

Broward County

Point-in-Time Count

Coordinator’s Manual

This document has been prepared for Broward County by Broward Regional Health Planning Council, in collaboration with Broward County Homeless Initiative Partnership. For more information, visit [www.browardpointintime.org](http://www.browardpointintime.org)

2020 Edition

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# **Disclaimer**

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# **Point-in-Time Homeless Count Overview**

## Introduction

For the past several years local agencies and organizations have conducted a count to determine the extent of homelessness in our community. This information is utilized in the submission of a Continuum of Care (CoC) grant through the United States Department of Housing and Urban Development (HUD). HUD requires providers who participate in CoC Homeless Assistance Programs to complete a Point-In-Time (PIT) count of the people who are experiencing homelessness in their community. Aside from eligibility to compete for HUD homeless funding, an accurate count offers several benefits including:

* Monitoring trends of homelessness in our local area
* Supporting local efforts by identifying unmet needs and characteristics of the homeless
* Assisting in development of new programs and services or re-distribution of programs and services
* Raising community awareness of homelessness
* Raising political awareness of homelessness
* Measuring if homelessness is being ended in a CoC

To meet HUD requirements, CoC partners will count people who are sheltered, as well as people who are unsheltered. Information about the characteristics of persons experiencing homelessness, such as whether they have a mental illness, substance use disorder, HIV/AIDS, or whether they are victims of domestic violence or veterans is collected. In addition to this, information on where individuals and families are known to stay when they are homeless on the street will be included. HUD acknowledges that the street count will not totally reflect the exact amount of homeless in communities, but hopes to approximate the number of homeless through this outreach.

## Purpose

This Coordinator’s Manual provides guidance on how to plan and implement the count and detailed information about how to train volunteers and Broward service providers to use the various PIT forms.

## What is the PIT Count?

A Point-in-Time (PIT) count is a statistically reliable count of people experiencing homelessness during a 24-hour period within the last 10 days of January. The count includes both sheltered homeless (those living in emergency shelters or transitional housing) and unsheltered homeless (those living in places deemed not suitable for human habitation). Given the brief amount of time allotted for the actual count, the PIT count is only intended to provide a snapshot of the state of homelessness in a given location in order to provide local, state and federal agencies with homeless data.

## Who is Considered Homeless?

For the purpose of the Broward Point-In-Time Count, we can only report the number of people who are homeless per HUD’s definition.

*The U.S. Department of Housing and Urban Development (HUD) defines homeless or a homeless person as:*

1. *An individual who lacks a fixed, regular, and adequate nighttime residence.*
2. *An individual who has a primary nighttime residence that is:*
   1. *A supervised, publicly or privately operated shelter designed to provide temporary living accommodations, including welfare hotels, congregate shelters, and transitional housing for the mentally ill;*
   2. *An institution that provides a temporary residence for individuals intended to be institutionalized (up to 30 consecutive days); or*
   3. *A place not meant for human habitation (a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings).*
3. *An individual fleeing a domestic violence situation, no subsequent residence has been identified, and the person lacks the resources and support networks needed to obtain housing.*

**Unsheltered Count**

HUD defines **unsheltered homeless persons** as those that reside in a place not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings, or on the street. Collecting data on the unsheltered allows officials to make plans for services targeting unsheltered homeless and allocate resources for service providers and programs.

**Sheltered Count**

HUD defines **sheltered homeless persons** as adults, children, and unaccompanied youth who, on the night of the count, are living in shelters for the homeless, including:

* Emergency shelters
* Transitional housing
* Domestic violence shelters
* Residential programs for runaway/homeless youth
* Any hotel/motel voucher arrangement paid by a public or private agency because the person or family is homeless

Collecting data on this group of the homeless population is important for various reasons but particularly for program planning.

## To Be Included in the PIT Count

|  |  |
| --- | --- |
| **Program Type** | **Program Name** |
| Emergency Shelter | Emergency shelter programs – including those funded by HUD Emergency Shelter Grant, Broward Housing Trust Fund, and other local public and private sources (rescue missions, faith-based shelters). These include domestic violence shelters, seasonal and overflow shelters. |
| Hotel/motel vouchers paid with public or private funds in lieu of emergency shelter. |
| Veterans Administration (VA) funded: Health Care for Homeless Veterans (HCHV) VA Community Contract Emergency Housing (prefix HCHV/EH). |
| Transitional Housing | Transitional housing programs – including those funded by HUD Supportive Housing Program, Broward Housing Trust Fund, and other federal, state, and local public and private sources. |
| HUD-funded: Rapid Re-Housing Program. |
| VA-funded: VA Grant and Per Diem (prefix GPD). |
| VA-funded: VA Mental Health Residential Rehabilitation Treatment Programs – Domiciliary Care for Homeless Veterans (prefix VADOM) \*\* This is a change from 2011. |
| VA funded: Health Care for Homeless Veterans VA Community Contract Residential Treatment Program (prefix HCHV/RT). |
| VA funded: VA Compensated Work Therapy – Transitional Residence (prefix CWT/TR). |
| Safe Haven | HUD-funded: Safe Haven programs. |
| VA-funded: Health Care for Homeless Veterans Community Contract Safe Haven Program (prefix HCHVSH). |

