



Point-in-Time (PIT) Service Count

January 30 - February 4, 2020

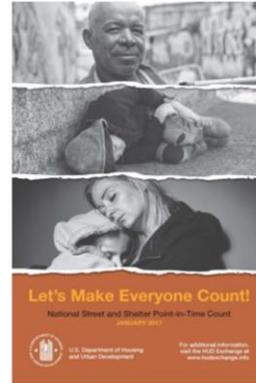
We need your agency's help to conduct a complete count of everyone experiencing homelessness on Wednesday Jan. 29, 2020 in Orange County. Volunteers will go outside on the night of January 29 to count and survey people experiencing homelessness for the **2020 Point-in-Time (PIT) Street Count**. To ensure we get the most accurate count, we also find people through shelters and service agencies. **We are requesting your agency's participation in the 2020 Point-in-Time (PIT) Service Count**. The Service Count is conducted over the week following the Street County, Thurs. Jan. 30 – Tues. Feb. 4, to identify people missed during that count.

PIT Background & Context



The Point-in-Time count happens every January and serves multiple purposes.

- Collects data for annual census required by HUD
- Provides a snapshot of homelessness on a given night in a community
- Establishes estimate of community needs and basis for funding
- Provides opportunity for outreach and connection to resources



The PIT count gives us valuable information that we use in planning. The PIT count is also required by the U.S. Department of Housing & Urban Development (HUD) and the data collected determines HUD funding for Orange County agencies that provide services for people experiencing homelessness. The Orange County Partnership to End Homelessness is committed to getting the most accurate number possible given these high stakes.

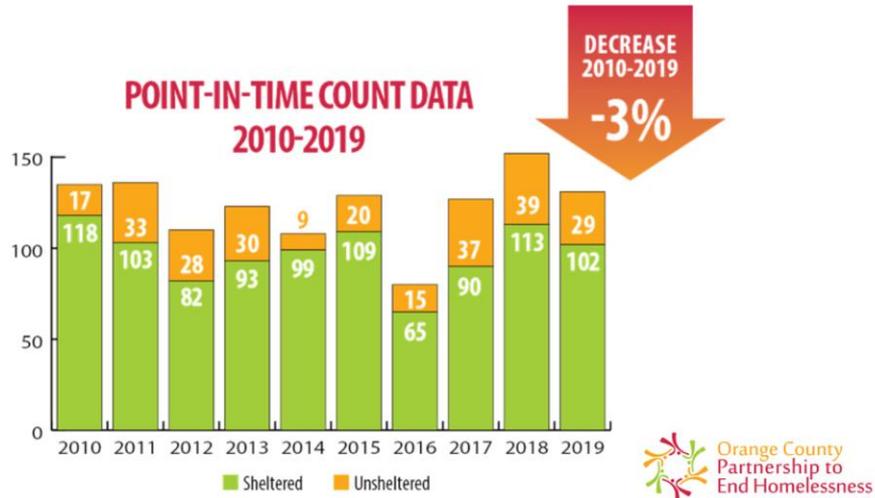
How will we use PIT count data?

- To produce community-wide reports (see next slide for sample)
- To submit data to HUD, as required
 - Point-in-Time (PIT) count
 - Housing Inventory Chart (HIC)
- To follow up—with consent only—with participants
 - Connections to services
 - Housing resources



Information collected in the PIT surveys will be aggregated and used to create a report. We also submit the data to HUD along with the companion to the PIT, the Housing Inventory Count (HIC).

2019 PIT count data shows homelessness virtually flat since 2010 in Orange County



Who gets counted and how?

Who

- People living unsheltered or living in shelter not meant for human habitation
- People in shelters & transitional housing
- People in Permanent Supportive Housing and Rapid Re-housing
 - These folks are HOUSED
 - Counted as part of the Housing Inventory Chart (HIC) that accompanies PIT

How

- Street Count & Service Count
- Sheltered Count
- Sheltered Count



Many people think about the PIT as only the Street Count, but there are two other important parts of the count – the Sheltered Count and the Service Count.

Who does the counting?

