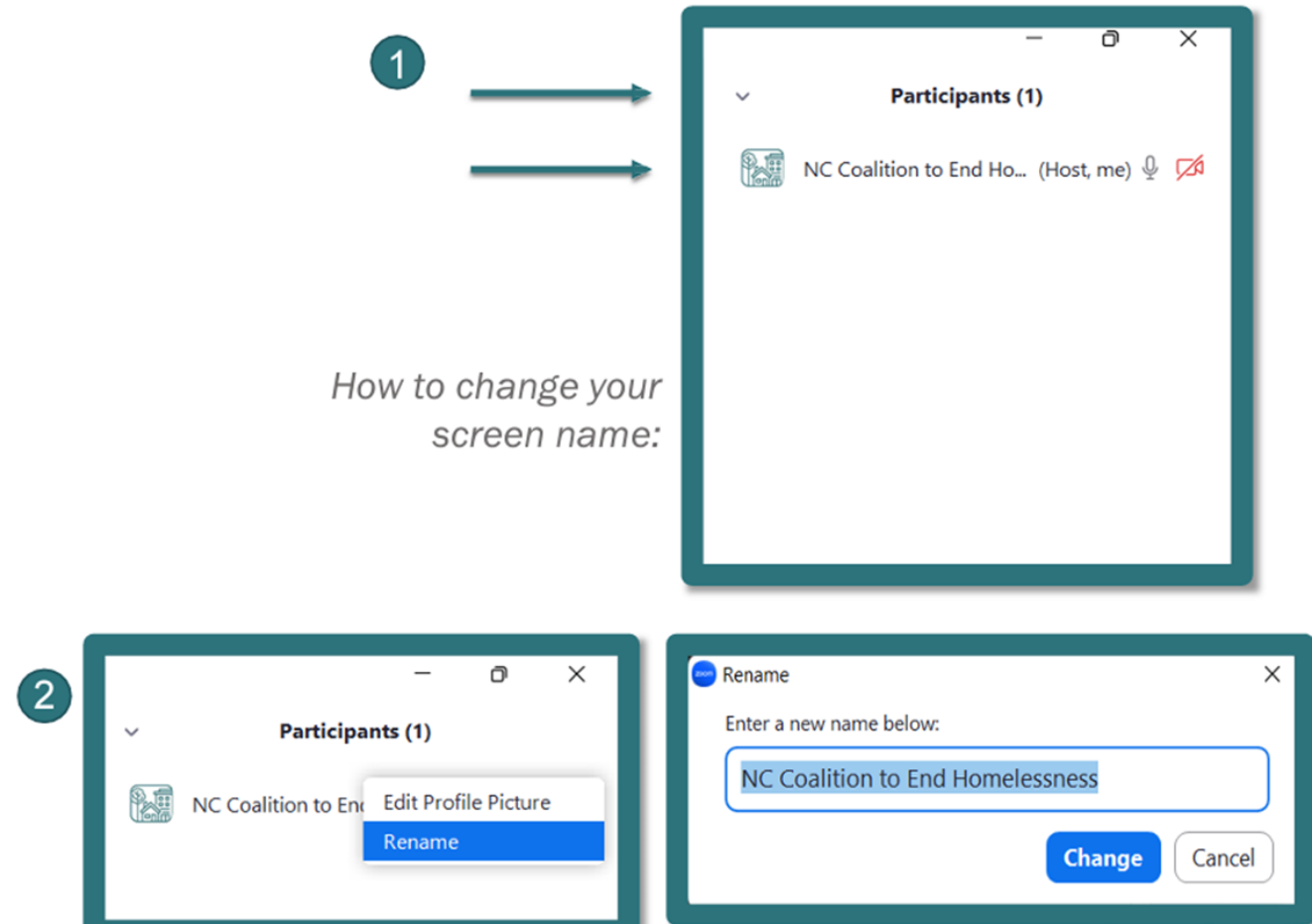Unsheltered Access Coordinator Planning & Training

December 9, 2025

Roll Call

- We will conduct Roll Call for Regional UACs.

- All participants should enter their full names, so we can document their participation in the minutes.

How to change your screen name:

Agenda

Agenda

- Unsheltered PIT Count
- Street Outreach 101
- Supply Orders Form
- Contact Report
- Data Quality Flags
- Reminders

Unsheltered PIT Count

Unsheltered Count

- Unsheltered household are counted through the regional by-name list – this is extremely important in your work of connecting households YEAR ROUND to coordinated entry!