## Who is Not Considered Homeless?

People who are doubled-up, precariously housed, marginally housed, living in substandard housing, or people who are living in motels/hotels that they pay for themselves are not counted as being homeless. Persons residing in permanent supportive housing programs, including persons housed using Veterans Affairs Supportive Housing (VASH) vouchers should not be counted in the PIT Count. Similarly those persons residing in their own unit as part of a homeless assistance (rapid re-housing) or homelessness prevention program are not to be counted in the PIT. Finally, persons counted in any location not listed on the HIC (e.g., staying in programs with beds/units not dedicated for persons who are homeless or staying with family and friends) should not be included in the sheltered PIT Count. Communities wishing to secure those additional pieces of information may choose to do so, but that information **should not** be submitted to HUD.

## Changes in the PIT Count

1. **Chronic Homelessness**-
   1. **Definition**- CoCs must use the chronically homeless definition published in HUD’s Defining "Chronically Homeless" Final Rule to identify and report who is chronically homeless. A chronically homeless person a) is the adult head of household or youth head of household if there are no adults in the household; b) is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; c) has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least the last 12 months, or on at least four separate occasions in the last 3 years where the combined length of time homeless is at least 12 months; **and** d) has a disability.
   2. **Reporting chronically homeless households**- if one member of the household qualifies as chronically homeless, then all persons in the household should be counted as chronically homeless.
2. **Gender Identity**- After receiving important feedback, HUD decided to expand the gender identity options in the PIT count to include the following: “Don’t identify as male, female, or transgender.”

## Broward’s Point-in-Time Count Date

HUD requires that CoCs identify the date on which the count was conducted; however, the term ‘night’ signifies a single period of time from sunset to sunrise that spans two actual dates. The ‘night of the count’ begins at sunset on the date of the count and ends at sunrise on the following day, as shown in the above illustration.

Often, unsheltered counts are conducted at times that may be collectively referred to as ‘the middle of the night.’ Before sending volunteers to conduct the unsheltered count, it is important to identify the night of the count.

**For sheltered counts**, include all persons who:

* Entered on or before the date of the count
* Exited after the date of the count (or have not yet exited).

# **Community Process**

**Broward Tips**

To make the kickoff more meaningful we have turned the luncheon into a work group. Attendees split up into groups according to the committee they were interested in joining and discussed strategies for the upcoming count.

## Local Agencies, Government and Law Enforcement Support

In order to ensure maximum participation from community stakeholders, it is critical to secure the support of local government. This support can be gained by direct communication with key governmental officials. They can reach out to their constituents for support and bring awareness about people experiencing homelessness in their community and ways to help.

Local law enforcement should also be informed about the Point-in-Time Count. They play a critical role by providing encampment locations, as well as escorting teams to certain locations during early morning and late evening shifts.

## Committee Formation and Roles

In order to have a successful Point-In-Time Homeless Count, committees must be established to perform specific tasks.

To rally potential committee members, a PIT Kickoff Luncheon is held in September or October prior to the count. This Kickoff Luncheon informs the group of the different committees and their responsibilities. Furthermore, successes and concerns from previous counts are addressed. Committee chair representation includes law enforcement, homeless outreach employees, County administrators and other stakeholder agency employees.

The appointed coordinator will recruit committee members, keep members informed and focused, keep the work of the committee moving, and make sure that everyone is happily taking responsibility for their role. (See Appendix B & C: Committee Responsibilities).

### Steering and Logistics Committee

The steering and logistics committee is composed of the chairs of all other committees, HIP staff, and Site Captains once they are recruited. This committee is responsible for establishing the duties and timelines for each committee in addition to ensuring the participation and cooperation of all committee members. All updates and/or issues are to be reported to the chair(s) of this committee.

### Data Processing/Reporting, HMIS and Survey Instrument Workgroup

To decrease the number of unnecessary questions and ensure all federal, state and local guidelines were met, the data processing and survey instrument committee was restructured to be comprised of the HMIS administrators and our lead data analyst. Although no providers or stakeholders are included in the committee the steering and logistics committee was kept informed of all changes and provided feedback when needed.

### Sheltered Logistics Committee

The sheltered logistics committee had previously been chaired by shelter providers. In 2017, the change was made to bring the shelter committee “in-house” to the county department responsible for overseeing county-funded shelters. The idea was that doing so would increase the accuracy of the shelter count and improve the ability to reconcile PIT/HIC data.

