



Arizona  
Department  
of Housing

# AZ Balance of State Continuum of Care

January 2019 Unsheltered Count  
Point in Time Survey

Supported by  
The Arizona Department of Housing

# OVERVIEW

2019 AZBoSCoC PIT UNSHELTERED COUNT

# Overview

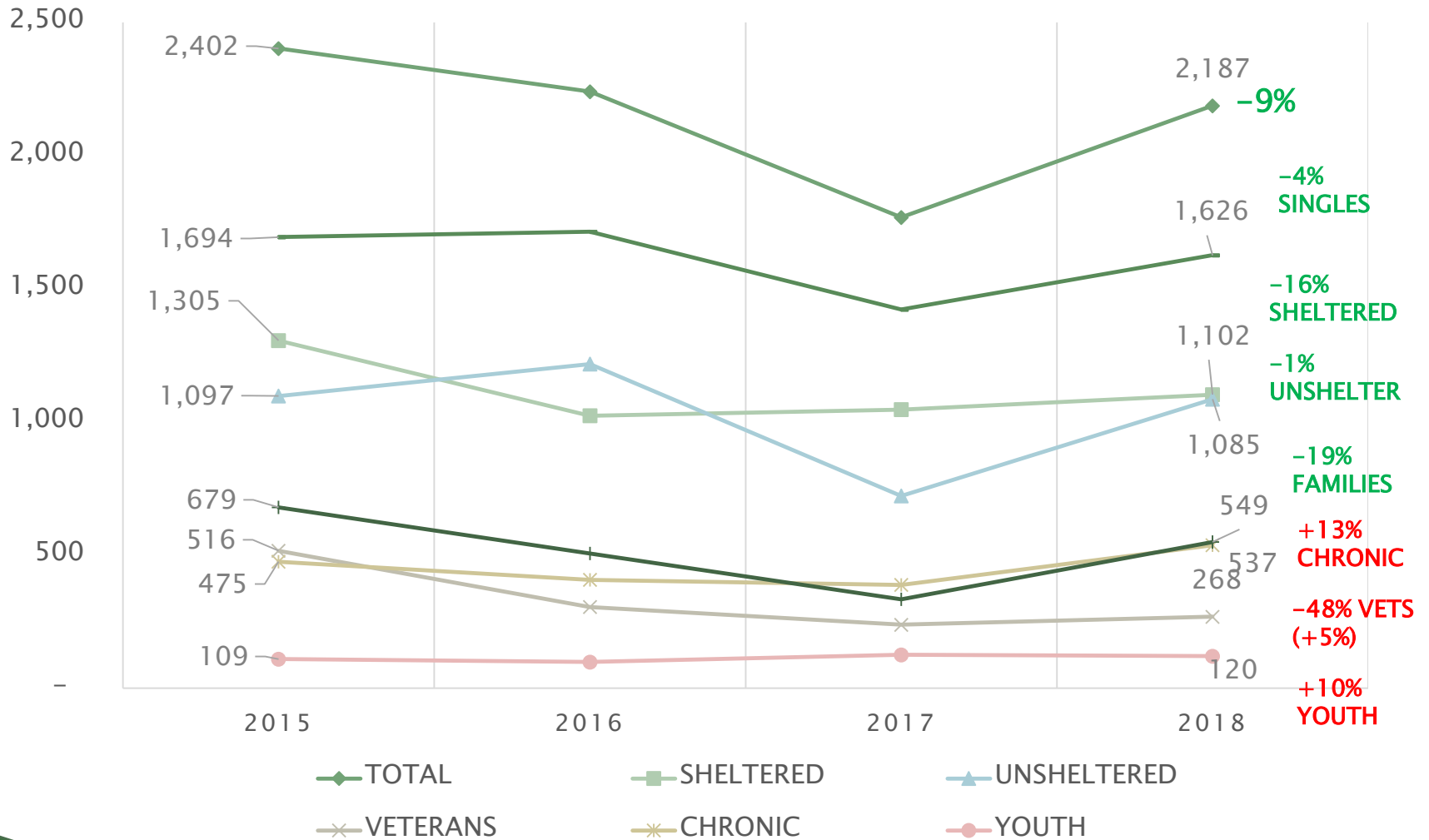
- ▶ What is the Continuum of Care (CoC)?
  - Includes 13 AZ counties except Pima and Maricopa.
  - HUD required planning process for activities and services to end homelessness. Planning takes place through coalitions in local communities (LCEHs) as well as at the full continuum level (Governance Advisory Board and Committees).
  - Consolidated application for HUD funding in the Balance of State geographic area.
    - Projects include rapid rehousing and permanent housing.
    - Includes coordination with projects funded by HUD ESG (Emergency Solutions Grant).
  - The network of services serving persons who are experiencing homeless, including stakeholders from public, private, and non-profit sectors of the community.

