

Point in Time Count 2023

Enumerator Training

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Agenda

What is the Point in Time Count?

What, where, and when will enumeration happen?

Leading up to the count

Day of the Count

Conducting the survey

Important Do's and Don't's

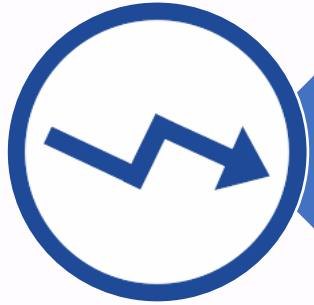
CountingUs Mobile App

What is the PIT?

What is the Point-in-Time (PIT) count?

- A literal count of all the people experiencing homelessness in our community on a single night (i.e., at a **point in time**)
- Conducted by every community nationwide in the last 10 days of January at least every other year
- A “snapshot” of homelessness on this one night in our community

Why do we do a PIT count?



To measure and monitor trends and changes in homelessness on local and national levels



To help our community understand what resources we need and strategize the best ways to use them to end homelessness



To comply with federal regulations and requirements

Who is counted in the PIT count?

The U.S. Department of Housing and Urban Development's (HUD's) definition of "homeless," for the purpose of the PIT count, includes two main types of homelessness:

- **Unsheltered:** Individuals or families whose primary nighttime residence is a public place not meant for human habitation
- **Sheltered:** Individuals or families residing in a place dedicated to serving people who would otherwise be unsheltered

Who is counted in the PIT count?



Sheltered PIT Count

- Emergency shelters (including those using hotel and motel vouchers)
- Transitional housing
- Safe Havens



Unsheltered PIT Count

- Car
- Park
- Abandoned building
- Bus or train station
- Airport
- Camping ground
- Parking Lot

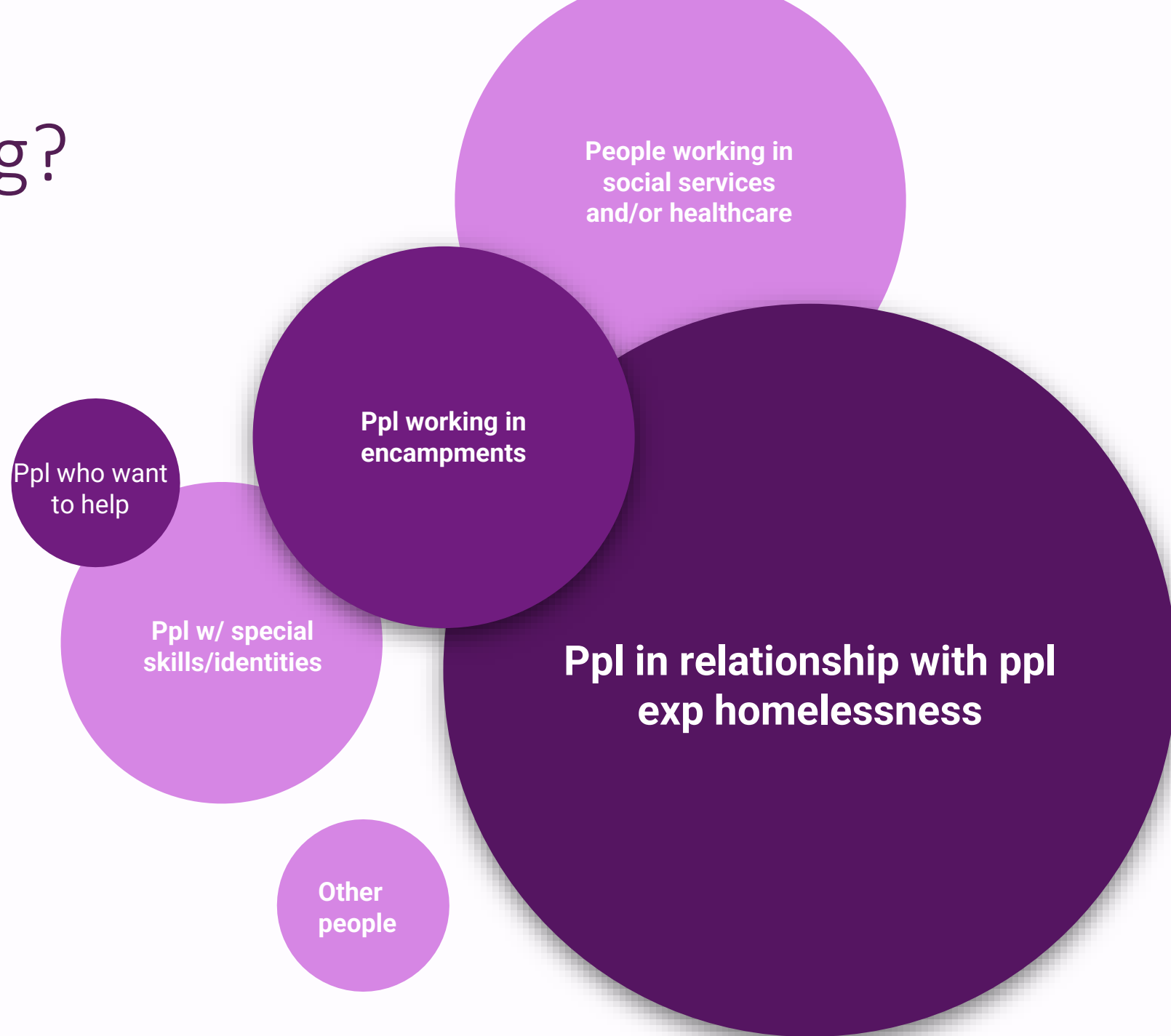
Why does the PIT count take place during the last 10 days in January?

