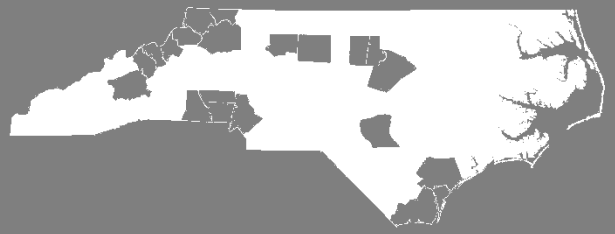


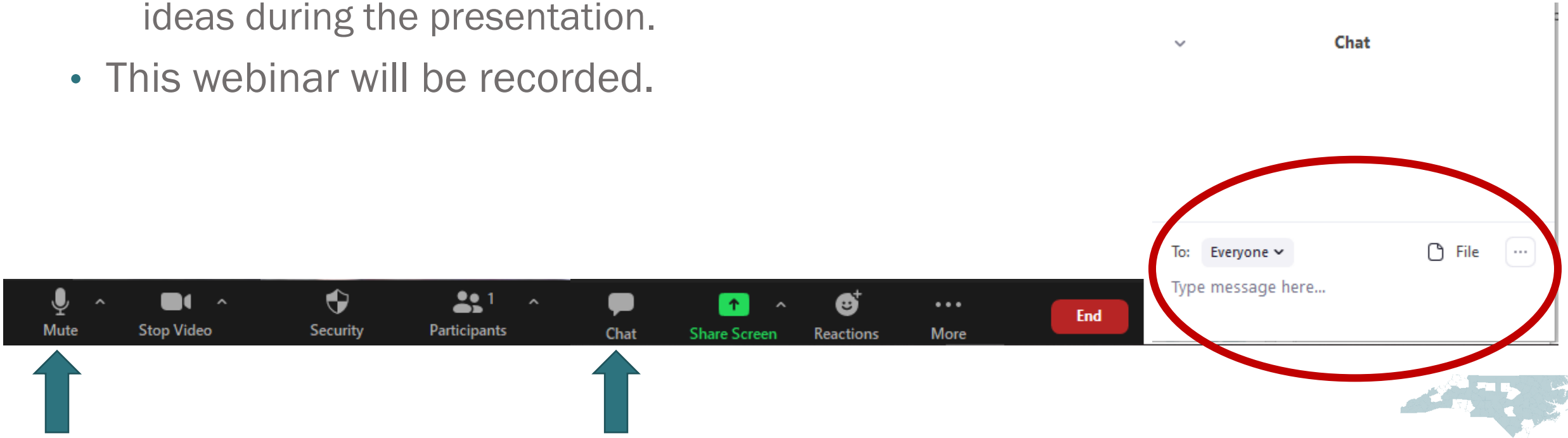
North Carolina Balance of State Continuum of Care

2021 Unsheltered PIT Planning and Training

December 14, 2020

Welcome

- Your line is muted to reduce background noise
- We'll unmute the line during Q & A pauses
- The chat box is available – we invite you to use it!
  - Chat is a great way to pose a question or share ideas during the presentation.
- This webinar will be recorded.



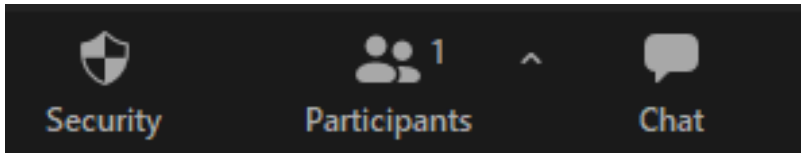
Participants on the Webinar

Everyone on the call:

- Please enter your full name and email address so we know you're here, can respond to your chat during the meeting, and include you in the notes and future communication about the count.

How to edit your name/email information:

1



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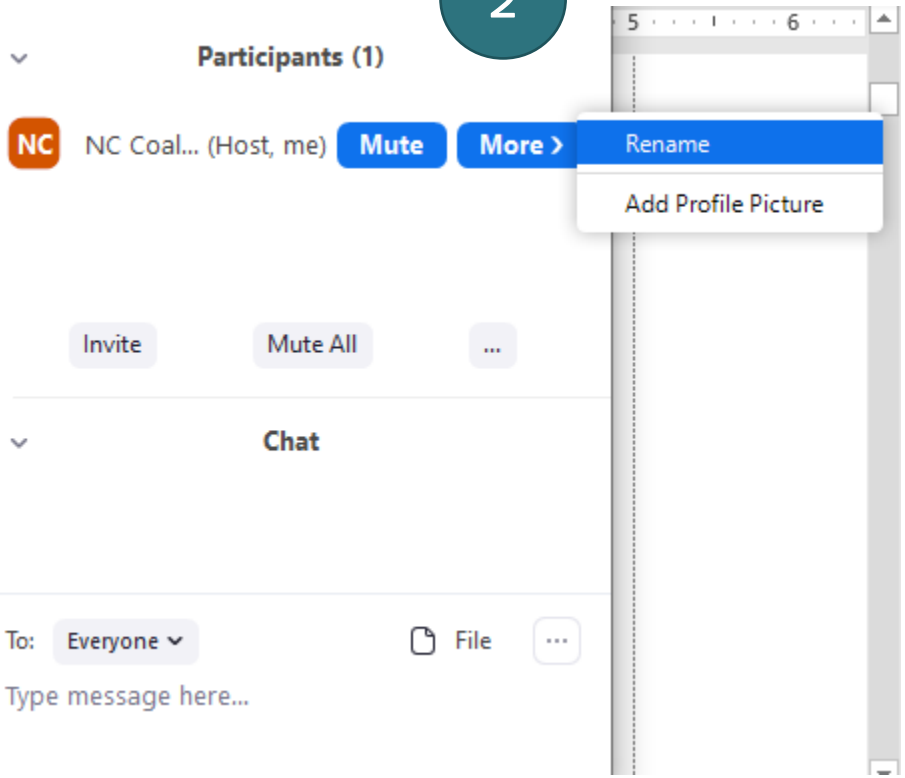