### Unsheltered Logistics Committee

The unsheltered logistics committee is tasked with prioritizing the targeted areas for the count by determining the homeless population density of various areas around the county. This information may be obtained by consulting local entities (such as homeless outreach, the sheriff’s office and former/currently homeless persons) that are familiar with the distribution of this population. This committee will also work with the county mapping (Geographical Information Systems or GIS) department in order to strategically develop maps and routes within each region of the county for volunteers to be deployed in.

### Volunteer Recruitment and Training Committee

The volunteer recruitment and training committee is responsible for all activities involving volunteers including recruitment, team assignments, training and volunteer recognition after the count. A web-based training was made available as a refresher for volunteers who had participated in at least one of the past two counts and also for those who were unable to make the in-person trainings. This training focused strictly on the unsheltered survey instrument- primarily addressing survey items that surveyors have had difficulty completing. The 10-minute video was made available on YouTube approximately 2 weeks prior to the count. In addition to the web-based training, volunteer instructions were available for download and included important points for the volunteers to remember as well as a pre-filled survey for them to refer to at their leisure.

The volunteer recruitment committee is also responsible for regularly communicating the number of registered volunteers to the Site Captains, so they have a general idea of the number of volunteers they have for their region for each count shift.

Homeless Youth and Families Committee

The Homeless Youth and Families Committee seeks strategies, resources and viable partnerships targeted at ending homelessness among youth and families. PIT will be a permanent agenda item in this committee to brainstorm ways in which to reach youth for the count more efficiently. A work group will convene to formulate a plan of action in November and December.

# **Point-in-Time Count Methodology**

A countywide count is dependent on consistent, accurate use of methods across Broward County. Counting methods have been determined based on experience, research of best practices, geography, volunteer/staff capacity, previous PIT Counts, and input from members of the Broward County Homeless Continuum of Care.

The PIT Count methodology is defined in five phases outlined below to ensure all elements are in place and work in tandem for an effective data collection process:

### Phase 1: Investigate and Define

* Best Practice Research:
  + Conduct research of best practices throughout the country to identify methods that have proven to be effective in the data collection process.
* Lessons Learned:
  + Review minutes from debriefing meetings from last PIT count to determine lessons learned and new ideas for quality improvement.
* Committee Structure and Role Definition:
  + Acquire an all-inclusive list of homeless providers (non-profit, faith-based, government, volunteer, etc.).
  + Define seamless communication process (email lists, meeting schedules, conference call schedules).
* Survey Tool Review:
  + Secure a unique identifier to de-duplicate data at the county level.

### Phase 2: Engage and Delegate

* Logistics Planning
* Secure Local Gov't & Community Stakeholders' Support:
* Obtain a resolution from local county and city government supporting the local Point-In-Time Count, e.g., this could be a declaration from the mayor and/or county commissioners announcing publicly that this the local homeless point-in-time count day.
  + Secure participation from law enforcement and fire departments.
* Develop Local Media Outreach:
  + Invite the media to the kick-off meeting, volunteer trainings, night of the count, and volunteer recognition event.
  + Send pre-count press release to inform the community about the count and draw attention to the issue.
  + Use Social Media.
    - To recruit volunteers.
    - Educate the community.
* Volunteer Recruitment:
  + Facilitate registration through BRHPC website.
  + Promote volunteer opportunity through provider networks.
* Incentive Collection

### Phase 3: Mobilize and Energize

* Develop Maps and Routes:
  + Help identify known locations or hot spots
* Volunteer Training:
  + Develop forms, training manuals, webinars
  + Train on the use of Survey123
* Team Formation
* Incentive collection and distribution:
  + For volunteers:
    - T-shirts
    - Flashlights
  + For participants:
    - Transportation vouchers
    - Homeless Resource Guides

### Phase 4: Activate and Collect

* PIT Count
* Communication During Count
* Media/Photo-journalism
* Outreach to Homeless:
  + Use Count as a Form of Outreach.
  + Provide information and referral while acting as a resource to those in need of assistance.

### Phase 5: Analyze and Report

* Draft Report
* Present Findings / Educate Community about Homelessness
* Volunteer Recognition:
  + Recognition luncheon
  + Slide shows
  + Certificates of Appreciation
  + Media involvement
* Debrief Meeting:
  + Disseminate results of the count.
  + Educate community about homelessness.
  + Send post-count press release.

# **Executing the Count**

Counts of both sheltered and unsheltered homeless are performed to provide a snapshot of homelessness in Broward County. Although the objective for these two counts is the same, the processes are quite different.

The sheltered count utilizes the data provided by the Homeless Management Information Systems (HMIS) to count the homeless, while the unsheltered count requires volunteers to go out and complete surveys on people who are “on the street” or in one of the aforementioned programs.

