2020 Point-In-Time Count
Sponsored By:
WELCOME!

Santa Barbara County
Homeless Census & Survey
2020
TRAINING
2020 Point-In-Time Count

Who We Are

THE CONTINUUM OF CARE (COC) PROGRAM

- A comprehensive, county-wide group of dedicated service providers, public sector employees, and community members working together to leverage national, state, and local resources to end homelessness in our community.
- In 2019, the CoC served 3800 unique persons, including 573 children.
- Service providers work diligently to navigate available housing opportunities to assist persons experiencing homelessness secure permanent housing.
- This tremendously impactful work resulted in nearly 600 persons exiting the homeless response system to permanent housing, including 82 veterans who now have a home!
Who We Are

The United Way of Northern Santa Barbara County

- United Way is a community of donors, advocates, volunteers, and partners who fight for the health, education, and financial stability of every person in every community.
- Our Home For Good Santa Barbara County program supports a Coordinated Entry System: a no-wrong door, countywide system that engages and connects individuals and families experiencing homelessness to the optimal resources for their needs.

We believe everyone deserves a safe place to call home for good!
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Agenda

1. The purpose of the Point-In-Time Count
2. The definition of homelessness used for the Count
3. How to safely and respectfully conduct a survey
4. Reminders and next steps
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Purpose

The Department of Housing and Urban Development (HUD) requires a Point-in-Time (PIT) Count of every homeless person during the last 10 days of January. This year, Santa Barbara County has decided to conduct the Count the morning of January 29th.
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Purpose

The count provides a snapshot of who is homeless on a given night.

This information is used to plan local homeless assistance systems, apply for and allocate funds, and to raise public awareness of homelessness.
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Who is Counted?

HUD has a strict definition of homelessness which dictates who should and should not be counted in the Count.

Included
- Makeshift shelters
- Streets
- Vehicles
- Parks
- Abandoned buildings
- Bus or train stations
- Airports
- Camping grounds

NOT Included
- Couch surfers
- Double-ups
- Rehabilitation or mental health facilities
- Most in jail or prisons
- Awaiting eviction or foreclosure
- Hospitalized
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How are People Counted?

- Unsheltered counts are planned while people are still in public shelters or typically settled in a location - 5:30AM-9AM.
  - Timing and coordination is important to avoid duplication.
  - Areas around shelters are counted first.
- Volunteers will **not** be paid for their time nor will they be reimbursed for their mileage.
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Volunteers Meet At Pre-Assigned Logistic Centers
- Sign-in and complete any outstanding paperwork (Release and Confidentiality Agreement)
- Street count packets distributed to Team Leaders
- Volunteer badges are distributed
- Simtech census app is confirmed on each team
- Review of safety protocols, forms, and data quality standards

Teams Go Out Into The Field
- Teams return or check in with Logistic Center Staff before 9:00 AM or as soon as map areas are covered to debrief

Count Ends
- All volunteers should complete canvassing their area no later than 9am.
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Logistic Centers

Wednesday January 29, 2020 5:30am-8:30am
You will go to the Logistic Center you have been assigned.

• Carpinteria
  o Carpinteria Veterans Memorial Building
  o 941 Walnut Ave

• Goleta
  o Goleta Valley Community Center
  o 5679 Hollister Ave

• Isla Vista
  o Isla Vista Community Service District
  o 970 Embarcadero Del Mar Suite 101

• Lompoc
  o Lompoc Veterans Memorial Building
  o 100 E Locust Ave

• Solvang
  o People Helping People
  o 545 Alisal Rd #102

• Santa Barbara (East)
  o Franklin Neighborhood Center
  o 1136 E Montecito St

• Santa Barbara (West)
  o Louise Lowry Davis Center
  o 1232 De La Vina St

• Santa Maria
  o Veterans Memorial Center
  o 313 W Tunnell St
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Volunteer Teams

- Teams of 3-4 people are created by United Way Staff. Let us know if you have a partner you would like to survey with!
- No volunteers under 18 without parent or guardian.
- Teams are comprised of a Team Leader, Volunteers and a Guide.
- Teams are assigned a map location. The ENTIRE county is covered.
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Preparation

- Wear comfortable shoes and clothes
- Dress warmly – wear a jacket/sweatshirt/ raincoat, gloves, hat, etc.
- Bring a car (if possible)
- Bring a charged cell phone with a downloaded Simtech census app
- Bring a flashlight
- We will go rain or shine, so please bring an umbrella
- Get plenty of rest the night before
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Basics of Outreach & Engagement

- When you first make contact with someone make eye contact and smile - these are simple actions but are often very powerful

- Ask before sitting down next to someone: It may be the only personal space they have. If the person is sitting, sit with them. Never stand above someone or talk down to them