- Same timeframe for every community ensures consistency across the U.S.
- Same timeframe year after year ensures that trends are monitored appropriately
- Set for a night in winter because then each CoC is likely maximizing its resources to serve people's needs. Thus, this timing can provide a more precise picture of who is unable to access emergency shelter or other crisis response assistance.
- End of the month to ensure that people who can only pay for temporary housing for part of the month are generally included in the count. For example, some people can afford to stay in a motel, but only for the first few weeks after receiving their public benefits payment at the beginning of the month

Tri-County Count



Who is counting?



Where are people counted and who counts them?

Shelters that do not report data to the JOHS (non-HMIS shelters)

Counted by shelter staff and/or assigned enumerators

Known locations/sites that people visit for services, shelter, etc.

Counted by assigned enumerators, occasionally staff

Known or believed locations for encampments

Counted by people in relationship with people living in encampments

Verify locations with no known people

Counted Outreach workers

Who and How to Approach Someone

Who to Interview

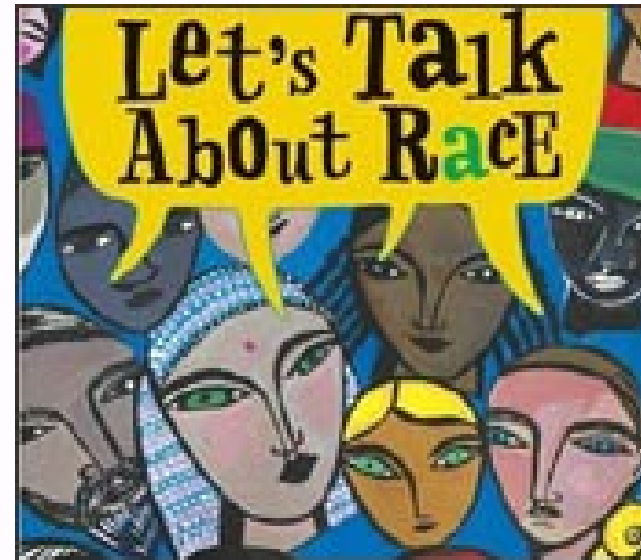
- It is not always possible to determine if someone is experiencing homelessness based solely on how they look.
- **Pitfall:** Making assumptions about who to interview using stereotypes of what homelessness looks like.
- **Best practice:** Approach everyone you see. You can use a soft, non-confrontational introduction that's easy to reverse course if the person is not experiencing homelessness.

Definitions

- Bias – the evaluation of one group and its members relative to another
 - Expressed directly/explicitly: “I like whites more than Latinos.”
 - Expressed indirectly: E.g., Sitting further away from a Latino than a white individual.
- Explicit = Person is aware of his/her evaluation
- Implicit = Person doesn't perceive or endorse evaluation

Internalized Perceptions

- We unconsciously think about race even when we do not explicitly discuss it.
- You can't avoid bias by avoiding race; it does not work.
- Conversations about race are not easy, but they are vital.



Source: Lester, Julius. *Let's Talk About Race*

Identifying & Measuring Implicit Bias

- Reaction Time Measurements
 - <https://www.projectimplicit.net>
- Physiological
 - Increase in heart rate, sweat glands, blood pressure, brain activity

Interpersonal Intervention is Needed...