Beginning in 2020, the Survey123 App was utilized to survey those experiencing unsheltered homelessness. Using an App allows for surveys to be completed on devices, like cell phones or tablets. This provides live feedback to the Headquarter Sites, showing where surveys were being completed instantaneously. Collecting this data digitally, allows for more accurate results, less human error, and immediate results.

## Sheltered Count

**Overview**

All providers of shelter, vouchers, or funds for shelters (including motel/hotel rooms), and/or transitional housing need to provide unduplicated information about the individuals and families they house on the PIT Count date. HMIS participating agencies that accurately and completely enter data on their participants will be able to supply data through their Homeless Management Information Systems (HMIS). Agencies that are not currently participating in HMIS will need to supply cumulative data to the Broward CoC.

The Housing Inventory Chart (HIC) and the PIT are integrally related to each other. The HIC and PIT should be conducted on the same dates during the last ten days in January. Thus, the total number of persons counted on the HIC in shelters emergency shelter (ES), transitional housing (TH), and safe havens (SH) combined (i.e., sheltered homeless persons) should equal the total number of sheltered homeless persons included in the PIT Count (ES + TH + SH).

ProviderCoordination

* In collaboration with the County department responsible for the management of homeless shelter providers, develop or review a list of all agencies and entities that provide shelter and transitional housing in your community – ensure that this is an all-inclusive list (include non-profit, faith-based, government, volunteer, etc.).
* As early as possible, inform all providers of the count dates, deadlines, and strategies.

#### *Data Collection*

* Deliver data collection forms to all providers in advance of the count. Remind providers to only submit information on people who are residents during the count.
* Reiterate that identifying information from all sheltered and unsheltered people is critical for de-duplicating the data. Utilization of a Unique Identifier is essential to ensuring a Count that is as reliable as possible. ***No individual data is reported – no individual data is identifiable.***  All reports will be based on aggregated data.
* If domestic violence shelter/transitional housing providers refuse to provide individual level data with the Unique Identifier on the people that they are sheltering, ask them to provide aggregate information about the total number as well as the number that fit in each sub-population category.
* All shelters and transitional housing providers should return the forms to the PIT Count Headquarters by the end of business the day following the last day of the count. This will give you time to review and ensure the accuracy of the data in order for it to be analyzed in time for the debrief conference.
* Remember to collect information from all agencies, organizations, government entities, and faith-based groups that provide vouchers for motel/hotel rooms in lieu of shelter.
* Unique Identifiers should be used to determine if any person(s) have been counted more than once and eliminate the duplicative data. This may involve contacting interviewers to clarify information obtained.

#### *Homeless Management Information System*

* Ask the HMIS Coordinator to identify the agencies that **reliably** use HMIS. Work with those agencies that need to improve their HMIS data quality so that they will be ready to produce Count data from HMIS by the end of January.
* Remind providers using HMIS to update their data so that records for all residents are complete and reliable by the time of the count.
* HMIS coordinators are strongly encouraged to do a test run pulling required data before the count date to see how well the system is functioning.
* Ask providers not using HMIS to be prepared to report their data. Supply providers with the data collection forms that they will need to complete. Determine date/time to communicate with non-participating HMIS agencies to review and ensure understanding of the data collection forms.

## Helpful Hints for Sheltered Counts

* For large emergency shelters, winter shelters, rescue missions or other providers that may have difficulties completing the numerous forms recruit a small group of volunteers to assist.
  + Be sure to meet with providers ahead of time – they need to know what to expect and should be trained in using the forms. This is especially important for providers who pay for motel/hotel vouchers – work closely with them ahead of time to decide who should complete forms/do interviews since the agency paying may not have any case management information about the individual. \*\* This also holds true for any new agency/organization that may be providing data for the first time or have new staff/volunteers that are not familiar with the process.
* 2-3 days prior to the count, contact all homeless providers to remind them about the count. Assess if there are any last minute questions regarding the data collection forms. Remind providers to only submit data on people who are residents during the count dates.
* Ensure that the HMIS Administrator knows which shelters and transitional housing providers are expecting them to pull data for. Also ensure that those agencies are aware of what the HMIS Administrator will be needing to accomplish the task.

## Unsheltered Count

**Broward Tips**

Flyers were distributed throughout the county to locations frequented by individuals experiencing homelessness. These flyers informed the public about the PIT Count and alerted them that volunteers may approach them to ask for their participation.

**Overview**

A count of people who are homeless but not in a shelter or transitional housing program is referred to as a street/unsheltered count. The street/unsheltered count requires identification of homeless people that are living on the street, in abandoned buildings, in their vehicles, chicken coops, tents, shanties, parks, woods, transportation stations, or other places not meant for human habitation. There are two ways to do an unsheltered count: observation/street count (with or without interview) and service count.