- For an unsheltered household to be counted for the unsheltered PIT they must appear on the regional by-name list and have BOTH of the following:

  - A current living situation listed as a place not meant for habitation AND
  - A current living situation date of the date of PIT (usually the last Wednesday in January)

Unsheltered Count

Three ways households can be counted for unsheltered PIT

1. Unsheltered household located on night of PIT and survey was completed with the household and they were entered into HMIS and the by-name list

2. Unsheltered household is currently on the by-name list and is contacted on the night of/day after unsheltered PIT and their current living situation is verified as place not meant for habitation for the night of PIT

3. Survey is completed with unsheltered household (up to seven days after PIT) and their sleeping location on night of PIT is confirmed as unsheltered

Unsheltered Count Timeline

October & November
- Plan outreach, data collection, data input
- Recruit

December
- Review BNL for unsheltered households
- Outreach to unsheltered households on BNL

January
- Training on outreach, data collection, and data input

Unsheltered Count Timeline

January 28
- PIT NIGHT
- Identify unsheltered households and collect data

January 28 – February 4
- Continue to identify households who were unsheltered on JANUARY 28 and collect data (through outreach and BNL review)

February 11
- All data for households who experienced unsheltered homelessness on JANUARY 28 is entered into HMIS

Street Outreach 101

Getting Started

- Remember your implicit biases and privileges
- Practice active listening
- Dress appropriately – weather AND context
- Bring easily accessible ID

Where to look

- Public parking lots (libraries, providers, bus stations, etc.)
- Known encampments
- Woods near railroad tracks, providers, downtown areas
- Underpasses
- Walmart, Target, Home Depot parking lots and areas behind them
- Areas around day/night shelters (convenience stores, Hardee's, etc.)
- Areas with significant portions of unoccupied housing/structures

Dos and don'ts

- **DO** look people in the eye (unless this is making them uncomfortable!)
- **DO** put your phone, Apple watch, etc. away
- **DO** adjust your volume and speed based on the person's response to your speech
- **DO** stay positive, but affirm their struggle
- **DO** let people sleep
- **DO** work in a buddy system, for safety and for accuracy
- **DO** police each other – if you see something, say something!
- **DO** stay on task, but prioritize the person
- **DO** keep an eye out for language barriers
- **DO** use respectful titles as appropriate
- **DO** take breaks!

Dos and don'ts

- **DO NOT** assume someone's housing status
- **DO NOT** assume someone's pronouns
- **DO NOT** assume someone's familiarity (or lack thereof) with resources
- **DO NOT** touch anyone without explicit verbal consent, especially to wake them
- **DO NOT** take photographs
- **DO NOT** withhold items for only those who participate
- **DO NOT** trauma dump/repeat shared stories
- **DO NOT** try to relate – everyone's story is unique to them
- **DO NOT** make suggestions about ways to improve their situation
- **DO NOT** make promises you cannot keep
- **DO NOT** offer to pray for people, unless they brought it up first

Opening the conversation

- Identify yourself (with photo ID if necessary) as their neighbor
- State what organization you are with and keep it simple
- State that you do not work for the federal government or law enforcement
- Instead of "What's your first and last name?" "I go by Liz, what's your name?"
- If 100% visibly, clearly homeless, offer the item(s) available FIRST
- If unsure, tell them you are doing a COMMUNITY SURVEY and go from there
- Make sure to state, multiple times if needed, that the survey is voluntary and confidential

Closing the conversation

- Ask them if there are any immediate needs they need help addressing
- Ask them if they are connected to any service providers right now
- Ask them if they'd like to hear more about options for services
- Thank them for their time
- Thank them for being a part of an important effort to provide better services – acknowledge that it's tough out here and we need to improve
- Tell them you hope to see them again soon

Supply Orders

Orders Process + Timeline

Email

raven.hallow@ncceh.org
to access the order form

Completed orders due to
us end of December

You should receive items
2 weeks before PIT night

Contact Report

B005 Unsheltered Contact Information

- Report includes Date, Phone Number, Email Address
- Review for duplicates and most recent contact information
- [B005 - Unsheltered Contact Information Report Guide](#)