# Point In Time – Unsheltered Count

HUD CoC Requirement Required by HUD to be completed by CoCs .

- Provides an annual snapshot of those experiencing homeless at this single point in time and an opportunity to collect some basic information.
- In 2018, **1,085** unsheltered persons were counted in the BoSCoC count.
- Uses of Point in Time Information
  - Count information measures homelessness on a national, state, and local level.
  - HUD uses PIT Count data used to evaluate measure progress in ending homelessness.
    - <https://www.hudexchange.info/resources/documents/2018-AHAR-Part-1.pdf>
  - PIT Count data and the CoCs efforts to mobilize community to produce an accurate count play critical role in CoC Program competition.
  - PIT Count data used for state and local program and system planning to make progress in ending homelessness in the BoS counties.
  - Local data raises awareness about challenges faced by homeless persons specific communities.

# 2015-2018 AZBoSCoC PIT RESULTS



# 2019 – WHAT'S NEW

2019 AZBoSCoC PIT UNSHELTERED COUNT

# 2019 Unsheltered Point in Time Count – Goals

- ▶ Continue to increase volunteers and coverage to survey new locations and populations not previously identified
- ▶ Continue to improve the quality and usefulness of the information collected.
- ▶ All volunteers are trained about:
  - The purpose of the count.
  - The importance of recording information provided in an accurate and clear manner.
  - Personal safety and survey etiquette.
  - Following and completing the survey document correctly.
    - Completing all questions accurately.
    - Using the choices provided without additional extraneous information.



# 2019 HUD Priorities

HUD Priorities for the 2019 count include:

- ▶ Identifying all persons experiencing homelessness in AZBoSCoC.
- ▶ Runaway and homeless youth:
  - Youth (under 18)
  - Young adults (18–24)
  - Parenting youth (under 18 and 18–24 w/ children)
- ▶ Veterans.
- ▶ Chronically Homeless Individuals/Households.
  - Presence of a disabling condition, and either:
  - Homeless a year or more consecutively; or
  - Four episodes of homelessness in a three year period (totaling one year of homelessness).



# 2019 Priorities continued

- ▶ All individuals who are encountered should be offered the opportunity to participate in the count and survey process.
- ▶ **Youth** are a particular focus and include those under 18, those 18–24, and those under 18 or 18–24 who are parenting. Refer to the HUD document *Determining Homeless Youth* for specific strategies about including youth in the count. This document has been sent to you.
- ▶ **Veterans** continue to be a focus so be sure that volunteers understand to ask the question about military service for both the individual participating in the interview and anyone else in the household.
- ▶ **Individuals who meet the definition of chronically homeless.** As a part of local trainings, make sure volunteers understand the importance of the questions about: 1) How long the individual has been homeless; and 2) how many times in three years the individual has been homeless.
- ▶ **Survivors of Domestic Violence** continue to be included in the count. Individuals include those fleeing domestic violence, dating violence, sexual assault or stalking, and trafficking. Two questions are asked 1) Is the individual a survivor, and 2) Is the individual's homelessness a result of the domestic violence.

# Changes for 2019

- ▶ The length of the survey has been reduced.
- ▶ The question about being a survivor of domestic violence has been clarified to include trafficking.
- ▶ Question has been added about participating in an intake interview for services.
- ▶ Survey can be discontinued if they indicated they were sheltered on the night of January 22<sup>nd</sup>.
- ▶ Order of questions have been changed to improve flow.
- ▶ Question has been added about eligibility for VA Healthcare and interest in housing.
- ▶ The survey is now available in Spanish—should be administered by volunteer who speaks Spanish.