#### *Types of Street/Unsheltered Count Strategies*

1. Complete coverage (block-by-block) – canvassing every block of a large area, like a downtown or entire city
2. **Known locations – canvassing only those locations where homeless persons are known to live, sleep, and congregate**
3. **Non-shelter services (i.e., soup kitchens, healthcare clinics) – services that unsheltered homeless people typically use**
4. Combination of the three strategies

The street/unsheltered count strategy that a local CoC chooses depends on the area’s demographics, geography, and resources. In urban areas such as Broward County, where there are more visible homeless or known locations where homeless people congregate, volunteers may be able to more successfully find, and count people in the streets during the count. Therefore, strategies #2 and #3 apply. In contrast, many rural areas have successfully utilized a service count to secure information on unsheltered homeless. In a service count, agencies that provide services that people who are homeless tend to seek (food pantry, soup kitchen, day shelters, drop-in agencies, provider organizations, etc.) survey people over a multi-day or 1-2 week period to determine if any of them were homeless during the count dates. If a CoC decides to utilize a service count strategy as all or part of their count, it must collect the Unique Identifier information on everyone surveyed to ensure individuals were not also counted in the shelter count or by observation during a street/unsheltered count. A CoC can supplement a service count by surveying people living in places not meant for human habitation – once again, the Unique Identifier information is extremely critical to ensuring that an un-duplicated count is completed. **Broward County used a combined method of counting people at known locations and those who were utilizing non-shelter services.**

##### Service-based Counts

Steps for Coordinators

* Identify agencies where unsheltered homeless individuals receive assistance in your area. Consider the following:

|  |  |
| --- | --- |
| * Department Family Services | * Community Mental Health Centers |
| * Community Health Clinic/Free Clinics | * Hospital Emergency Rooms |
| * Alcohol and Drug Addiction Services Centers | * Parks and Recreation/Park Service |
| * Drop-In Centers | * One-Stop Employment Centers |
| * Food Pantries | * Soup Kitchens & Meal Sites |
| * Community Service Agencies | * Law Enforcement |
| * Clothing Shelters | * Faith-Based Organizations |
| * Day Shelters | * Broward Benefit Bank Providers |
| * School Systems * Domestic Violence – related agencies | * Fire Departments * Veterans – related agencies |

* Ensure that all participating providers understand:
  + Overall goal of the count and how the information will be used
  + Date and time period for which they are counting
  + Whom to survey (anyone that is considered homeless, per HUD’s definition)
  + When they should be collecting surveys
  + What information they need to collect
* If possible, provide incentives to homeless individuals who are willing to complete surveys.
* Provide training to all providers who will complete or distribute and collect forms.

### Street/Public Places Count

The street/public places count method is best for those communities that have large numbers of “visible” homeless or known locations where homeless tend to congregate. A street/public places count requires a large number of volunteers and cooperation with area shelters and transitional housing providers to ensure that an unduplicated count can be completed.

### Steps for Coordinators

* Identify locations:
  + Consult with outreach workers, people who are or have been homeless, shelter or services staff, police, fire department, school systems, businesses, community development organizations, faith-based groups, housing inspectors, parks and recreation staff, etc.
    - Regardless of the accuracy of your records or number of volunteers, nobody knows more about where to find and how to approach homeless people than homeless or formerly homeless persons themselves. Ask homeless or formerly homeless persons to volunteer as guides. Enlist homeless staying in shelter to aide in the count.
  + Review where homeless were from last count
  + Develop a list of places/locations to visit
    - Areas to consider: streets, parks, campgrounds, storage facilities, used car lots, 24-hour establishments (e.g., stores, gas stations, Laundromats, fast food/restaurants/taverns) and their parking lots, rest stops, abandoned buildings, farm buildings, rental storage containers, caves, vehicles, and other similar places
  + Finalize strategy for street/public places count with focus on:
    - Safety

**Broward Tips**

Emphasis was placed on all required questions by placing them at the beginning of the survey. Furthermore, in order to easily identify surveys that were to be directly entered into HMIS, surveys were separated into stacks according to their response to the questions “where did you wake up”.

* + - Number and experience of enumerators
    - Distance between locations
  + Avoid duplication of effort
* Train everyone participating in the street count:
  + Ground rules
  + Recording information/use of forms and App
  + What to do in an emergency
* Send out notifications:
  + Local businesses
  + Law enforcement – city, county, state
  + Media – paper, television, radio
  + Service providers – homeless, social service, and other (faith, civic, educational)
  + People experiencing homelessness
  + General community
* Provide written guidelines, maps, and directions.
* Assign enumerators in pairs or teams by experience – select a team leader who has previous experience working with this population and is familiar with the area.
* Develop communication strategies (cell phones, central number, radios/walkie talkies).
* Provide or make sure enumerators are equipped with pencils, clipboards, forms, flashlights, identification, and incentives for people they encounter – if possible (socks, blankets, food).
* Keep notes of where enumerators did and did not observe people to use for count planning in the future.
* Provide water, coffee, snacks, and food for returning enumerators – if possible.