Table 2. Suggestions for action to understand and address implicit bias in health care

Clinicians

- | | |
|--|---|
| <ul style="list-style-type: none"> • Consciously affirm egalitarian goals and consider specific ways to implement them.^{1,2} • Consider “gut” reactions to specific individuals or groups as <i>potential</i> indicators of implicit bias,³ and consider how these reactions might affect your work. • Acknowledge and reappraise^{4,5} rather than suppress uncomfortable feelings and thoughts.⁶ | <ul style="list-style-type: none"> • Consider the situation from the patient’s perspective.⁷ • Consider changing situations that increase negative or stereotypical responses.⁸⁻¹¹ • Partner with researchers and participate in research to advance understanding of implicit bias and to develop evidence-based interventions. |
|--|---|

Patients and Community Members

- | | |
|---|---|
| <ul style="list-style-type: none"> • Consider implicit biases that you yourself may bring into the health care setting. What are your gut reactions and how might they affect your thoughts and behavior? • Partner with researchers and participate in research to better understand bias and develop interventions that are effective and responsive to the needs of the community. | <ul style="list-style-type: none"> • Realize that your clinicians are people too. To the degree that bias exists in health care, it is not unique to that arena and must be addressed as a community. Patience and honest communication can help solve many problems. • Provide feedback to help your clinicians improve services, especially in areas that appear to be inequitable. |
|---|---|

Approaching Participants - Building Trust

Building rapport begins before you step on-site. Considering your dress, practicing your questions and introductions before hand, and being prepared with materials shows respect for participants' time and input by demonstrating preparedness

- Be friendly, but not pushy
- Consider who is the best person to do the approach - is there one person who is better at putting people at ease who can do the initial approach? Consider your/your participants' possible gender expression (some people may feel more safe with a female-identified interviewer)
- Be relatable - introduce yourself and anyone with you, share a story, comment on the weather - this helps to humanize the process
- Watch for Verbal and Non-Verbal cues - yours and the participants
 - Keep your body language open, be relaxed, face your body towards the participant or slightly to the side, make friendly eye contact, be interested - but not aggressive - use your phone/materials to avoid fidgeting and/or to allow your participants some space
 - Feel free to take a break, change the question order, or delay approaching someone
- Be attentive – this may be the only chance you get, and this is the most important person at the time

Introducing yourself, the project, and obtaining consent

“Hello, I’m <first name> from <organization> and I’m helping survey people about their housing situation. Can I tell you more about it?”



“The survey is about your housing situation on Tuesday night January 24th and will help the County better understand housing needs in our community. Portland State University is running the count, and this work is separate from any other surveying or projects by the government.

It should take about 2-3 minutes, is voluntary, and the information you provide is completely confidential. You can skip any item you don’t feel comfortable answering and you can stop at any time. We will summarize the answers across everyone who participates in the survey. Can I ask you a few questions?”

Preparing for the Count

Getting Ready

- Review the slide deck
- Check out the detailed manual if you are nervous or want a refresher
- Watch the video of the training
- Get familiar with the app (more coming on the app in a few!)

Durable Goods

- This will be discussed in break out rooms
- You may need to pick up goods at a central location, or they will be at the site you are visiting
- Pass them out to people participating in the survey even if they do not complete the survey
- Read up on topics that worry you or you don't know much about

Go Prepared for Outreach

- **Weather** – being aware of forecasted rain, temperature
- **Footwear** – sturdy (waterproof) shoes with tread, boots are ideal, no open-toed shoes
- **Clothing** – comfortable, weather-appropriate, neutral/basic, layers
- **Backpack or tote bag** – please bring one if you can to carry some supplies

Day of Surveying

What to do

- Shifts run 2 hours
- The app will include your site location and details.
 - Name of site
 - Whether there is a place to check-in
 - Any access information
- Follow the directions and get counting!
- Call or email us if you will be sick, or arriving late/leaving early

Your Safety

- You should ALWAYS be with at least one other person.
- Keep an appropriate conversational distance from those you are interviewing.
- Maintain awareness of the space around you – where other people are, ways to get in or out of the space you're in, etc.
- 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, do so respectfully (i.e., 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 personal vehicle

Safety of Those you Interview

- Health & safety concerns (especially if it's cold outside)
 - Notice if:
 - They have layers under and on them to keep them warm enough
 - They're dry (hypothermia concerns)
 - You can see the rise and fall of their breathing
- If you are at a homeless service site, please let the site know if you are concerned about someone
- If you are at a site like the library, please call PSU.
- ALWAYS call 9-1-1- if you are or someone else is at risk of danger

Conducting the Survey

Interview Questions Sneak Peak

1. **Did the person consent to participate in this survey?** Yes No (If no reason: sleeping, privacy concerns, not interested, safely housed)
2. **Have you already been interviewed for the Point in Time Count?** Yes No (If Yes --- STOP)
3. **Where did you sleep on the night of Tuesday, January 24th?** (If option in bold is selected, continue with the survey)

<input type="checkbox"/> Abandoned building	<input type="checkbox"/> Under bridge/ overpass	<input type="checkbox"/> Jail
<input type="checkbox"/> Bus/ Train station	<input type="checkbox"/> Vehicle/ Boat / RV	<input type="checkbox"/> Motel/Hotel paid for w/ own \$
<input type="checkbox"/> Motel/Hotel paid for by agency	<input type="checkbox"/> Emergency shelter	<input type="checkbox"/> Transitional housing
<input type="checkbox"/> Outdoor encampment	<input type="checkbox"/> House or apt – rent/own	<input type="checkbox"/> Treatment program
<input type="checkbox"/> Park	<input type="checkbox"/> Hospital	<input type="checkbox"/> w/ friend or family (couch surfing)
<input type="checkbox"/> Street or Sidewalk	<input type="checkbox"/> In a place being evicted from	<input type="checkbox"/> Other: _____