# Maximizing the Impact of the Unsheltered PIT Count

Many LCEHs have already established methods to inform the community about the count. This year we would like the ability through the ADOH Public Information Staff to support those efforts

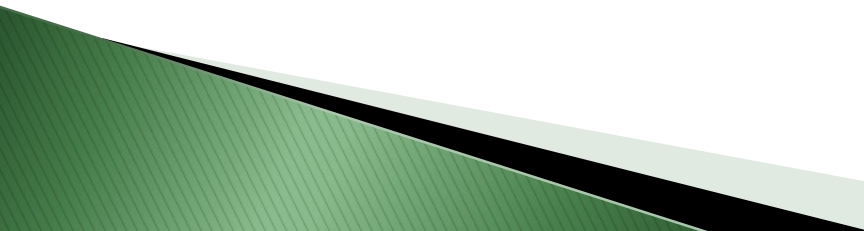
- ▶ Take pictures of volunteer and count activities. Make sure you have releases. Send local articles, pictures and other media to David. ADOH PIO plans to do an article about the overall effort.
- ▶ Outreach to local media outlets.
- ▶ Inform and involve local government—perhaps through meetings with elected officials and governmental executives or by public presentations at Board of Supervisor/City/Town Council meetings.
- ▶ Posters are available from the HUD website at <https://www.hudexchange.info/resource/5770/2019-pit-count-poster/>
- ▶ Plan for ridealongs with media and/or local officials .

# 2019 PIT PROCESS

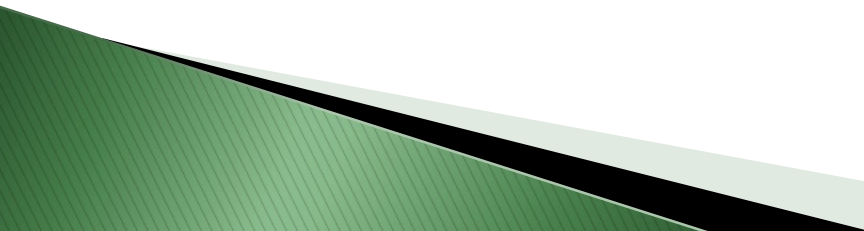
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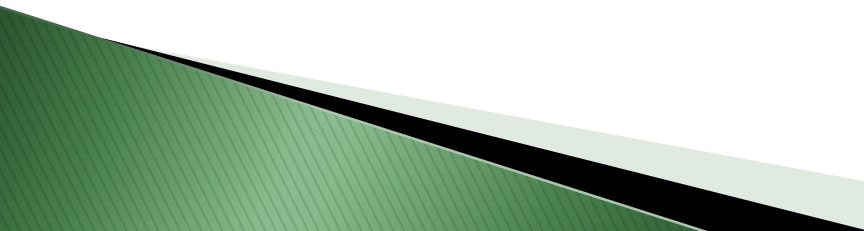
# Point in Time Unsheltered Survey

- ▶ Administered on January 23rd, 24<sup>th</sup>, 25<sup>th</sup>, 26th and 27<sup>th</sup>. Participants will be asked where they stayed the night of January 22nd.
  - ▶ Surveying will generally take place in locations where people gather.
  - ▶ Survey must be administered by volunteer or staff person. Survey is also available in Spanish to accommodate individuals who are monolingual. Should be administered by a volunteer who speaks Spanish.
  - ▶ Make sure to complete all questions of survey.
  - ▶ All volunteers must sign statement of confidentiality.
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# Local PIT Planning Priorities and Logistics

- ▶ SAFETY of the participants, staff and volunteers is paramount in all planning.
  - ▶ All volunteers must attend training prior to participating in the count. They must also sign a statement of confidentiality.
  - ▶ Expand areas where count takes place. Try to include locations that have not previously been included in the count if feasible.
  - ▶ Do not survey individuals at shelters where they are staying—they cannot be counted in the Unsheltered Count if they spent the night at the shelter on January 22<sup>nd</sup>.
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# Planning Continued