Collect all forms as soon as teams return and immediately review for any problems.

The foundation of a successful count is the quality and number of **RETURNED SURVEYS**! Surveys need to be accurately completed for every homeless individual and family unit. It is essential that every homeless person is engaged to participate in the data collection survey. Share with each homeless person that his/her participation will help increase the awareness of homelessness locally and nationally, and help providers advocate for increased funding for programs and services for the homeless.

# **The Youth Count**

For 2017, HUD tasked continuums with focusing on homeless youth under 25, with the aim of coming up with a baseline for the goal of ending homelessness among youth by 2020. In 2019, Broward County held a youth-specific magnet event at a local county park. It was found that most of the youth counted at this event were duplicates from the Youth Shelter count.

In 2020, in preparation for the youth count, two work groups took place including providers, who serve youth experiencing homelessness, to gain insight to ensure an accurate count. As a result, the Homeless Education Assistance Resource Team (HEART) was recruited to count students, who were over 18 and known to be experiencing homelessness. HEART completed these youth surveys in schools during school hours. They completed surveys the second day of the count, asking where students slept the night prior.

# **After the Count**

## Data Analysis and Reporting

After the count has been completed, surveys must be collected and delivered to the data entry location. Once analysis has been conducted, a report will be released outlining the extent of homelessness in Broward County.

## Volunteer Appreciation

Following the count, a Volunteer Appreciation Luncheon is held to recognize the donations, effort and time provided by community and staff volunteers for the count. During the event, certificates of appreciation are distributed, and a photo slide show of the count is presented.

## Satisfaction Surveys

An electronic survey is sent to all volunteers and the Steering Committee members to capture their feedback regarding their overall experience during the count.

## Process Debrief Meeting

A Process Debrief Meeting is held within 4-5 weeks of the count to discuss successes, areas for improvement, and lessons learned for the following year’s count.

# **APPENDIX A- Definitions**

**Chronic Substance Abuse**

This category on the PIT Count includes persons with a substance abuse problem (alcohol abuse, drug abuse, or both) that is expected to be of long-continued and indefinite duration and substantially impairs the person’s ability to live independently.

**Chronically Homeless Individual**

A chronically homeless person a) is the adult head of household (or youth head of household if there are no adults in the household; and; b) is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; c) has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least the last 12 months or on at least four separate occasions in the last 3 years where the combined length of time homeless is at least 12 months; **and** d) Has a disability.

**Chronically Homeless Family**

A household with at least one adult member (persons 18 or older) who is a chronically homeless person a) is the adult head of household (or youth head of household if there are no adults in the household; and; b) is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; c) has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least the last 12 months or on at least four separate occasions in the last 3 years where the combined length of time homeless is at least 12 months; **and** d) Has a disability.

**Contributory HMIS Program**

A program that contributes Protected Personal Information (PPI) or other client-level data to an HMIS.

**Disabling Condition**

Any one of (1) a disability as defined in Section 223 of the Social Security Act; (2) a physical, mental, or emotional impairment which is (a) expected to be of long-continued and indefinite duration, (b) substantially impedes an individual’s ability to live independently, and (c) of such a nature that such ability could be improved by more suitable housing conditions; (3) a developmental disability as defined in Section 102 of the Developmental Disabilities Assistance and Bill of Rights Act; (4) the disease of acquired immunodeficiency syndrome or any conditions arising from the etiological agency for acquired immunodeficiency syndrome; or (5) a diagnosable substance abuse disorder.

**Literally Homeless**

These include people who for various reasons have found it necessary to live in emergency shelters or transitional housing or some period of time. This category also includes unsheltered homeless people who sleep in places not meant for human habitation (streets, parks, abandoned buildings, subway tunnels) and who may also use shelters on an intermittent basis.

**Persons with HIV/AIDs**

This subpopulation category of the PIT includes persons who have been diagnosed with AIDs and/or have tested positive for HIV.

**Precariously Housed**

These are people on the edge of becoming literally homeless or who may be doubled up with friends and relatives or paying extremely high proportions of their resources for rent. This group is often characterized as being at imminent risk of becoming homeless.