4. **What is the first initial of your first name:** ____ **What are the first three initials of your last name:** ____
 Person Refused
5. **What is your gender? (select all that apply)**
 Male Female A gender other than singularly female or male (e.g., non-binary, genderfluid, agender, culturally specific gender) Transgender Questioning Don't Know Refused

Interview Skills

HOW: INTERVIEWING SKILLS



ATTENTIVE
LISTENING AND
REMEMBERING



LOOK OUT FOR
CONNECTIONS AND
CONTRADICTIONS



PLAN YOUR NEXT
QUESTION



CHANGE QUESTIONS
AS YOU GET NEW
INFORMATION



MAKE SURE YOU
COVER THE
PLANNED/KEY
TOPICS



PAY ATTENTION TO
BODY LANGUAGE
AND TONE



WATCH THE TIME



LOOK LIKE YOUR
LISTENING

Acknowledging Power Dynamics

You are a stranger, asking for information that could be personal. The people you are interviewing only have your word to trust for why you are collecting data and what you will do with it. Find ways to acknowledge and respect their agency and “give back” power by:

- Being Transparent - explain why you are doing the interview, why you think it is important, and what the process is, including compensation
- Removing Pressure - explain they don't have to answer any questions they don't want to, and that there is no right or wrong answer
- Seeking Consent - remember, people have the right to not answer all or any questions
- Protecting Privacy - consider your surroundings and whether your participant might like to move to a more private location. This is their choice, as is their choice to be interviewed with another person nearby (i.e. friend/partner)

Asking Questions

- Avoid leading questions or accusatory language
- Stick to the questions on the app, practice asking them in your own language if preferred
- If a participant seems closed off and/or changes their tone on a specific topic or question:
 - Slow down the pace
 - Shift to other types of questions and come back once the situation lightens
- Be aware of your own responses and/or facial expressions
 - Example: Avoid saying things like “great” or “yes” to people’s responses, which suggests there is a “right” or “wrong” answer to a question. Try “thank you,” or “ok,” or “got it”

Respecting Privacy

Regarding mental health status, physical health conditions, household composition, HIV/AIDS status, DV and abuse status

- Many people have shame and guilt around some of these issues
- **Your thoughts and feelings will be evident by how you frame questions and by your nonverbal cues**
- Research issues you don't know much about.
- Please remember that everything we are asking about is related to racial/ethnic and economic oppression and we are acting in a position of power, which affects how comfortable our interviewees may feel with us. It is nothing personal if interviewees are stand-offish.

Quick Survey Tips

- Remember that you are speaking to highly vulnerable people and asking some very sensitive questions. Always lead with respect for the person you're speaking with and their dignity.
- Everyone has the right to refuse to answer any or all of your questions.
- Ask all questions, unless the person has already volunteered the answer to the question over the course of your conversation.
- Always ask questions as they are written; do not embed assumptions into how you ask, even if you think you already know the answer.

Step-by-Step Guide to Conducting Interviews

Step 1: Approach & Introduction

- Approach the person and introduce yourself
- Ask if the person has a few minutes to answer some questions
- Keep in mind:
 - Individuals sleeping outside may be dealing with active substance use disorders, trying to manage mental illness, and significant trauma histories. Do not sneak up on or startle people. Never shine flashlights in people's faces.
 - Maintain eye contact (if possible) and an open stance with your hands visible. Use a tone of voice that's approachable. Speak slowly, be polite, and don't shout.



“Hello, I’m <first name> from <organization> and I’m helping survey people about their housing situation. Can I tell you more about it?”

Step-by-Step Guide to Conducting Interviews

Step 2: Explain what you're doing & get consent

- Explain why you're there
- If they consent to answering your questions, continue with the interview. If they don't, thank them for their time, and mark 'refused' on the first question for the survey.

Step 2 Continued

- Consent script



“The survey is about your housing situation on Tuesday night January 24th and will help the County better understand housing needs in our community. Portland State University is running the count, and this work is separate from any other surveying or projects by the government.

It should take about 2-3 minutes, is voluntary, and the information you provide is completely confidential. You can skip any item you don't feel comfortable answering and you can stop at any time. We will summarize the answers across everyone who participates in the survey. Can I ask you a few questions?”

Step 2 Continued

- You will need to familiarize yourself with your introduction and consent script and not depend on reading it in the app.