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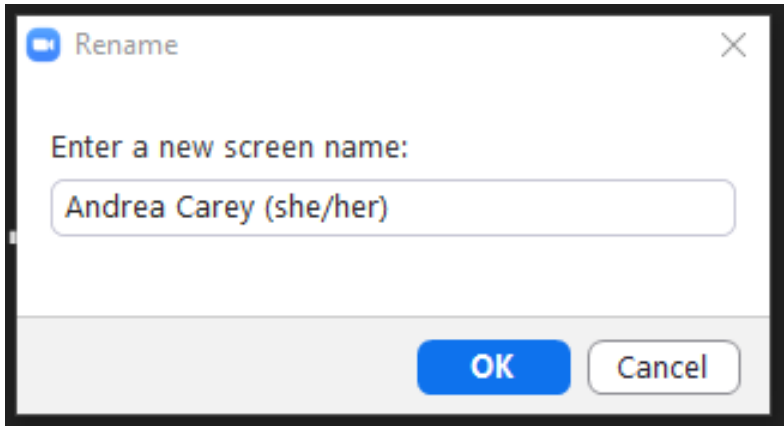
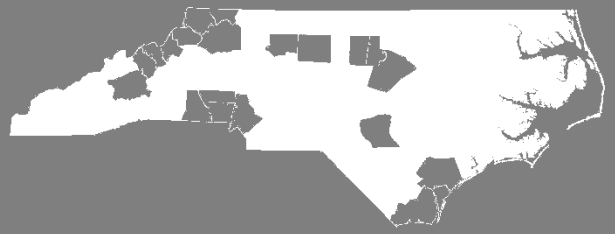


Slides & resources will be available!

- We're covering a lot of ground today.

- We'll post these slides and companion resources on the website. https://www.ncceh.org/datacenter/pointintimehowto/

- This information will be good to share with your team and Regional Committee, so everyone is starting from the same place.



North Carolina Balance of State Continuum of Care

2021 Unsheltered PIT Planning and Training

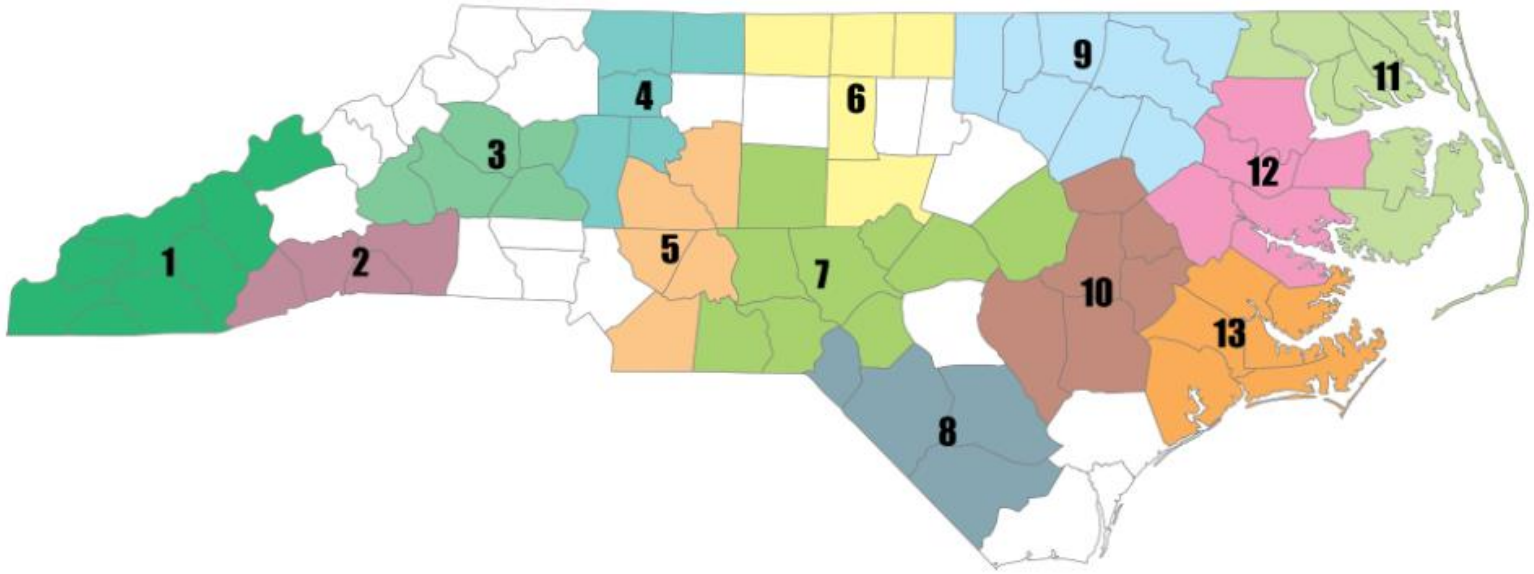
December 14, 2020

Agenda

- Overview of unsheltered count
- Planning an unsheltered count
- Resources (Docs)
- Resources (HMIS)
- All other questions

Our goal for 2021

The NC Balance of State CoC will complete an accurate and comprehensive Point-In-Time and Housing Inventory Count to understand the scope of homelessness and resources available in the CoC.