* DO NOT Count:
  + Persons doubled up in housing
  + Formerly homeless persons living in Section 8 Single Room Occupancy (SRO) housing, a Shelter Plus Care (S+C) program, Supportive Housing Program (SHP) funded permanent housing, Tenant Based Rental Assistance (TBRA) or any other permanent housing units subsidized or unsubsidized
  + Persons served in Homelessness Prevention as part of the Homelessness Prevention and Rapid Re-Housing Program (HPRP)
  + Children or youth, who because of their own or their parent’s homelessness or abandonment now reside temporarily or short duration in hospitals, residential treatment facilities, emergency foster care, or detention facilities
  + Adults in mental health facilities, chemical dependency facilities/detox, or criminal justice facilities (including jails and prisons)

**Protected Personal Information (PPI)**

Information about a client: (1) whose identify is apparent from the information or can reasonably be ascertained from the information; or (2) whose identity can, taking in to account any methods reasonably likely to be used, be learned by linking the information or by otherwise manipulating the information.

**Severely Mentally Ill (SMI)**

This subpopulation category of the PIT includes persons with mental health problems that are expected to be of long-continued and indefinite duration and substantially impairs the person’s ability to live independently.

**Sheltered Homeless**

HUD defines sheltered homeless persons as adults, children, and unaccompanied youth who, on the night of the count, are living in shelters for the homeless, including:

* Emergency shelters
* Transitional housing
* Domestic violence shelters
* Residential programs for runaway/homeless youth; and
* Any hotel/motel voucher arrangement paid by a public or private agency because the person or family is homeless

**Unaccompanied Child (under 18)**

This subpopulation category of the PIT includes persons under the age of 18 with a household size of one.

**Unsheltered Homeless**

HUD defines unsheltered homeless persons as those that reside in a place not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings, or on the street.

**Veteran**

This subpopulation category of the PIT includes persons who have served on active duty in the Armed Forces of the United States. This does not include inactive military reserves or the National Guard unless the person was called up to active duty.

**Victims of Domestic Violence**

This subpopulation category of the PIT includes persons who have been victims of domestic violence at any point in the past.

# **APPENDIX B- Committee Duties**

|  |  |
| --- | --- |
| **COMMITTEE** | **DUTIES** |
| Steering/Logistics | * Oversee the PIT Count * Review HUD guidance * Agree on methods * Plan kick-off * Establish regions and their boundaries (N,S,C, W, NW, SW, Davie) * Start volunteer assignments * Review and update debriefing survey * Design and purchase PIT shirts * Involve the Press to Promote Count * Collect Incentives/Donations |
| Sheltered Count Logistics | * Create zones from updated HIC within each region * Finalize region captains (12) * Finalize location lists |
| Unsheltered Count Logistics | * Create zones within each region * Finalize zone captains (12) * Finalize location lists and create routes * Start updating locations |
| Volunteer Recruitment and Training | * Start recruitment * Assign volunteers/Develop teams of 2-3 * Review HUD material * Develop training material * Conduct trainings * Confirm volunteer commitment |

# **APPENDIX C- In-Depth Committee Responsibilities**

*Steering/Logistics*

1. Oversee the PIT Count
   1. Organize committees (see attachment)
   2. Establish structure and responsibilities
   3. Regularly schedule monthly meetings with committee chairs to track progress
   4. Provide committee members with reminders of upcoming deadlines
   5. Provide coordination to committees
2. Review HUD guidance
   1. Review guidelines for any new requirements
3. Agree on methods for volunteer recruitment and training, logistics and the survey instrument
   1. Discuss modifications to the Vulnerability Index
4. Plan kick-off
   1. Discuss:
      1. methodology for upcoming count
      2. committee roles and responsibilities
      3. timeline
   2. discuss PIT manual
   3. committee sign-up
5. Establish regions and their boundaries
   1. Determine boundaries for North, Central and South regions (already established that the West region is west of University) and if we will continue to have the SW, NW and Davie sites
   2. Determine regional headquarters locations
6. Review and update and conduct the debriefing survey
7. Send sample survey to 100k Homes headquarters
8. Design and purchase shirts for the day of the PIT count
9. Volunteer Recognition Complete
   1. Thank you emails to volunteers, participants, and donors
10. Email one-pager PIT summary results by January 31
11. Handle all calls regarding information about the count
12. Prepare press releases
    1. Create and release homeless count volunteer recruitment press release
    2. Create and release Point-In-Time Count homeless press release.
13. Handle interactions with the press
    1. Contact media outlets for the count
14. Distribute all notifications of the count for the public
    1. Create, reproduce, and distribute homeless count flyer.
15. Communicate with local government officials and outside stakeholder agencies
    1. Contact food pantries, feeding sites, etc. to inform them about the upcoming count and get them more involved in the process
16. Create a list of agencies/entities that have web sites that would be willing to publicize the count – volunteer recruitment, homeless information and results of the count.
    1. Create email signatures (one line about PIT with link)
17. Maintain social media profiles
    1. Regularly update information and post “homeless quick facts”
    2. Include meeting schedule
    3. For night of the count recruit a local photographer
18. Maintain website
    1. Add tab for committee members to be able to check meeting schedule
19. Collect incentives/donations
    1. Reach out to the community and various organizations/agencies for incentive donations
    2. Secure, prepare, and distribute donations of items and location to store items prior to the count.