Step 2 Continued

- You will then determine if someone was an individual or in a household that night.
- Ask if they slept alone or with others in their structure, tent, car, etc.
- Ask how many people they slept with that night.
- You may need to clarify they slept with others but everyone was in their own structure.
- The person will be asked to answer on behalf of other members of the household in the survey.
- Why don't we ask whether they slept with their family or use the term household?
- The app will prompt you for the answer to the question, but not give you language for the question.

Step-by-Step Guide to Conducting Interviews

Step 3: Conduct the interview using the survey form

- Go through each question in the survey form.
 - The first question is where you mark the person consented
 - Remember: people have the right not to answer all questions!
 - Example: Ask: “How do you identify your gender?” Do not ask: “You’re male, right?”
- Add any notes that may be helpful
 - Example: If a person says that they have their own apartment, but they’re sitting on a bench outside of a 24-hour grocery store at 2:00 am with what appear to be all of their belongings, write down that you think there may be a discrepancy in what they are saying vs. where they will sleep that night.
- For households, the survey app will loop back and ask the respondent to answer every question for the other household members.

Step 4: Closing Up

- Make sure to thank everyone you interact with - whether they complete the full survey or not
- Use your online referral list if people want resources
- Give them the incentive – whether they finish or not!

Step-by-Step Guide to Conducting Interviews

Step 5: Recording what you heard and observed

- Walk away from the person interviewed to a safe place
- Take a few minutes after your conversation to double check that you've completed the whole survey form
- Include any additional notes or details
- Make sure everything you have written is readable

Refusals

- If someone does not consent to answering questions:
 - Select “individual” in the app
 - Select “refusal” for question #1
 - Check the best explanation (e.g., had a safe place to sleep, doesn’t feel like talking to you, worried about privacy, sleeping)

Should I wake someone who is sleeping?

- No!
- Count as a refusal and note “sleeping”

Important Do's and Don't's

PIT Count Dos



DO get consent before asking PIT count survey questions



DO remember that you may be entering into someone's personal or private space



DO have a conversation with the people you interview



DO respect people's time

PIT Count Don'ts



DON'T take personal photos of or with the people you survey



DON'T ask questions in a way that assumes you know the answer



DON'T insert yourself into the person's story



DON'T force people to answer questions they don't want to answer



DON'T make promises you can't deliver

CountingUs Mobile App

CountingUs

- App will allow us to run reports, gain efficiency, see where we have responses real-time and understand how to best use available resources
- Paper copies will be available - we'll post the form for downloading and if you'd like a stack of paper copies, please reach out to pit2023@pdx.edu
- As we work with the app for the first time across all three counties (we know Washington used it last year) we are learning more and making decisions real-time, so we will communicate those points as we go

CountingUs: Two Steps to Sign Up

1. Log in - on a web browser - on your computer or phone to submit your **preferences for days and locations for surveying**

clackamas.pointintime.info

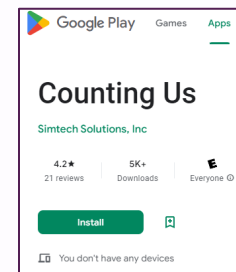
Multnomah.pointintime.info

Washco.pointintime.info

- Once you submit your preferences, there is no way to go back and edit them - but, you can complete the entire form again and it will overwrite your previous answers
- Let the PSU team (pit2023@pdx.edu) know if you have any questions or run into any issues

2. After completing the previous step, download the CountingUs app to your phone or tablet.

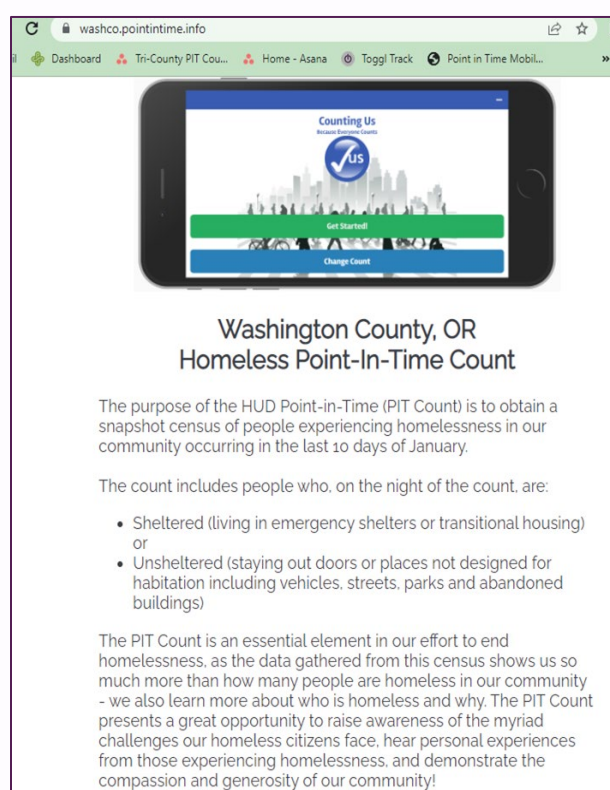
- Login using the email you used to complete your preferences
- Use the “password reset” option to have a login sent to you and then set a password
- The app is currently in Test Mode and responses collected this week will not be recorded in the final count



Example


1. Log in - on a web browser - on your computer or phone to submit your **preferences for days and locations for surveying**

2. After completing the previous step, download the CountingUs app to your phone or tablet.



washco.pointintime.info

Dashboard Tri-County PIT Cou... Home - Asana Toggl Track Point in Time Mobil...