"Snapshot" of our system

The count is a snapshot of homelessness on a given night. (January 27, 2021)

January 2021						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

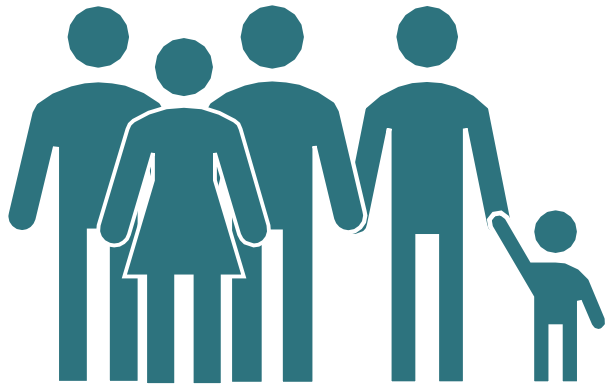
Point-in-Time Count (PIT)

Snapshot count of people experiencing homelessness (HUD Definition)

Unsheltered Count

People staying in places not meant for human habitation

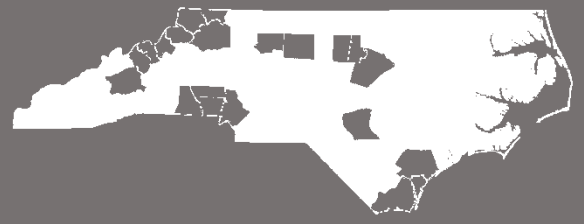
- Outdoors (streets, park benches, under bridges, etc.)
- Tents/Encampments
- Vehicles
- Bus or train stations
- Abandoned buildings



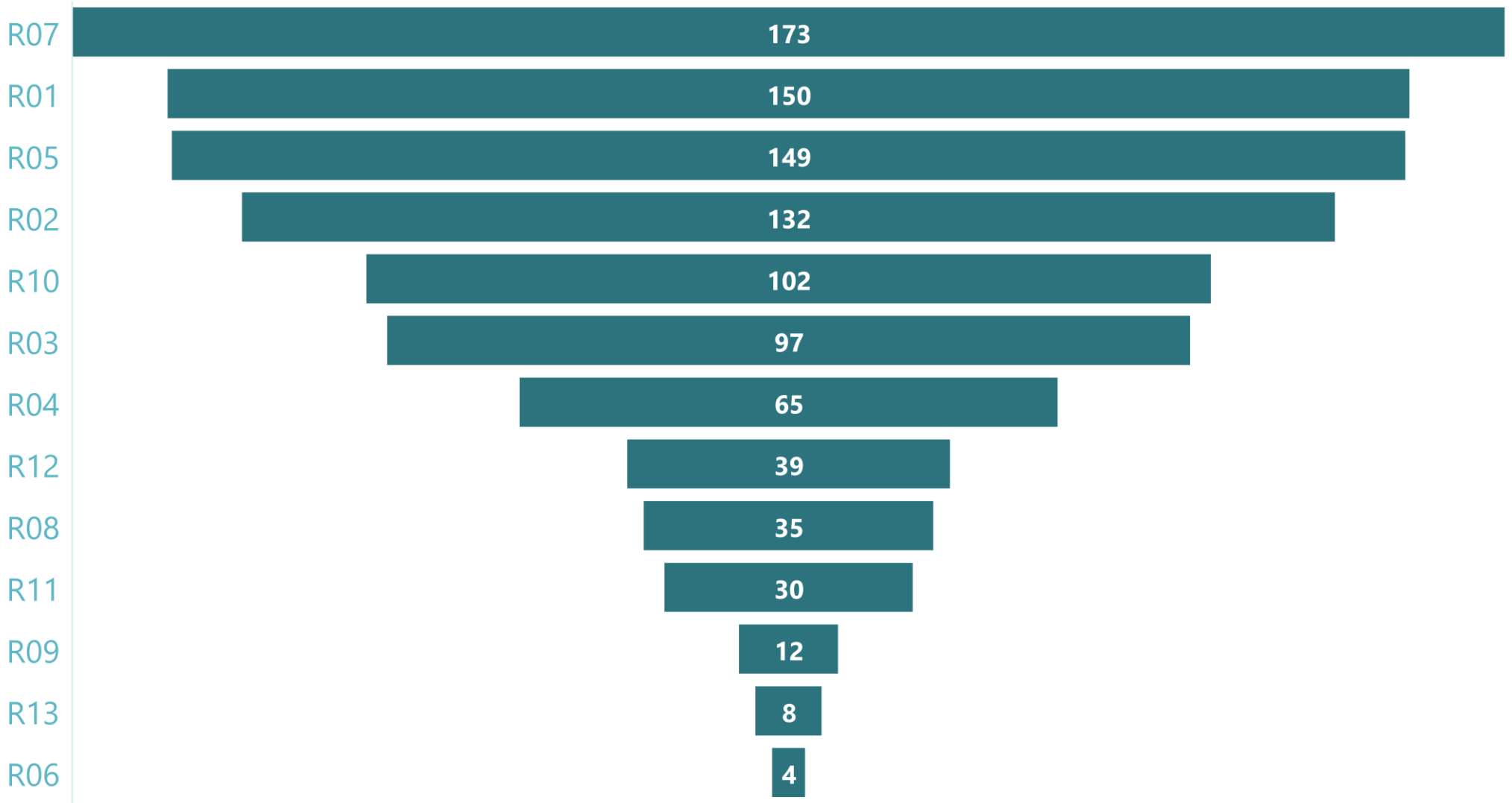
Sheltered Count

People staying in **emergency shelter** or **transitional housing** dedicated to people experiencing homelessness

Unsheltered Count



PIT 2020: Total Unsheltered People Counted by Region



As designed, CE systems should be accounting for all people living unsheltered in the region.