*Sheltered Logistics*

1. Determine which shelters will be participating within the regions from updated HIC
   1. Communicate with local organizations and agencies (Emergency shelters and transitional shelters) to ensure cooperation
   2. Confirm HIC information is up-to-date
2. Finalize location lists
   1. Create maps showing location of shelters
3. Confirm cooperation from shelters
4. Distribute surveys with instructions and guidelines

*Unsheltered Logistics*

1. Work with law enforcement, outreach organizations, etc. to create an all-inclusive list of locations where people experiencing homelessness congregate
   1. Contact county for foreclosure and Sheriff’s sale information – scout those areas for possible homeless staying in those houses.
   2. Communicate with youth agencies (BCSB and Covenant House) about locations where we can find homeless youth
   3. Communicate with railroad association in regards to restrictions for counting homeless near RRs
2. Collaborate with county’s GIS department to create point locations for each region
   1. Develop zones based on point locations
3. Finalize location lists and distribute maps
   1. Strategically plan how teams will be deployed according to population density of the point locations
   2. Plan which locations will be visited by day and time
4. Conduct a dry run to confirm/add/delete point locations
5. Continuously update locations
   1. Keep notes on the homeless population density by area for future reference

*Volunteer Recruitment and Training*

1. *Set up training sessions for volunteers*
2. Set up multiple dates and times
3. Coordinate training events for groups of 10 or more people
4. Set up a volunteer registration process whereby volunteers can sign up for:
   1. Training location, date and time
   2. Shifts for the day of the count
5. *Conduct volunteer recruitment campaign*
6. Reach out to local universities/colleges (Nova, BC, FIU)
7. Reach out to currently and/or formerly homeless for participation
8. Monitor volunteer sign ups and queries
9. *Develop training material for both count and support volunteers*
10. Review, discuss, and develop standardized training PowerPoint presentations (in collaboration with the PIT Coordinator) to be used at all volunteer trainings sessions
11. Set a uniform training agenda, content, handouts, and location (to be announced during volunteer recruitment phase)
12. Select and assign presenters for each training
13. Ensure that all volunteer training materials are available for each training session.
14. Develop webinar training as an alternative
15. *Assign volunteers for count and support roles*

*Count Volunteers (Staff and Community Counters)*

1. Develop teams (of 2-3) and establish responsibilities
2. Work with committee to develop list of potential volunteers for count (homeless, previously homeless, program staff, local university, faith-based organizations, homeless service providers, behavioral health providers, civic organizations, etc.)
3. Review, discuss, and develop release of responsibility, statement of confidentiality form and job description for volunteers

*Support Volunteers*

1. Disclose responsibilities including: pre-packing incentives and supplies, signing teams in and out of the deployment centers, dispensing supplies and maintaining phone contact during the count.
2. Train Volunteer Liaisons and Quality Assurance (QA) Specialists to support volunteers during count.
   * **Volunteer Liaisons:** Sign volunteers in, provide volunteers with supplies, answer volunteer related questions, provide (mini) on-site training to volunteers who did not attend training prior to their shift
   * **QA Specialists:** Review paper survey for completion and ask volunteer to clarify any information on form that is unclear and ensure all surveys are downloaded from their device from the Survey123 App
3. *Conduct trainings*
4. Give overview of goals of the count
5. Description of strategy
   * During the training, present and review the protocol for every public place location, such as parks, alleys, parking ramps, and abandoned buildings.
6. How to use data collection forms and the App
   * Paper Surveys
     + Provide completed forms as an example
   * Survey App
     + Have them install and practice using the App
7. Perform mock run through
8. Observation guidelines
9. Safety guidelines
   * All participants must know the ground rules, how to record information on the data collection forms and in the App, where to report results, what to do in case of trouble, and other procedures for the count
   * Provide an emergency number
   * Provide volunteers with specific instructions and contact information prior to the day of the count
10. *Confirm volunteer commitment*
11. Call to ensure that volunteers will be attending
12. Provide staff necessary to answer incoming phone call
13. *Volunteer satisfaction surveys*
14. Create online satisfaction survey (in collaboration with the PIT Coordinator)
15. Provide online satisfaction information
16. Provide results/feedback **in a report**

# Additional Information for Coordinators

For more information concerning this Coordinator’s Manual, please contact:

Broward Regional Health Planning Council

Jessica Abou, M.A.C.P..

Point-in-Time Count Coordinator

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For other issues concerning the 2020 Broward County Point-In-Time Homeless Count and general information about those experiencing homelessness in Broward County, please contact:

Homeless Initiative Partnership

Broward County

Rebecca McGuire

Homeless Continuum of Care Administrator

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