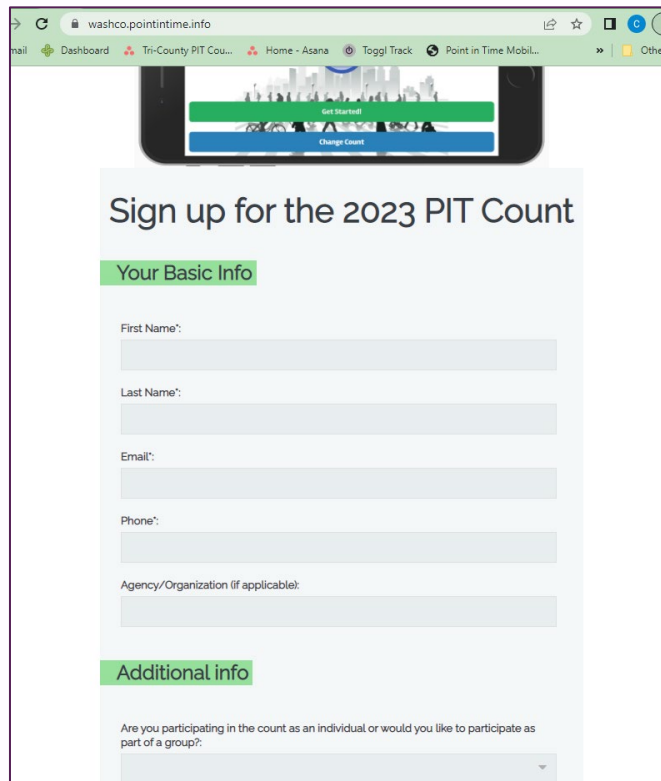
Washington County, OR Homeless Point-In-Time Count

The purpose of the HUD Point-in-Time (PIT) Count is to obtain a snapshot census of people experiencing homelessness in our community occurring in the last 10 days of January.

The count includes people who, on the night of the count, are:


- Sheltered (living in emergency shelters or transitional housing) or
- Unsheltered (staying out doors or places not designed for habitation including vehicles, streets, parks and abandoned buildings)

The PIT Count is an essential element in our effort to end homelessness, as the data gathered from this census shows us so much more than how many people are homeless in our community - we also learn more about who is homeless and why. The PIT Count presents a great opportunity to raise awareness of the myriad challenges our homeless citizens face, hear personal experiences from those experiencing homelessness, and demonstrate the compassion and generosity of our community!



washco.pointintime.info

Dashboard Tri-County PIT Cou... Home - Asana Toggl Track Point in Time Mobil... Other



Sign up for the 2023 PIT Count

Your Basic Info

First Name:

Last Name:

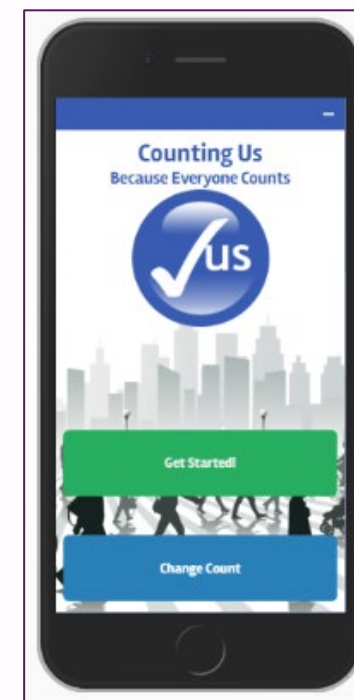
Email:

Phone:

Agency/Organization (if applicable):