- ▶ Outreach to agencies serving youth to engage youth experiencing homelessness. (This does not include youth involved with the Department of Child Safety or Juvenile Probation who may be placed out of home).
  - ▶ Use the full time of the count to ensure coverage and that volunteers and staff conduct the count in teams.
  - ▶ LCEH—plan an acknowledgement/recognition of volunteers and staff efforts after the count. (i.e. Thank you letters, small event, media coverage, or other acknowledgement.)
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# Persons to Include in the Unsheltered Count

Individuals and families with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, camper without electricity or water, or camping ground in the desert or mountains.

# The Importance of Household Composition

- ▶ All data is submitted to HUD based on household composition
- ▶ Q10/Q11 has been changed for 2019. The survey no longer asks for type of household but now asks for composition---i.e. number of adults over 25, number of adults between 18 and 24, and the number of children -17 and under.
- ▶ Q11 should add up to the total of Q13 a, b, and c. That number includes the person being interviewed.
- ▶ Ask volunteers to make sure that Q 12, 13, and 15 add to the same total as Q11.

# The Importance of Demographics

- ▶ HUD has both a classification for race and ethnicity. Ethnicity includes individuals that identify as Hispanic, Chicano, or Latino. If a person does not identify as any other race, count them and household members they don't identify in other under Q13.
- ▶ Q 13 should only have one choice marked for the individual being interviewed. If an individual indicates they are Native American and African American, count them in the category many/multiple races.
- ▶ Make sure that all demographic questions for household members add to same total in Q11.

# KEY DEFINITIONS FOR PIT COUNT QUESTIONS

- ▶ **Unsheltered:** The person/household spent the night that is a public or private place not designed for or ordinarily uses as a regular sleeping accommodation.
- ▶ **Survivors of Domestic Violence:** The person/household is a survivor/fleeing from a domestic violence situation, dating violence, and stalking.
  - For this survey, it also means trafficking—Sex trafficking is human trafficking for the purpose of sexual exploitation, including sexual slavery.
- ▶ **Served in the Armed Forces:** Includes service in the Army, Navy, Air Force, Marine Corps, Coast Guard or in the National Guard.
- ▶ **HIV/AIDS:** Individual is living with HIV/AIDS.
- ▶ **Persons in households with at least one adult and one child:** Households with one adult and at least one child under the age of 18
- ▶ **Persons in households without children:** Single adults, adult couples with no children, groups of adults—such as adults with adult children.
- ▶ **Persons in households with only children:** persons under 18—one child households, parents under 18 and their children, adolescent siblings, other configurations with only children.

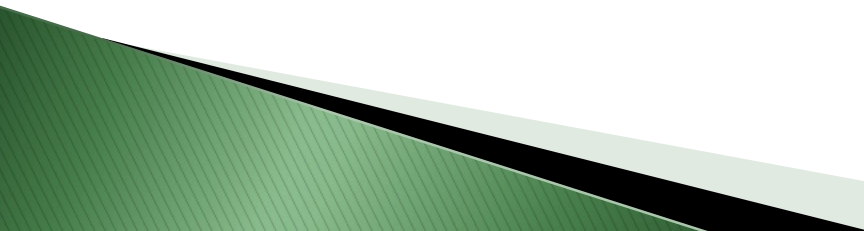
# DEFINITIONS CONTINUED

- ▶ **Disability:** Physical, emotional impairment, including impairment caused by alcohol or drug abuse, post traumatic stress disorder or brain injury that:
  - Expected to be long-term or indefinite
  - Substantially impedes the ability to live independently
  - Could be improved through more suitable housing conditions.
- ▶ **Adults with a Serious Mental Illness (SMI):** A severe and persistent mental illness or emotional impairment that seriously limits the ability to live independently.
- ▶ **Adults with a Substance Use Disorder:** Adults with a substance abuse problem (alcohol abuse, drug abuse or both).
- ▶ **Multiple Races:** Individuals identify themselves as being many races, i.e. two or more of the following—White, Black/African American, Asian, American Indian/Alaska Native, Native Hawaiian/Other Pacific Islander.
- ▶ For HUD the identification as Mexican, Hispanic, Latino, Chicano is **not a race, but rather an ethnicity.**
- ▶ **A household is defined by the individual being interviewed .** It generally includes relationships such as partner, husband, wife, sibling, children, etc. It might also include longer term friendships. If the person is sleeping with strangers or casual acquaintances—then generally they are not a household