Regions are not currently accounting for all people living unsheltered on the By Name List but should be working towards this.

The PIT Count can help!

Starting early through special efforts for the PIT Count can help the CoC meet two requirements and provide better services to people living unsheltered!

- Provide a comprehensive and accurate By Name List
- Count all people living unsheltered in the CoC
- Ensure all people experiencing homelessness are connected to CE

Regions can facilitate a medium-term plan to get folks counted and connected!

- Emphasis on outreach efforts over the next two months leading to the PIT Count date on 01/27/2021
  - Plan canvassing days to do street outreach when feasible
  - Get service centers involved
  - Refer all unsheltered individuals to the By Name List

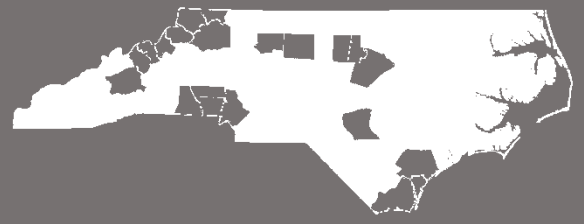
- Advertising to the community
  - People experiencing unsheltered homelessness
  - Agencies serving people living unsheltered

- Verify people living unsheltered on PIT night between 01/28 - 02/09
  - Use By Name List to confirm status on 01/27/2021

Counting people living unsheltered through the CE system provides multiple benefits.

- Strengthens required existing infrastructure
- Connects people to the CE system, ensuring they get services and access to permanent housing
- Focuses on connection to resources and services
- Allows a longer period to find and count people experiencing unsheltered homelessness
- Gives opportunity to incorporate existing safety protocols to keep clients and staff/volunteers safe
- Requires fewer immediate resources to do the count, especially when it may be difficult to find and coordinate volunteers safely

Planning an unsheltered count



Planning an unsheltered count

Unsheltered outreach step-by-step

1. Develop subcommittee/team
2. Develop action plan
3. Clarify roles
4. Conduct local training
5. Coordinate between PIT/HIC and CE Leads to track progress

Planning an unsheltered count

1. Develop Subcommittee/Team
    - Who to recruit?
        - Other Service Centers: soup kitchens, DSS, law enforcement, Parks & Rec
        - Street Outreach projects: how to amplify their impact?

Planning an unsheltered count

2. Develop Action Plan
   - Assertive Outreach
     - Actively searching for and engaging people experiencing unsheltered homelessness
   - Passive Outreach
     - Connecting with service centers, government infrastructure to identify people

Planning an unsheltered count

3. Clarify roles

- Connecting unsheltered clients to CE
  - ❑ Outreach to collect contact information
  - ❑ Contact to collect CE Data/VI-SPDAT
  - ❑ Add new unsheltered clients to CE project
  - ❑ Add new contact information to HMIS record
- Verifying unsheltered living situations for 1/27
  - ❑ Contact to confirm living situation

Planning an unsheltered count

4. Conduct local training
    - Regional plan to count people living unsheltered
    - Safe and appropriate street outreach
    - Intro to CE
    - Referrals to CE