Client ID	Last Name	First Name	Contact Info Date Added	Primary Phone Number	Secondary Phone Number	Email Address
1059474	A	A	10/24/2024	910.389.2411		
1058505	B	B	9/25/2024	910.507.0191		
1056118	C	C	8/22/2024	252-284-1221		
1010123	D	D	8/5/2020	910-548-2062		
1058518	E	E	9/25/2024	704-352-8432		
497696	F	F	7/14/2021	910.381.9572		
497696	F	F	6/10/2024	771-213-8792		

B005 Unsheltered Contact Information

- Report includes Provider
- Have listed Provider contact household and ask about their living situation on the night of January 28, 2026

Provider (Contact Info)
Williams Outreach and Consulting - Onslow County - Access Point Project - SSO - Private(20029)
NC Balance of State - HACC (Region 13) Coordinated Entry Project(20025)
NC Balance of State - HACC (Region 13) Coordinated Entry Project(20025)
Gates to Change Outreach - Onslow County - SSO - Private(20596)
Asheville Buncombe Community Christian Ministries - Region 13 - Street Outreach - SO - PATH(20538)
NC Balance of State - HACC (Region 13) Coordinated Entry Project(20025)

B005 Unsheltered Contact Information

- If the household reports they were in a place not meant for habitation on the night of January 28, 2026 the provider will:
  - Back date mode to 01/28/2026
  - Add an interim update to their project
  - Record Current Living Situation for place not meant for habitation
  - Save & Exit

Data Quality Flag Report

Data Quality Review Process

- NCCEH reviews Unsheltered PIT data entry each week after PIT night
- Data required to be entered by Feb 11
- Data cleaning until end of March
- NCCEH submits data in April

- Clients with incomplete information should be exited

- We also send summary counts by county for each region

Example of Data Quality Flags report

DQ_flag_type	HouseholdID	client_id	ProjectName	EntryDate	calc_locati	hh_cls	hh_cls_infodate
verify Current Living Situation Date	h_1219256	1050075	Blue Ridge Community	01/31/2024	Henderson	Place not meant for	02/05/2024
verify Current Living Situation Date	h_1219256	1050078	Blue Ridge Community	01/31/2024	Henderson	Place not meant for	02/05/2024
verify Current Living Situation Date	s_1201518	1041918	Blue Ridge Community	07/21/2023	Transylvania	Place not meant for	02/01/2024
verify Current Living Situation Date	s_1215107	297885	Blue Ridge Community	12/26/2023	Henderson	Place not meant for	02/02/2024
verify Current Living Situation Date	s_1215107	297885	Blue Ridge Community	12/26/2023	Henderson	Place not meant for	02/05/2024
verify gender	s_1219985	1050372	NC Balance of State - Sc	01/31/2024	Transylvania	Place not meant for	01/31/2024
verify veteran status	s_1219985	1050372	NC Balance of State - Sc	01/31/2024	Transylvania	Place not meant for	01/31/2024
verify veteran status	s_1220044	1050415	NC Balance of State - Sc	01/31/2024	Transylvania	Place not meant for	01/31/2024
verify gender	s_1220059	1050419	NC Balance of State - Sc	01/31/2024	Transylvania	Place not meant for	01/31/2024
verify veteran status	s_1220059	1050419	NC Balance of State - Sc	01/31/2024	Transylvania	Place not meant for	01/31/2024
missing Date of Birth or DOB_quality	s_1220075	1050427	NC Balance of State - Sc	01/31/2024	Rutherford	Place not meant for	01/31/2024
verify gender	s_1220075	1050427	NC Balance of State - Sc	01/31/2024	Rutherford	Place not meant for	01/31/2024
verify veteran status	s_1220075	1050427	NC Balance of State - Sc	01/31/2024	Rutherford	Place not meant for	01/31/2024
verify gender	s_1220077	1050428	NC Balance of State - Sc	01/31/2024	Rutherford	Place not meant for	01/31/2024
verify veteran status	s_1220077	1050428	NC Balance of State - Sc	01/31/2024	Rutherford	Place not meant for	01/31/2024

Counts

NCCounty	hh_cls	hh_cls_infodate	total
Henderson	Place Not Meant for Human Habitation	1/28/2026	117
Rutherford	Place Not Meant for Human Habitation	1/28/2026	11
Transylvania	Place Not Meant for Human Habitation	1/28/2026	53

Reminders

Reminders

- Continue county-level planning for engagement
- Plan training for unsheltered data collection
- Next UAC Planning/Training: January 13 at 1 PM