- Use your “survey incentives” such as socks, hygiene kits, or a gift card
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Basics of Outreach & Engagement

- Be aware of your surroundings, stay out of tight or enclosed spaces, maintain appropriate distance
- Honor requests not to participate or skip questions
- Dress appropriately: light or bright colored clothing and comfortable, closed toed shoes
- Carry ID and cell phone, but leave other personal belongings behind
- Check in with your Team Leader if you have any questions or need assistance
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Basics of Outreach & Engagement

What Not To Do

- Be overly emotional in your affect- this may cause some people to be more guarded
- Touch people to wake them up or invade personal space
- Be judgmental
- Promise housing or other services
- Give money or offer rides
- Separate from your team
- Share confidential information of participant
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Basics of Outreach & Engagement

**What To Do**

- Be respectful and treat everyone with dignity
- Use caution and consider not approaching people that are giving off signs they don’t want to be approached
- Be yourself, use compassionate communication, actively listen
- Respond, don’t react
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Safety

- Be safe and do not take any risks
- Ask to survey
- **DO NOT** take any photos while in the field
- **All information and locations are to be kept confidential - not discussed after the count except with PIT Staff**
- Stay with your teammate(s)
- Be respectful of those you are surveying
- Call your Logistic Center Captain if you have any problems or questions
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Safety

• Do not enter abandoned buildings or other hard to access areas unless the team is familiar with those locations
• Do not advertise your count location and keep information confidential post count day
• We will review safety protocols on the day of the count
• As always, call 911 if you have a true emergency
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How to Survey

Getting Started with the Point in Time App

Step 1: Download the Counting Us mobile app from Google Play or the App Store. Search for the term “Counting Us” or use the QR code to the right to find the app.

Step 2: Tap Register
This will bring you to the registration form

Step 3: Register
Enter your info and tap “Submit Registration”

Step 4: Enter your info
Tap “Log In” & then tap “Choose Count”

Step 5: Join a Count
Enter the Setup Key of SBC2020 and tap “Join Count”

Step 6: Select the applicable survey
Surveys available are based on your count

Follow us on Twitter @Simtechinc and use #HomelessPIT to showcase this important work!
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How To Survey

Introduce Yourself

• Don’t approach someone too closely too quickly. Maintain a cordial and respectful distance and don’t put yourself into any unsafe situations. It is always a good idea to stick with a partner.

• Be sensitive – imagine how this might feel if you were in their shoes.
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How to Survey

Introduce Yourself

• If you believe you have encountered a person experiencing homelessness approach them, say hello, introduce yourself, and explain that you are a volunteer with the annual one-night homeless census.

• Ask if another volunteer has already spoken with them. If yes, thank them for their participation and move on.
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How To Survey

Explain what the annual Count is

• The annual survey is conducted with the goal of helping provide better programs & services to people experiencing homelessness. The information gathered helps demonstrate a need for these programs which in turn helps the region get resources to address these needs.

• The survey should take less than 10 minutes. Ask the person if he or she would be willing to participate.
How To Survey

• If they are willing to participate
  ○ Begin the Survey.

• If they are not willing or able to participate but you believe they are homeless
  ○ Complete either the *Individual Observation* or *Household Observation* survey within the “Counting Us” app as best you can.
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How To Survey

- **Conduct the Individual or Household Unsheltered Survey.**
  - Pick the activity you are doing by selecting the survey you are completing.
  
  - Identify your location on the next screen.
    - Typically the map will pull up your exact location but if it does not drag and swipe the map to the proper location.
    - You can also select “Enter Address” and enter in the nearest street of the intersection.
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How To Survey

Conduct the Individual or Household Unsheltered Survey.

• The rest of the survey gathers the all the HUD elements and a few extra to help the region. Complete the survey and tap “Submit Survey”.

• If you do not have cell service, you can save the survey by tapping “Save Draft”.
  ○ The information collected can be submitted when you are back in an area with cell coverage opening the “Survey Drafts” tab, opening the surveys that have yet to be submitted, scrolling to the bottom of each survey, and submitting each of them.
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How To Count Vehicles

- Only vehicles that are currently inhabited are included in the Point-In-Time count

- Look for signs of habitation
  - Fogged windows
  - Electrical connections
  - Screens or window coverings
  - Items (household items, bags, clothing, shoes) inside and outside of the vehicle
  - Sounds of music or talking from inside the vehicle
  - Known safe parking locations or known vehicles
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Next Steps

● You will be updated via email about your Team assignment and with any new information about the count

● Information will also be posted on www.liveunitedsbc.org

● Please contact us if you have any questions:

  www.liveunitedsbc.org
  805-451-5604
  ashley@liveunitedsbc.org
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Please help us to reach our volunteer goal! Share this opportunity with friends and on social media.
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Thank You!

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