Planning an unsheltered count

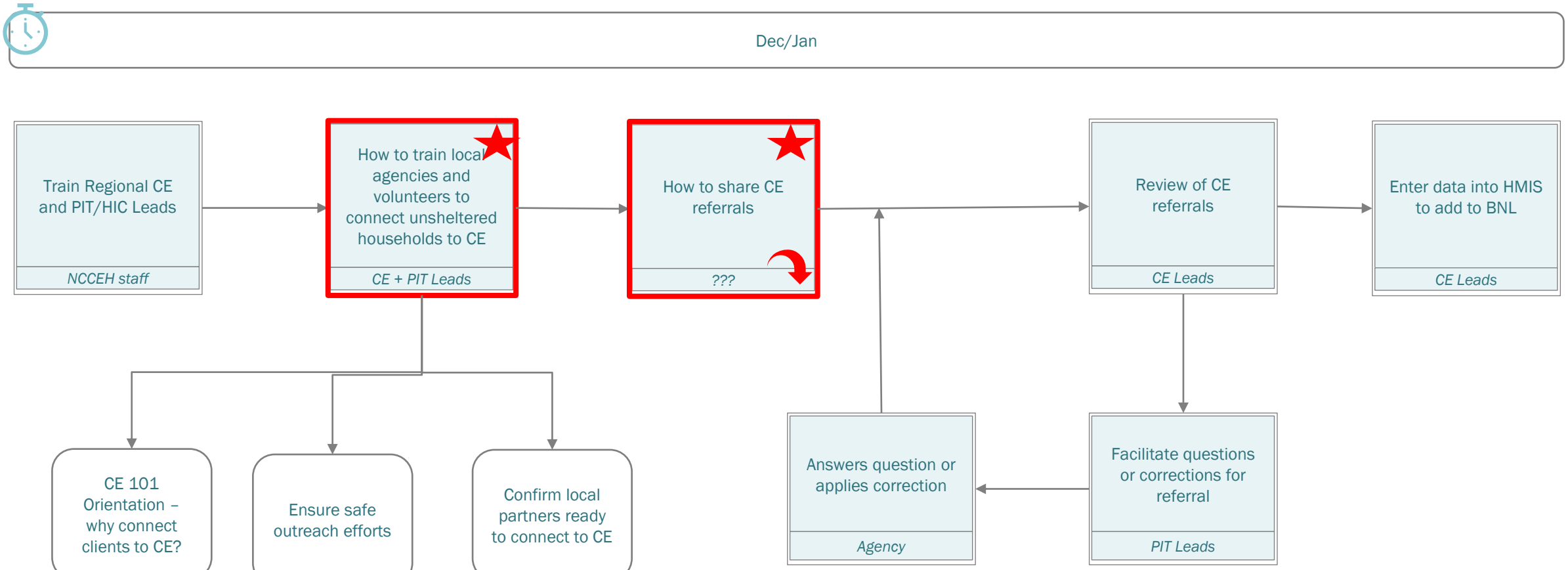
5. Coordinate between PIT/HIC and CE Leads to track progress
    - Meet to identify current number of unsheltered households
    - Collaborate with local partners to connect/check on specific clients
    - Identify clients that need more information

Regions need to make some decisions on how the local unsheltered count will work.

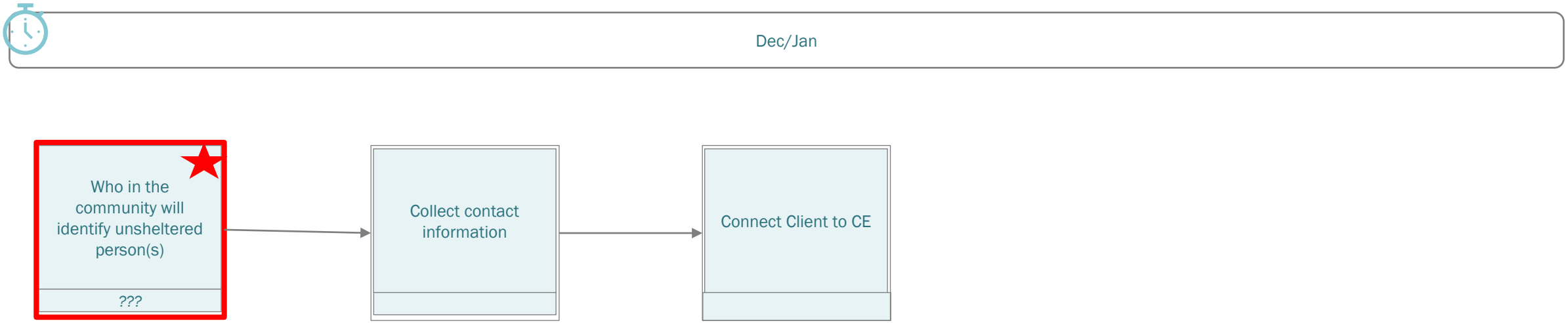
- Methods for outreach (assertive and passive)
- Coordinating follow-ups to complete CE Assessment
- Data collection versus data entry roles
- Distributing PPE and safety materials to partners
- Volunteer involvement
- Outreach partners versus verification partners

Next few slides map these decision points with ★

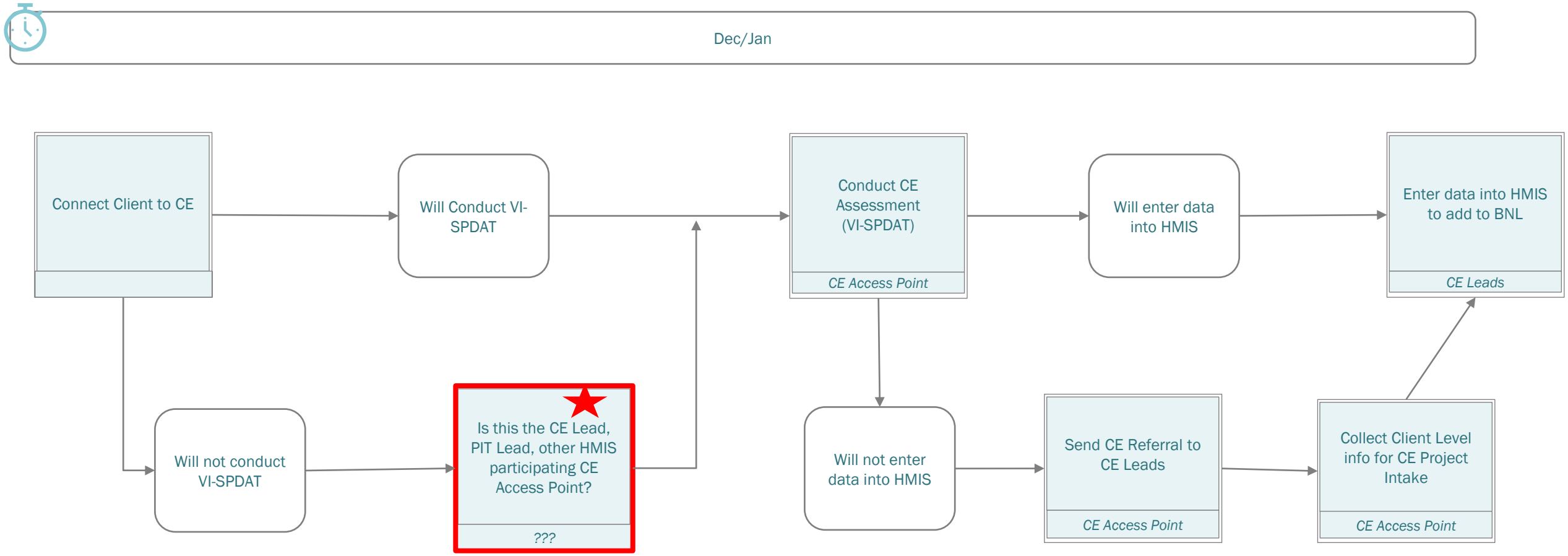
L4: Annual PIT/HIC Process > Data Collection, Analysis & Reporting > Unsheltered Planning