- Street count
 - OCPEH
 - Local service providers
 - Community volunteers
 - Law enforcement & Orange County Emergency Services
- Sheltered count
 - Agencies on HUD-required database (HMIS)
- Service count
 - Agencies who have any contact with people experiencing homelessness



PIT Service Count Dream Team

- All law enforcement agencies & OC Emergency Services
- OC Schools & Chapel Hill-Carrboro Schools
- Chapel Hill Library and OC Library
- All service providers
 - Homeless service agencies
 - Substance use treatment agencies
 - Food pantries
 - Churches
 - Youth agencies

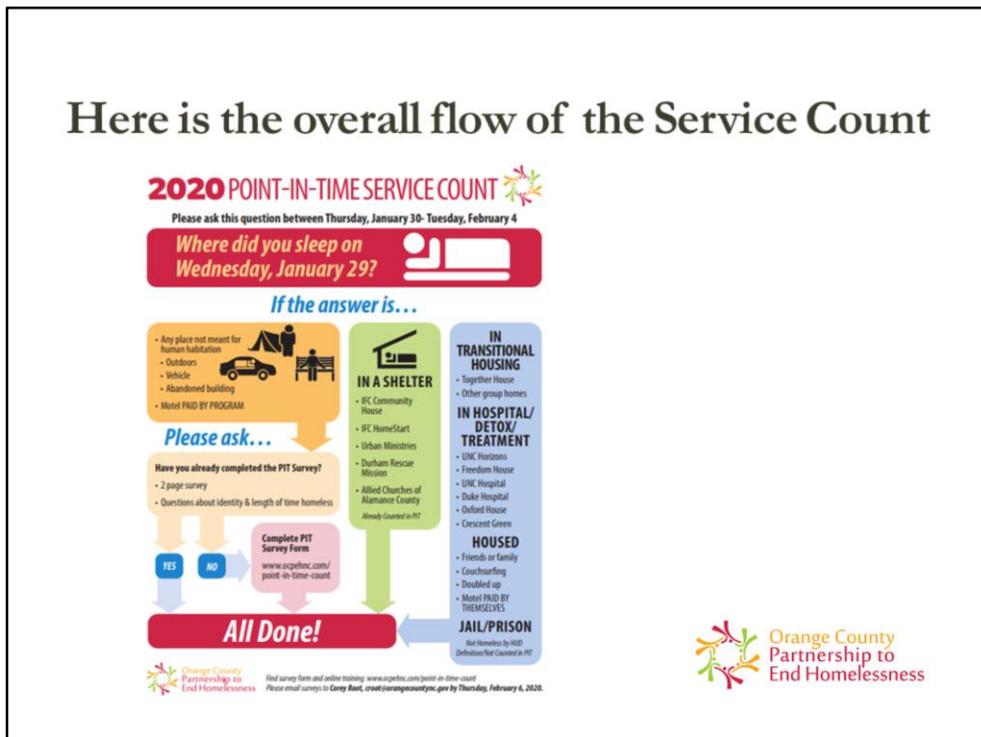


If all the Orange County agencies listed here participate in the Service Count, we will have a more accurate PIT count and can feel more confident about the accuracy of our data.

Service Count Info for Agencies



Here is the overall flow of the Service Count



We ask you and your staff to ask every client seen between Thursday January 30 and Tuesday February 4 the question, “Where did you sleep on Wednesday, January 29?” If the client slept in a shelter or transitional housing, no action is necessary. If, however, the client slept unsheltered, sheltered in a place not meant for human habitation or in a motel paid by a program, please ask if they have completed the PIT Survey and have them complete one if they have not. This flow chart provides further details about locations that are considered shelter or transitional housing.

Let's look more closely at what we are asking agencies to do for the Service Count

- **First – please ask ALL HEADS OF HOUSEHOLDS who present for services Jan. 30–Feb. 4:**

Where did you sleep on Wednesday, January 29?

- Ask all households you encounter through your work
- Only need to ask January 30 – February 4



If people give these responses, nothing further needs to be done

- IFC Community House, IFC HomeStart, Urban Ministries, Durham Rescue Mission, Allied Churches of Alamance County
 - These are all shelters and already counted in Sheltered PIT.
- UNC Horizons, Oxford House, Freedom House, UNC Hospital, Duke Hospital, Crescent Green = treatment/facilities
- Jail, prison
- With friends or family, couch surfing, doubled up, in a motel/hotel PAID BY THEMSELVES = housed
- Together House, other group homes = transitional housing
 - Treatment /facilities, detention, and transitional housing are all housed = not homeless by HUD definition, so no PIT survey is needed.

