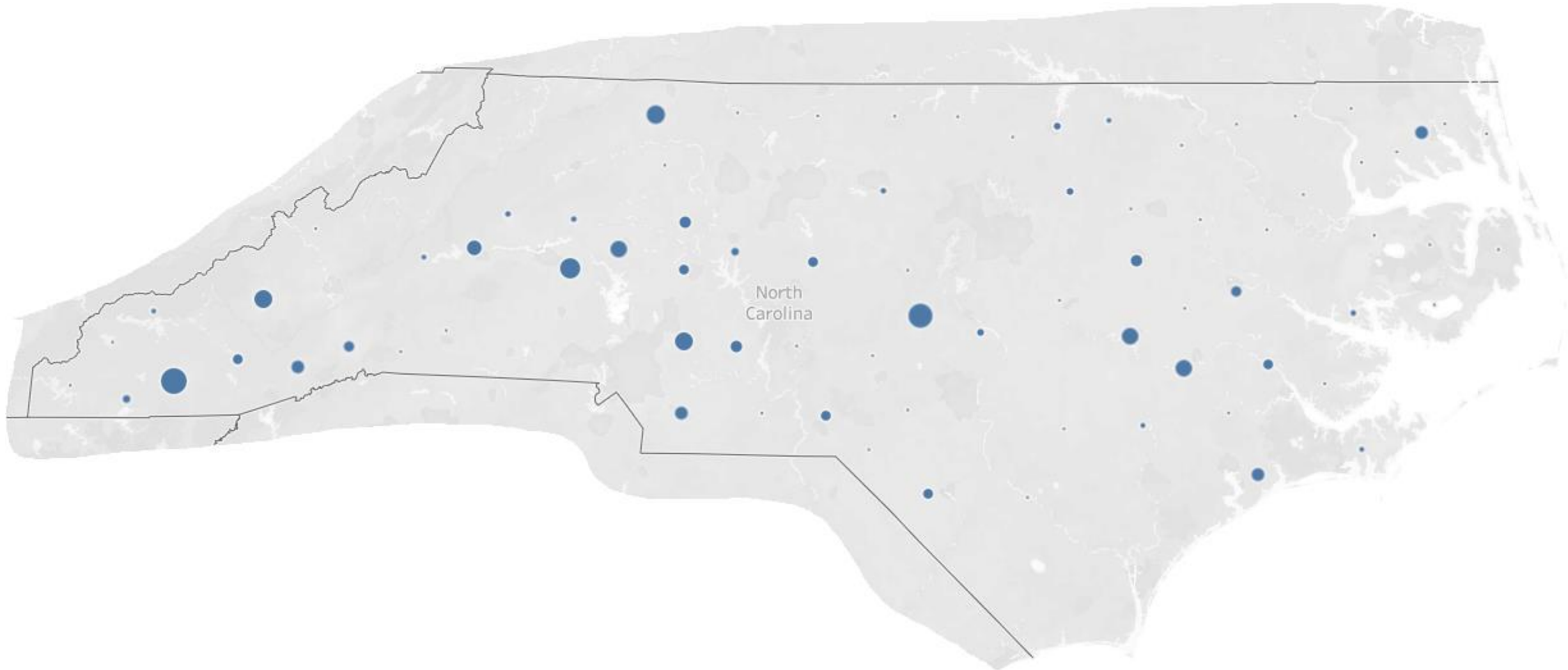
Key Roles for 2020
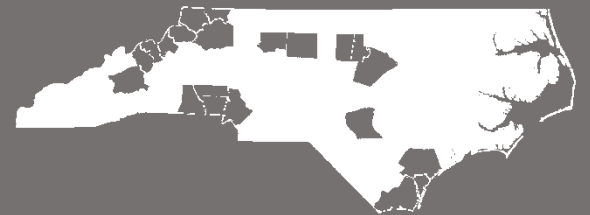
Coordination & Planning

NCCEH

- Design the system to collect, analyze and report on data.
- Support PIT/HIC Leads and Teams to set a plan
- Provide training resources for PIT/HIC Leads and volunteers

Regional Committees

- Select a PIT/HIC Lead for the region
- Support PIT/HIC team as needed.
- Consider participating as a volunteer during the night of the count.