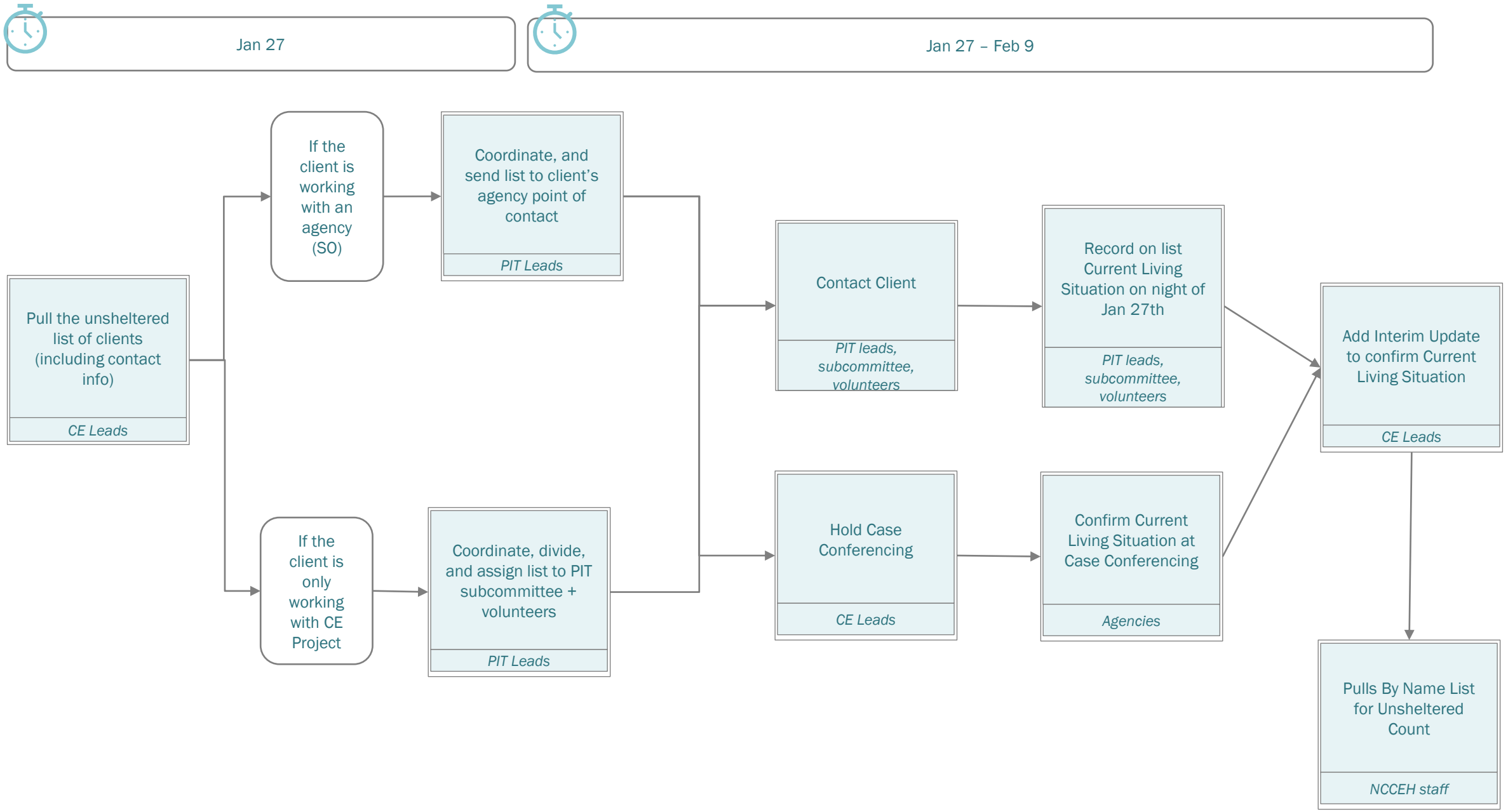
L4: Annual PIT/HIC Process > Data Collection, Analysis & Reporting > Unsheltered Outreach



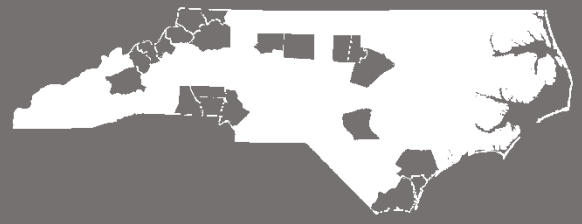
L4: Annual PIT/HIC Process > Data Collection, Analysis & Reporting > Unsheltered Outreach



L4: Annual PIT/HIC Process > Data Collection, Analysis & Reporting > Unsheltered Verification



Resources (Documents)



Regions will need to take extra safety precautions due to COVID-19 to reduce the risk of community spread.