# Next Steps–Survey Return

- ▶ The Local Coordinator will provide specific instructions about how to return surveys locally
- ▶ For Coordinators---Return Survey Cover Sheet and ALL surveys, signed confidentiality statements and receipts to Candee Stanton by 2/13/19.

All documents should be sent to

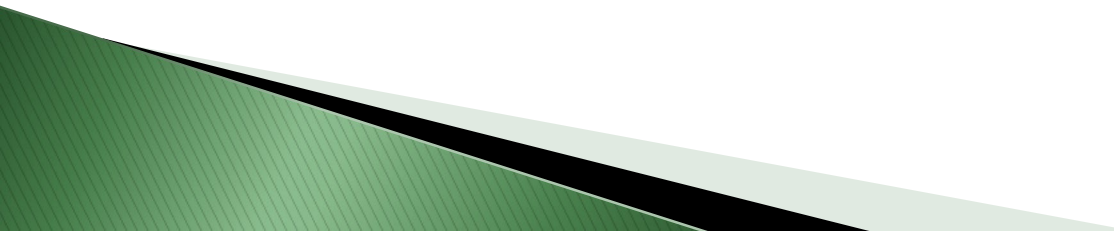
- ▶ Candee Stanton
  - ▶ 5342 N. 3<sup>rd</sup> Ave.
  - ▶ Phoenix, AZ 85013
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# VOLUNTEER BASICS

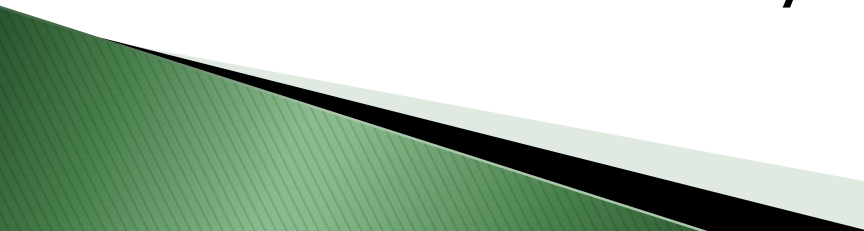
2019 AZBoSCoC PIT UNSHELTERED COUNT



# Surveying – DO'S

- ▶ Work in Teams of at least two, three is better
  - ▶ Introduce yourself and team members and explain what you are doing
  - ▶ Be sincere and caring and thank people for their time
  - ▶ Remain calm to de-escalate any tense situations
  - ▶ Keep aware of your surroundings and stay out of tight or enclosed spaces
  - ▶ Maintain appropriate distance, respect personal space
  - ▶ If the community has resource information, it can be distributed—make sure that no implied commitments about services are made.
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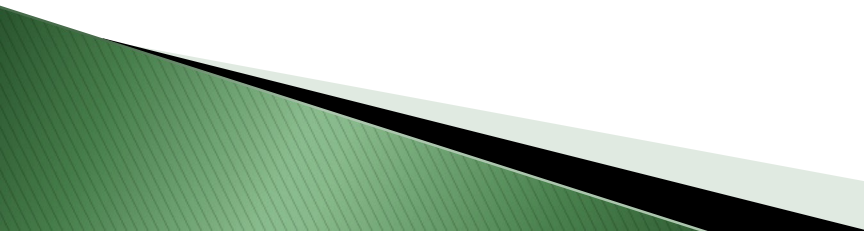
# Surveying – DO'S

- ▶ Honor requests to not participate, to skip questions.
  - ▶ Provide people with thank you item if available and resources information.
  - ▶ Dress appropriately, wear bright-colored or white clothing, comfortable shoes, not too many accessories.
  - ▶ Carry ID and a fully charged cell phone with you, but leave other valuables behind.
  - ▶ Check with Team Lead and refer to the contact numbers provided if you need assistance of any kind.
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# Building Rapport