Regional PIT/HIC Leads

- Facilitate a plan to conduct the Regional Count.
- Support the PIT/HIC Regional Planning team to raise awareness, recruit volunteers, reach out to agencies, and conduct the count

Regional PIT/HIC Teams

- Support the plan to conduct the Regional Count.
- Help raise awareness, recruit volunteers, reach out to agencies, and conduct the count

Collecting Data

NCCEH

- Host the app and provide trainings
- Host a "PIT Hotline" on the night of the count
- Conduct interviews with Non-HMIS agencies
- Pull HMIS reports and work with HMIS agencies to finalize reports

Regional PIT/HIC Teams

- Set a plan to interview people who are unsheltered and sheltered
- Identify how many volunteers are needed
- Recruit and train volunteers
- Be available on the night of the count to support volunteers and agencies

Non-HMIS Projects

- Inform Regional PIT/HIC Team or NCCEH if volunteers are needed on the night of the count
- Work with staff or volunteers to conduct surveys of everyone in the program on the night of the count, submit data using the App
- Participate in Housing Inventory interviews with NCCEH

HMIS Projects

- Work with NCCEH to review HMIS reports
- Verify reports are final

Follow-Up

NCCEH

- Review data and reach out to volunteers, agencies, and PIT/HIC Leads, if there are any questions
- Combine data and report to HUD
- Share outcomes with NC BoS CoC stakeholders

Regional PIT/HIC Teams

- Be available to help answer questions and/or help NCCEH staff get answers from agencies/volunteers in the region as needed
- Thank volunteers and agencies

Project Staff

- Respond to NCCEH if there are questions about data that was submitted

Volunteers

- Respond to NCCEH if there are questions about data that was submitted

Strategies & Resources for Regions
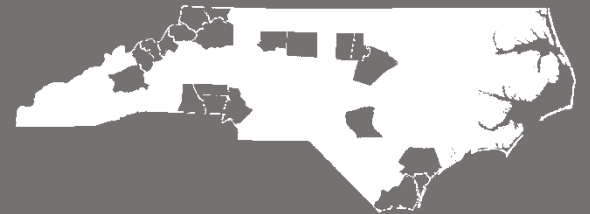
Benchmarks Tool

The Benchmarks Tool helps Regional Teams plan and implement the count. It helps teams:

- Identify critical activities and set a timeline
- Engage agencies and volunteers
- Ensure coverage across entire region
- Ensure data collected is complete and accurate

Regional Teams

Date	Benchmark
October	Regional Committees identify Regional Count Team Leads
Nov 8	Confirm who the Regional Count Lead is with NCCEH
Nov 8-Nov 20	Regional Lead assembles a Regional Count Team
Nov-Jan	Regional Count Team meets regularly to prepare for the count
Nov-Jan	Keep NCCEH and Regional Committee informed of progress and participate in planning calls with other Regional Teams.
February	Wrap Up: Regional Committee works with Regional Count Team to thank team members, agencies, donors, and volunteers

Regional Count Team Membership

- People with lived experience

- Youth with lived experience and youth in the community

- People from the Regional Committee

- Staff from agencies in the homeless system

- Staff from partnering agencies, like DSS

- Outreach Teams and first responders

- Schools & Colleges

- Food Pantries

Get the word out & engage people

Date	Benchmark
Nov-Jan	Promote the Count to engage people experiencing homelessness, agencies, community organizations, and community members.
Nov-Jan	Recruit Volunteers
Nov-Jan	Facilitate trainings for volunteers and agencies, answer questions about the count as they come up. Direct people to NCCEH, as needed.

November: Identify Partners & Set Plans

Date	Benchmark
November	Decide what strategies the team will use to get the word out. Social media? Posters? Presentations?
November	Create a list of partners the team can approach to support the count. Set a plan to reach out to share information and recruit volunteers.
November	Identify if there are any new agencies since the last count. Let NCCEH know and set a plan to reach out to the new agencies.
November	Determine if incentives will be made available for people who are interviewed, what they will be, and set a plan to pay for them/raise donations

December: Get Ready!

Date	Benchmark
December	Reach out to agencies serving people experiencing homelessness to share information, answer questions, invite staff to training, and direct them to resources on the NCCEH website.
December	Identify locations and sites for the unsheltered count
December	Identify locations for the unsheltered service-based count
December	Review work to date and confirm there is a plan to collect data in every county in the region
December	Assess how many volunteers are needed for the unsheltered street count and service-based count and at non-HMIS shelters. Based on who has already signed up, set a goal for how many additional volunteers are needed.