Regions need to take many things into consideration when planning local counts that protect enumerators and the target population and reduce the chance of community spread of COVID-19.

- Adequate PPE
- Social distancing
- Hand-washing and regular cleaning
- Outdoor collection when available or well-ventilated indoor spaces

We've put together a document with additional guidance and resources for safely conducting the unsheltered PIT count.

Staff/Volunteers Prevention Measures

- Stay updated on the local level of transmission of COVID-19 and provide training and educational materials related to COVID-19 for staff/volunteers.
- Minimize the number of staff/volunteers who have face-to-face interactions with clients.
  - Assign outreach staff/volunteers who are at increased risk to duties that do not require them to interact with clients in person.
- Encourage outreach staff/volunteers to maintain good hand hygiene by washing hands or using hand sanitizer on a regular basis.
- Advise staff/volunteers to maintain 6 feet of distance where possible.
- Require outreach staff/volunteers to wear masks
- Advise outreach staff/volunteers to avoid handling client belongings.
- Outreach staff/volunteers should launder work uniforms or clothes after use

Staff/Volunteers Guidance for Outreach

In the process of conducting Active Outreach, staff/volunteers should:

- Greet clients from a distance of 6 feet
  - Introduce themselves
  - Then explain that they are taking additional precautions to protect themselves and the client from COVID-19.
- If the client is not wearing a mask, provide one.
- Screen clients for symptoms
  - Ask if they feel as if they have a fever, cough, or other symptoms consistent with COVID-19.
  - If medical attention is necessary, use standard local protocols to facilitate access to healthcare.
- Use health messages and materials developed by credible public health sources, such as your local and state public health departments or the CDC.

Coordinated entry systems help people find permanent housing.

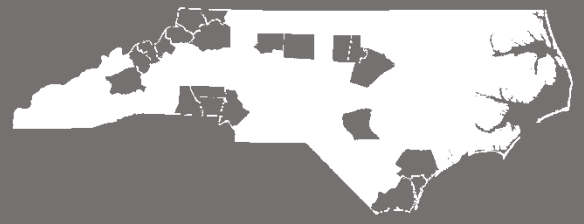
- Coordinated entry:
  - Creates defined access points into the homeless and housing system with clear referral system to emergency services
  - Assesses all individuals experiencing homelessness in the exact same way for permanent housing
  - Adds fairness to the process by requiring housing programs to take all referrals in priority order (not first-come, first-served)

Resources for Unsheltered Outreach

How to connect unsheltered clients to Coordinated Entry

- Resource for Coordinated Entry 101 for Street Outreach
- Resource for Coordinated Entry 101 for Non-CE Participating Agencies

Resources (HMIS)



HMIS Reports to Support Unsheltered Clients

What info do we have?

Identify the CE system current Unsheltered Clients

Identify clients with Contact Information

What info do we not have?

Identify the CE system clients without Current Living Situation

Identify clients without Contact Information

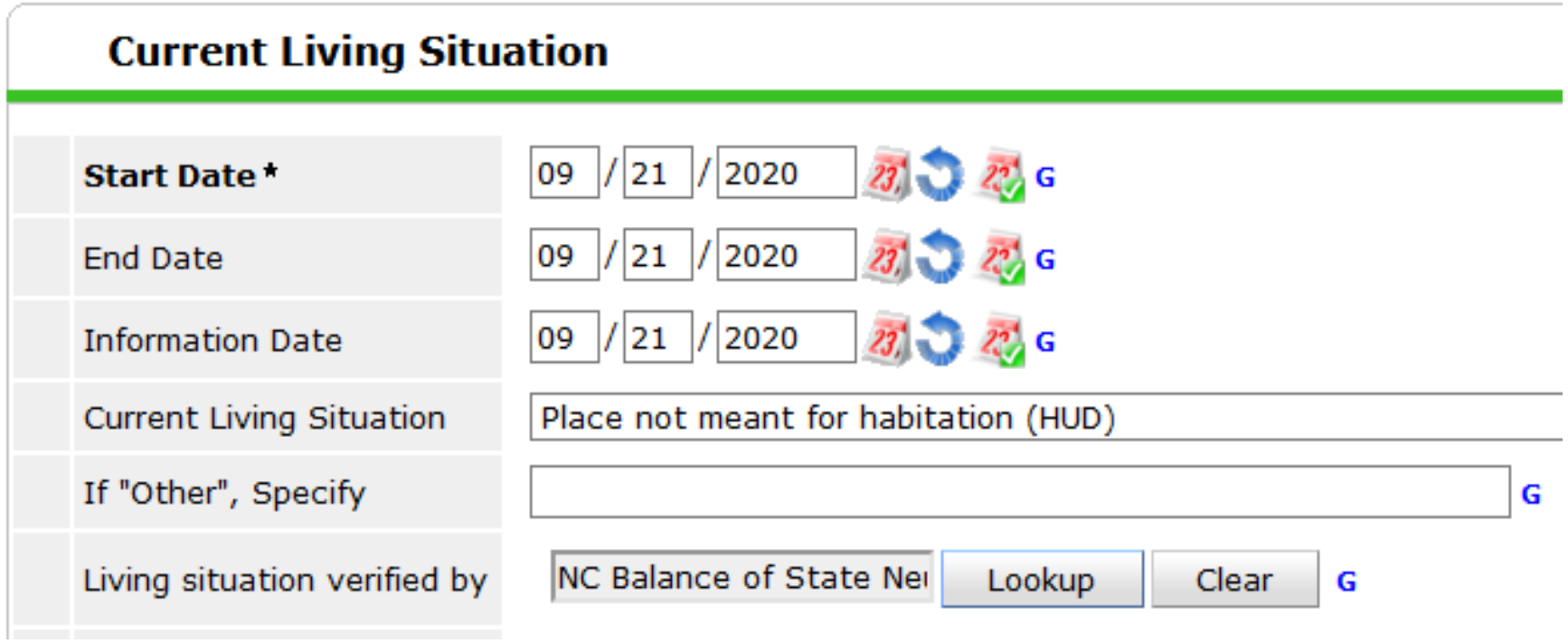
HMIS Reports to Support Unsheltered Clients