However, if someone gives one of these responses, please ask an additional question

- Outdoors
 - Tent
 - Vehicle
 - Motel PAID BY A PROGRAM
 - Abandoned building
 - Any place not meant for human habitation
- Any of these responses = unsheltered homeless

For all unsheltered, please ask:

Have you already completed the PIT survey?

- 2 pages
- Questions about identity and length of time homeless

If the answer is in a location considered homeless by the U.S. Department of Housing & Urban Development (HUD), please ask if they have already completed the PIT survey. The survey is short, 2 pages long (1 page front and back) and contains questions about the person's identity and length of time homeless. If they already completed a survey, they would have received a thank you bag. If they have completed a survey, the process is over – no need to complete an additional survey.

A note about hotel/motels

- A motel paid by a program = homeless location
- A motel paid by client/household themselves = housed
- Thank you for asking clarifying questions to determine if your client's motel stay should be categorized as housed or homeless for HUD and PIT purposes.



Completing PIT Survey

- If someone has already completed the survey – done!
- If not, please grab a [survey](#) and fill it out with the household
 - PIT surveys and more information about the PIT is available on OCPEH website
 - ocpehnc.com/point-in-time-count



Expectation: 2 questions asked of many people, surveys completed for few people

- Ask of all

Where did you sleep on Wednesday, January 29?

- Ask of those who slept unsheltered

Have you already completed the PIT survey?

- ONLY complete surveys for folks who both...

- Slept unsheltered or in a place not meant for human habitation on Wednesday Jan. 29

AND

- Have not already completed the survey



In 2018 we counted 39 people living unsheltered in the PIT count, so we are not expecting that hundreds of surveys will need to be completed. We do want to ask as many people as possible the 2 questions to ensure our count is as accurate as possible.

How to fill PIT survey form



Now we will look at the revised Orange County survey form for 2020.

Surveys may be completed with full, partial, or no input from participants

- 16 questions, takes between 7-10 minutes
- As you begin the form, please remind folks...
 - Participation is voluntary
 - Responses are kept anonymous
 - They can stop the survey at any time
- Please ask everyone the last question about follow-up
- Some of the questions ask about sensitive issues like health and substance use
 - They can skip any questions they prefer not to answer
 - Again, responses are kept anonymous



Even if people do not want to take the survey, please ask them if they would like follow up about housing and services (Question 16). And, please, also complete the survey using your observations – read on for more information on this.

A note on when to fill unanswered questions

- If you know info from working with a person, OK to fill this in
- Must know the race, gender, ethnicity that they identify as, these are not guessed based on appearance or other info
 - Can indicate observed race like “appears white/caucasian” but don’t check box without note
- Other questions you can fill using observations



Let's go through the survey form, starting at the top



Orange County 2020 Point-in-Time Count Survey

Answers for all questions are **voluntary**. Participants can answer **all** questions, **some** questions, or **no** questions as they are comfortable. Please mark unanswered questions: **Don't Know (DK)** or **Refused (Ref)**.

- Surveys start with Head of Household (HoH)
 - If other members in household, their info is entered on page 2
- Use approximate dates if needed
- Fill surveys completely
 - Complete all questions
 - Read options to client as written on the survey
 - Participants may decline to answer any question(s)
 - **Participation is completely voluntary**



If there is one adult and one or more children, the adult is clearly the Head of Household (HOH). If there are two adults in the household, either can be Head of Household (record non-HoH person's info in the chart on page 2 of the form). Questions 1-12 refer to the HoH. The survey will ask for dates in several places, it's OK to use approximate dates if needed. Please completely fill the surveys and use the language as written in the survey to increase consistency and accuracy of responses.

Also please make sure the Interviewer and Interview location information is filled in at the top of form – staff from the Orange County Partnership to End Homelessness will contact you if we need more information for de-duplicating.

Please indicate if people provide input for survey

Individual provided input for survey Individual did not wish to complete survey or situation did not permit

- If answer one question = provided input
- Participants can provide some, all, or no info
- Mark questions with Refused (Ref) or Don't Know (DK)
 - Refused = participant doesn't want to answer
 - Don't know = interviewed did not get to ask this question and cannot ascertain a guess



If people do not want to give answers for the survey, please complete it as best you can. Please write on the form the date of the interview and as much identifying information as possible about the person. Your efforts to do that and to fill interviewer information will be of great assistance to us as we determine if we need to de-duplicate any surveys.