Emergency Shelter, Transitional Housing, and Permanent Housing Agencies

- NCCEH will send out information to Regional PIT/HIC Teams with a list of all agencies that participated in 2019.

- Reach out to agencies well in advance of the count to fill them in on the process and invite them to participate. Find out if they need volunteer support.

- Many agencies will have participated in prior years and may be willing to reach out to an agency new to the process.

- Encourage non-HMIS agencies to sign up for the App so they can get used to it before the count.

- Include non-HMIS agencies on the Regional PIT/HIC Team.

January: Go Time

Date	Benchmark
January 1-17	Surge: Recruit additional volunteers as needed
January 10	Identify what resources volunteers can offer if someone who is surveyed asks for help.
January 10	Finalize plan for unsheltered street count and service-based count
January 24	Assign volunteers, share assignments, and confirm details with volunteers
January 29	Conduct the Point-in-Time Count.
January 29-February 5	Conduct Service-Based Count
February	Respond re: inquiries from NCCEH regarding questions or help contacting agency partners

Road to Success

| Date:	Activity:
November-January	NCCEH Trainings and support to prepare for conduct the count
November	Build Regional PIT/HIC Teams and prepare for the count
December	Reach out to agencies, recruit volunteers, and set plan for night of the count
January	Finalize plans, prep agencies and volunteers
January 29	Point in Time Count
January 29-February 5	Service-Based Count
February 14-28	Non-HMIS PIT and HIC survey completed with NCCEH
February-March	NCCEH creates reports and follows up with Regional PIT/HIC Teams if there are questions
April	PIT and HIC reports finalized and submitted to HUD.

Training
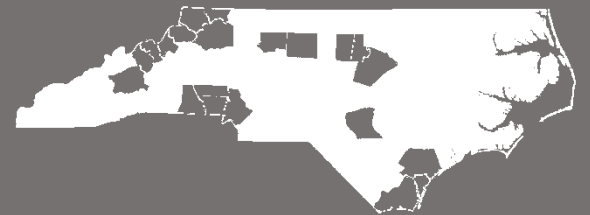
NCCEH Trainings and Open Office Sessions

Date	Time	Focus
November 13	1:30-2:30	Conducting the count & Orientation to the App
November 20	1:30-2:30	Virtual Open Office Session
November 25	1:30-2:30	Conducting the count & Orientation to the App
December 11	1:30-2:30	Virtual Open Office Session
December 18	1:30-2:30	Conducting the count & Orientation to the App
January 15	1:30-2:30	Virtual Open Office Session

Trainings: Conducting the Count & Orientation to the App	Trainings open to all: Regional Team members, Agency Staff, and Volunteers. Cover basics of participating in a count and orientation to the App.
Virtual Open Office Sessions	Virtual Open Office Sessions are for anyone involved in the count can join the call and ask questions about the App, conducting surveys, etc.

Regional Trainings

Training with volunteers should be close to the date of the count: January 29, 2020

Topics to cover:

Overview and purpose of the PIT/HIC

How to use the App and collect survey info (can reference content from NCCEH website):

- Support to sign up and test the App

How to approach people living unsheltered:

- Respect privacy, space, and confidentiality
- Consideration about bringing law enforcement

Safety guidelines & emergency protocols

Logistics

- Check-in location, time out and back, team members

Planning/Training for Regional Teams

NCCEH is hosting calls for Regional Leads and members of Regional PIT/HIC Teams

Date	Activity
November 6 – 1:30-2:30	Orientation
December 4 – 1:30-2:30	Review Progress/Volunteer Recruitment
January 8 – 1:30-2:30	Review Progress/Problem Solving
January 22 – 1:30-2:30	Last Minute Prep

Stay Connected

https://www.ncceh.org/datacenter/pointintimehowto/

This page on the NCCEH website is the go-to place to
find regular updates, trainings, and
other important information.

Contact us!

Reach out with PIT/HIC questions – we're here to support you!

NC BoS CoC staff

bos@ncceh.org

919.755.4393

Data Center staff

hmis@ncceh.org

919.410.6997