1. Updated By Name List with Current Living Situation columns
   - Almost identical to last version
   - Now you can report on new CE elements!
   - Allows leads to see sheltered vs unsheltered clients not connected to an HMIS participating project

	T	U	V	W	X	Y	Z	AA
1	Case Conferencing							
2	Most Recent Living Situation Update	Most Recent Current Living Situation	Most Recent CE Housing Event Date	Most Recent CE Housing Event	Referred to Provider	Housing Move-in Date	CE Exit Date	CE Project Exit Destination
3	3/17/2020	Emergency shelter, incl. hotel/motel paid for w/ ES voucher, or RHY-funded Host Home shelter (HUD)						
4								
5	11/9/2020	Place not meant f	12/10/2020	Referral to RRH project resource opening	Happy RRH			
6								
7	9/16/2020	Staying or living in a friend's room, apartment or house (HUD)						
8	10/12/2020	Place not meant for habitation (HUD)						

HMIS Reports to Support Unsheltered Clients

1. Updated By Name List with Current Living Situation columns



HMIS Reports to Support Unsheltered Clients

2. NEW 2021 PIT Contact Information Report with phone, email, and other locations

- Once you narrow your list to just unsheltered clients, use this to see if contact info saved in HMIS

F	G	H	I	J
Primary Phone Number	Secondary Phone Number	Ok to receive texts?	Email Address	Other contact method (frequent location)
919-410-6997				
252-267-6463		Yes	test@test.com	
				Corner of 3rd and Main St most mornings
919-394-3844				
828-461-7357	828-228-1356			
252-296-6689			[redacted]	
252-290-9911				
919-988-3646				

report_1607916562604

HMIS Reports to Support Unsheltered Clients

2. NEW 2021 PIT Contact Information Report with phone, email, and other locations

Client Contact Information (NCCEH)

		Primary Phone Number	Secondary Phone Number	Ok to receive texts?	Other contact method (frequent location)	**Start Date ***
					Aunt Edna's phone 919-123-1231	05/10/2020
		919-123-4321			Main Street Hotel: 1234 Main Street, Durham	03/31/2020

Add

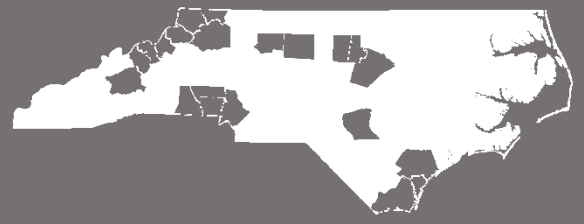
Showing 1-2 of 2

HMIS Reports to Support Unsheltered Clients

How to Run and Review these reports for Outreach?

- Bos HMIS Tools for PIT Count

Summary



NCCEH Trainings and Open Office Sessions

Date	Time	Focus
December 14	10:00-11:30	CE Lead training to discuss roles for the unsheltered count
December 18	1:30-2:30	Virtual Open Office Sessions
January 8	1:30-2:30	Virtual Open Office Sessions
January 15	1:30-2:30	Virtual Open Office Sessions
January 22	1:30-2:30	Virtual Open Office Sessions

Virtual Open Office Sessions

Virtual Open Office Sessions are for anyone involved in the count can join the call and ask questions about the App, conducting surveys, etc.

Road to Success

Date:	Activity:
December 14	2021 Unsheltered PIT/HIC Training (share the recording with your region!)
Early December	Build Regional PIT/HIC Teams and make plans for unsheltered identification and referrals to the BNL
Mid-December	Share the unsheltered PIT Count plan with the region and outreach agencies to participate
Mid-December	Train agencies and begin street outreach efforts
Mid-December – January 27	Connect and refer unsheltered individuals to the BNL
January 28 – February 9	Verify that people listed as unsheltered on the BNL were still unsheltered as on 01/27/2021
February 10-28	NCCEH run BNL list reports and follow-up with PIT/HIC and CE Leads if there are questions
April	PIT and HIC reports finalized and submitted to HUD.

Stay Connected

https://www.ncceh.org/datacenter/pointintimehowto/

This page on the NCCEH website is the go-to place to find regular updates, trainings, and other important information.

Contact us!

Reach out with PIT/HIC questions – we're here to support you!

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919.755.4393

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919.410.6997