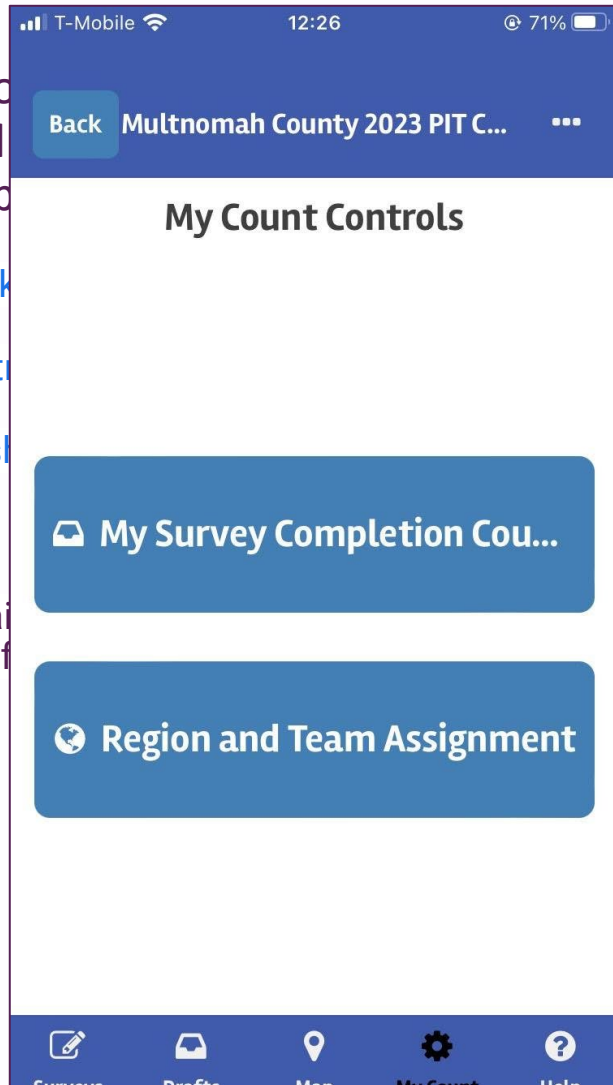
Additional info

Are you participating in the count as an individual or would you like to participate as part of a group?:



Knowing Where to go and When

1. If you are using the app, go to the step one screen.



the step one screen in the app

2. Our team, in conjunction with leaders in your county, will make location and time assignments

3. After these are complete, we will send an email out to you with additional information. You will also be able to see your "team" - which will indicate where and when you are surveying for the count - in the app.

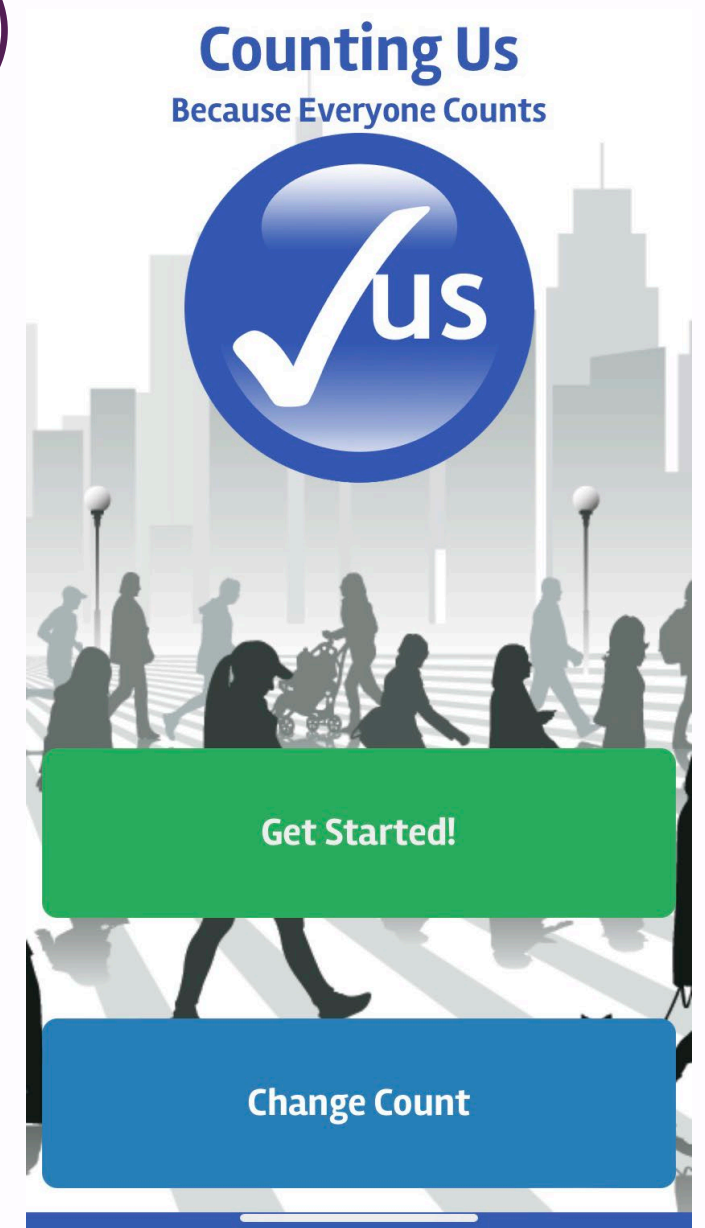
4. Let our team know (pit2023@pdx.edu) as soon as you know you need to change your assignment or can no longer make it to your requested placement.



s or

When Surveying (Jan 25th to Jan 31st)

1. Open the App - CountingUs
 2. Make sure you are logged into the correct county - will happen automatically, unless you indicate you need access to multiple counties
- Approach a person and go through introduction and consent script



Introduction & Consent Script

“Hello, I’m <first name> from <organization> and I’m helping survey people about their housing situation. Can I tell you more about it?”