- ▶ 1. When first introducing yourself—pause and let the person talk before launching into questions. Although we don't want to pressure people into participating—volunteers can say things like “I completely understand why you might not want to participate” and then express appreciation if they are still willing to answer the questions.
- ▶ 2. Be positive and compassionate throughout the interview.
- ▶ 3. Be polite and show respect that the individual is taking time from their day to participate. Express appreciation that they are willing to do that. Always thank individuals at the end for participating.
- ▶ 4. Use their name throughout the interview if they are willing to give it to you. Be more formal unless they say it is okay to use their first name. “Is it okay if I call you \_\_\_\_\_?”
- ▶ 5. Be brief and concise while conducting the interview. Find the right balance to ensure all the information is collected.
- ▶ 6. Keep the focus on the individual & make sure to listen to their responses.
- ▶ 7. Be appreciative throughout the process.

# Surveying – DO NOT's

- ▶ Touch people to wake them up or invade personal space
  - ▶ Take photographs without signed consent
  - ▶ Panic
  - ▶ Put yourself or anyone else in danger
  - ▶ Be judgmental
  - ▶ Promise housing or services – or market your agency's services
  - ▶ Give money or offer rides
  - ▶ Deviate from the survey questions
  - ▶ Separate from your team
  - ▶ Use fancy technology (e.g., iPhones) in front of survey respondents
  - ▶ Wear all black
  - ▶ Share any confidential information
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# Appreciation for Participation

- ▶ Local Coordinators will provide volunteers with information about the distribution of various goods such as gift cards, hygiene items, socks, hats etc. to express appreciation for the person taking time to participate if available in your community.

# OVERVIEW OTHER COMPONENTS

2019 AZBoSCoC PIT UNSHELTERED COUNT



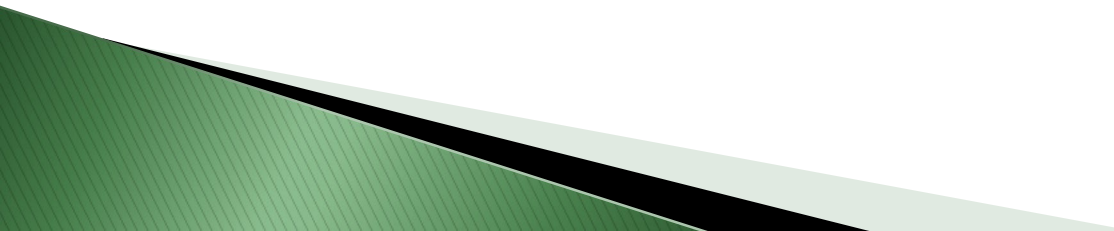
# Other Components Point in Time Count

- ▶ In addition to the unsheltered count, the other components of the count include:
  - A point in time count of all individuals who are sheltered in emergency shelter and transitional housing. For the most part, this data is collected through HMIS.
  - We also must include data from shelters that do not participate in HMIS. For the AZBoSCoC, this primarily includes domestic violence shelters and small faith based and pocket shelters.
  - If you know of any additional shelters not on our current list, please call or email Candee with contact information including name of agency and phone number and person to contact. (List will be distributed by 1/7/19 to Leads)



# Other Components

## Point in Time Count

- ▶ The other component of the Point in Time Count is the Housing Inventory. The inventory includes information about the type of housing project, population served, and capacity of the project. Again most information for the housing inventory is collected from HMIS.
  - ▶ For agencies that are not in HMIS, we distribute a survey to collect this information.
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# Questions and Wrap Up

- ▶ Questions from Participants
- ▶ For more information
  - ▶ Candee Stanton, 602-881-6606, [candee.stanton@gmail.com](mailto:candee.stanton@gmail.com)
  - ▶ David Bridge, 602-771-1039, [david.bridge@azhousing.gov](mailto:david.bridge@azhousing.gov)
- ▶ THANK YOU FOR YOUR WILLINGNESS TO PARTICIPATE IN THIS IMPORTANT INITIATIVE