Potentially you will know answer to Q1 from already asking, if not read options to client

1. Where are you sleeping/did you sleep on Wednesday, January 29, 2020?

| | |
|--|---|
| <p>Considered Homeless</p> <p>If you select any of these choices, go to Question 2.</p> | <input type="checkbox"/> Unsheltered (<i>outdoors, tent, vehicle, bus/train station, abandoned building, or other place not meant for human habitation</i>) <input type="checkbox"/> Emergency shelter (Name: _____) <input type="checkbox"/> Transitional housing (Name: _____) <input type="checkbox"/> Hotel/motel paid for by an agency (DSS, emergency assistance program, church, etc.) |
| <p>Not Considered Homeless</p> <p>If you select any of these choices, DO NOT CONTINUE WITH THE SURVEY</p> | <input type="checkbox"/> Hotel/motel paid for with your own funds <input type="checkbox"/> Jail/prison or youth detention center <input type="checkbox"/> Hospital or treatment facility (detox, substance abuse, mental health) Were you homeless immediately before entering this facility? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> House/apartment that you rent or own <input type="checkbox"/> At the house/apartment of a friend or family member |

- If the answer is any of the options outside the white box, no need to complete the survey (since not considered homeless situations by the HUD definition)



If you already have an answer from previous conversation, record it here. If you need more detail, please read the answer choices and record participant answer.

HUD has clarified the data they seek with Q2, the domestic violence question

2. Are you currently sleeping in this location because of an unhealthy or abusive relationship? Or are you currently experiencing or fleeing domestic violence, dating violence, sexual assault, or stalking? Yes No

- Asking if *current* experience of homelessness is related to domestic violence, not if person has ever experienced domestic violence in their lifetime



Question 3 asks for identifying information for de-duplication purposes

3. If you feel comfortable, we'd like to ask some identifying information we will use later to make sure we are not counting the same person twice:

First two letters of **first name**: _____ First two letters of **last name**: _____

Date of Birth: ____/____/____ **OR** Age: _____

- Collect *only* first two letters of first and last name and birthdate
 - This de-duplicating info is very important!
 - If someone doesn't want to give their initials, please record the following observations on form:
 - General physical description
 - What they are wearing
 - Date and place you conducted survey



Staff from the Orange County Partnership to End Homelessness may contact you in weeks after the PIT for more information to help us de-duplicate surveys.

For identity questions, Q4-Q6, we ask how the person identifies

4. How do you identify your gender?

- Female Male Transgender Gender Non-Conforming

5. How do you identify your ethnicity?

- Hispanic/Latino Non-Hispanic/Non-Latino

6. How do you identify your race?

- African-American/Black American Indian/Alaska Native Asian
 Caucasian/White Native Hawaiian/Pacific Islander Multiple races



These questions are answered as the person self-identifies. Interviewer opinions should not be recorded here, if the participant is providing answers. Please note that there are four choices for gender: Male, Female, Transgender, and Gender Non-conforming. For Race, people can check two or more boxes OR the Multiple races box if they identify as multi-racial - either is an acceptable way to record this.

Please ask Q7, veteran question, exactly as it is worded

- Instead of asking, “Are you a veteran?” we find we get more accurate information by asking,

Have you ever served in the U.S. Army, Navy, Air Force, Marine Corps, or Coast Guard OR were you called to active duty as a member of the National Guard or as a Reservist?



Q7 is very important to read as written. Many folks that HUD and the VA consider to be veterans do not consider themselves to be veterans,. We want to ask the question in the way most likely to obtain the most accurate information.

Q8-Q10: Length of time homeless and other information about homeless status

8. How long has your current episode of homelessness lasted? _____ year(s) _____ month(s) _____ day(s)

8a. Is this the first time you slept in this location? Yes No

8b. What is the first date you began staying in this location? ____/____/____

9. How many separate times have you lived on the street or in an emergency shelter in the past 3 years (if any)?

1 time 2-3 times 4+ times If 4+, do these times total 12 months or more? Yes No

10. When was the last time you had a stable place to sleep for 90 days or more? ____/____/____

10a. Where was the last place you had a stable place to sleep for 90 days or more?

Orange County Another state: _____

Another town/county in NC: _____ Another country: _____



Questions 8-10 are about this episode of homelessness. Use approximate dates if needed. Please complete all question parts.