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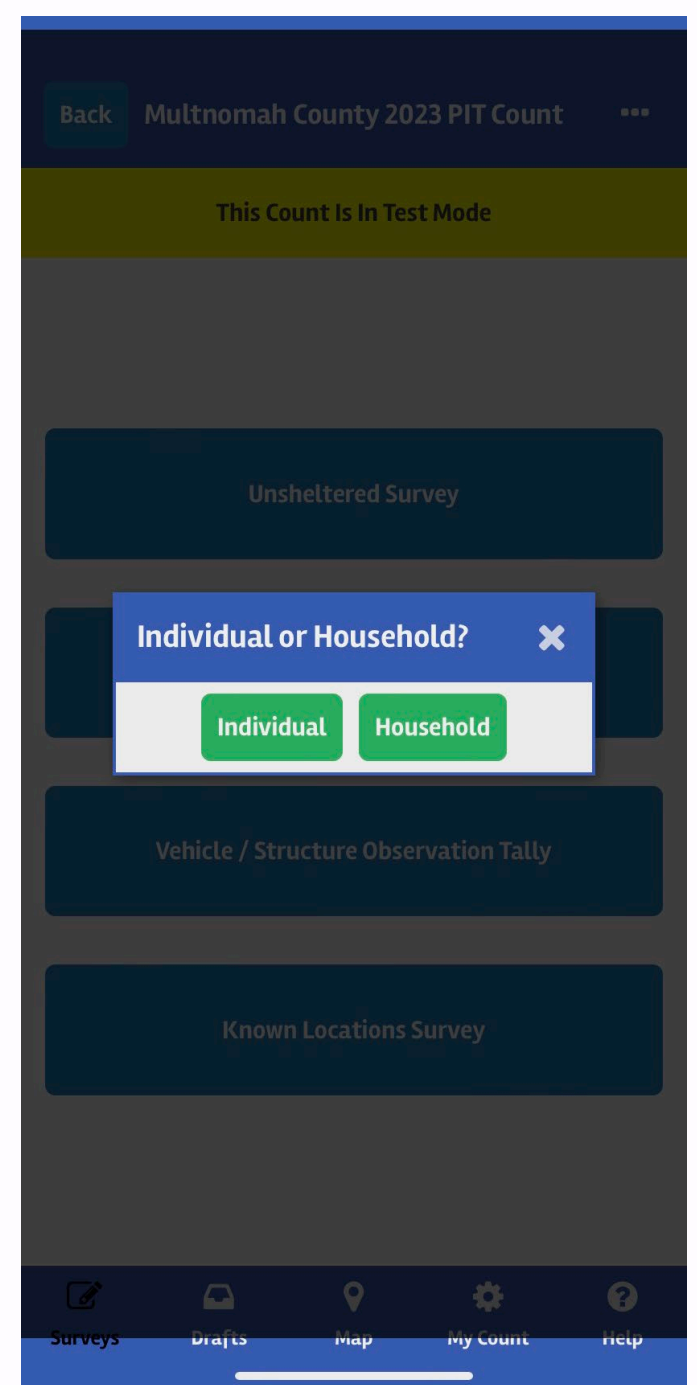
When Surveying (Jan 25th to Jan 31st)

1. Choose the survey that best matches the your site location:



When Surveying (Jan 25th to Jan 31st)

- Individual or Household pop-up: selects whether you will have some information shared / linked together
- Remember you may not to ask a few questions to get to this answer



When Surveying (Jan 25th to Jan 31st)

- Survey will start.
- First question is a place for you to mark whether someone has consented or not:
 - Did this person consent to participate in the survey?
 - Yes.
 - No.
 - If no, why: sleeping, not interested, privacy concerns
- Let's look at the questions!
 - You may have all of these questions or a modified set of them. Don't worry if they aren't all there. We are automating that.
 - Don't worry if people don't answer everything. Just do your best!

If time: any tips from volunteers who have participated the PIT count before?

Share your thoughts and experiences!

- What surprised you?
- What did you learn?
- What do you wish you had known before going out to survey people?

Final Details

Breakout Rooms

- County specific questions
- Durable good check-in

Wrapping up

- Contact us with questions!:
 - pit2023@pdx.edu
 - (503) 725-5030
- Website with more information:
 - <https://www.pdx.edu/homelessness/2023-portland-tri-county-point-time-count>
- Last questions?