Q11: Disability status

11. Have you been diagnosed with any of the following conditions? (=Disability)

- Serious mental illness Substance use disorder HIV/AIDS Physical disability
 Chronic physical illness Developmental disability PTSD Traumatic brain injury

- Very important to record this information, since it affects chronic homeless status
 - **Chronic homeless = duration + disability**
- If respondent answers No to Q11 but you have knowledge that s/he might have a disability, read checkbox choices out to client before moving to Q12
 - **Receives SSI/SSDI = disability**



Q12: Household type

12. Which best describes your family/living situation tonight?

Household without children

- Single adult, without children
- Adult couple, without children
- Adult(s) with adult son/daughter(s)

Household with adults & children

- One parent with children
- Two parents with children

Household of only children

- Unaccompanied child (17 or younger)
- Household of only children
(all members are 17 or younger)



Please check only one box for this question – HUD requires that communities report PIT info by household type. Most (75+%) people counted experiencing homelessness in Orange County in recent years have been Single adults, without children.

If there are other members of the household, please complete the chart in Q13

13. Please fill out this chart for each *additional* member of the household (if any):

If additional household members have a different length of time homeless, please note this here: _____

| Relation to head of household (child, spouse, sibling, etc.) | First 2 letters of first name | First 2 letters of last name | Age | Gender | | | | Race | | | | | | Identify as Hispanic or Latino Y/N | Veteran Y/N | Diagnosed with disability Y/N | Same length of time homeless as head of household Y/N |
|--|-------------------------------|------------------------------|-----|--------|------|-------|-----------------------|------------------|--------------------------------|-------|-----------|-----------------------------------|----------|------------------------------------|-------------|-------------------------------|---|
| | | | | Female | Male | Trans | Gender Non-conforming | African-American | American Indian/ Alaska Native | Asian | Caucasian | Native Hawaiian/ Pacific Islander | Multiple | | | | |
| | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | |



Question 13 should be completed if there is another person in the household. Please use the wording (how does household member identify) from Questions 4-6 for gender, race, and ethnicity questions. Please use wording from Question 7 for veteran status; wording from Q11 for disability; wording from Questions 8-9 for length of time homeless.

If the additional household member has a different length of time homeless, please write that in the blank provided below the chart. If there are multiple additional household members with different lengths of time homeless, please indicate the member(s) identifying information for each member alongside their different lengths of time homeless.

Q14-Q15: We also ask two additional questions not required by HUD

14. Do you have any pets?

Cat(s), number: _____ Dog(s), number: _____ Other (type and number): _____

15. If you have income from any sources, what approximate amount per month? \$ _____



Per national best practices, our goal is to ask as few questions as possible in order to best respect the privacy and dignity of respondents. In recent years, we have only asked questions that are required by HUD. Since the 2018 PIT, two community partnerships have generated the desire for more data that we can use locally:

- The Orange County Partnership to End Homelessness partnered with Orange County Animal Services on the 2017-2018 Pets & Homelessness Task Force. One of the Task Force's recommendations was to add Question 14 to gather more data about the number and types of companion animals that people experiencing homelessness have. With this information, we can better provide services for both the people and animals.
- The Partnership is also working with Orange County Living Wage to better understand people experiencing homelessness who have income so that we can better address this population's needs.

Q16: Follow up

- Ask this question!

16. Would you like for someone to follow up with you about housing and/or services?

No

Yes Email: _____ Phone: (_____) _____



Even if participant declined to give any information, please be sure to ask this question. We want to connect people with housing and service resources, *if at all possible*. If people are already connected to a service provider—the Community Empowerment Fund (CEF), the Inter-Faith Council for Social Service (IFC), Orange County Dept. of Social Services (DSS) or others--they will likely already have any information we can provide. To be clear, there are no new programs or services that this follow up will connect these already-connect folks to. If not already connected, we will ensure people know about the process to access shelter and emergency assistance in Orange County (info on OCPEH website: <https://www.ocpehnc.com/resources>). We want to connect people with housing and service resources, if at all possible.

What about double counting people? What's next?

- We will de-duplicate the surveys once all are collected
 - Very important to get as much information as possible on surveys
- Survey information is gathered electronically, but OCPEH staff may follow up with you
- Please scan and email paper forms by Thursday Feb. 6 to Corey Root – croot@orangecountync.gov



THANK YOU for your help

- Having an accurate PIT count affects homeless services funding & planning – we appreciate your help!!
- Follow up with us anytime
 - Corey Root, croot@orangecountync.gov
 - (919) 245-2496

