



WELCOME!

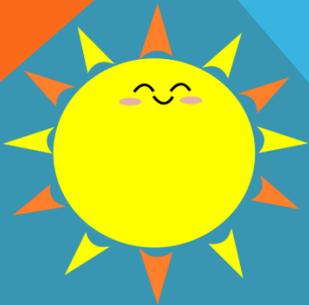
SAN BERNARDINO COUNTY
HOMELESS PARTNERSHIP
2020 POINT-IN-TIME
HOMELESS COUNT & SURVEY
VOLUNTEER ORIENTATION

"Alone we can
do so little;
together we
can do so
much."
-Helen Keller



"**Volunteers** aren't paid
— not because they are
worthless, but because
they **are priceless.**"

Sherry Anderson



OBJECTIVES

- ➡ How to prepare for the Count
- ➡ Learn the roles of the team
- ➡ Learn how to conduct the count
- ➡ How to remain safe throughout the process.

SAFETY FIRST

WHAT IS THE POINT-IN-TIME HOMELESS COUNT & SURVEY?

The San Bernardino County Homeless Partnership is working with local cities and communities to identify how many people are homeless and their subpopulation characteristics on a given day.

Completion of the Count /Survey will provide a range of information that will be used to respond to unmet needs and help prevent and end homelessness.

SAFETY FIRST

WHY A POINT-IN-TIME COUNT?

U.S. Department of Housing and Urban Development (HUD), the largest source of homeless program funding, requires that Continuum of Care communities perform a one-day, Point-in-Time Count and subpopulation survey of sheltered and unsheltered homeless individuals during the last 10 days of January every other year.

San Bernardino County conducts the count annually.

SAFETY FIRST

WHY IS IT IMPORTANT?

Everyone counts!

Information collected from the count and survey:

- Enables cities/county to assess the size and characteristics of the homeless population in order to plan and implement activities to help people exit life on the streets and gain self-sufficiency.
- Supports efforts to implement and measure success of SBC's Ten Year Plan to End Homelessness – a set of policies and strategies to help reduce and ultimately eliminate homelessness in communities.
- Contributes to the Annual Homeless Assessment Report submitted to Congress and is used to preserve and increase funding for the national strategic plan to prevent and end homelessness.

SAFETY FIRST

WHO WILL BE COUNTED?

HUD definition of homeless:

“An individual or family who lacks a fixed, regular and adequate nighttime residence and resides in:

- places not meant for human habitation such as cars, parks, sidewalks, vacant lots, abandoned buildings, etc;
- public/private shelter providing temporary living arrangements including congregate shelters, transitional housing and hotels/motels paid by charitable or govt. programs.

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SAFETY FIRST

WHO WILL NOT BE COUNTED?

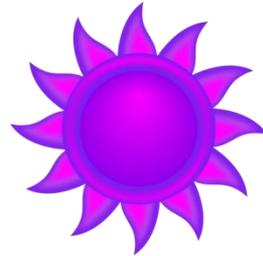
HUD does not include persons who are “doubled up”, living on their own in motels, or otherwise at-risk of becoming homeless, in the Point-in-Time Count.

According to the U.S. Census Bureau, there are approximately 2 million persons living in San Bernardino County and 15% or 300,000 people (about 100,000 families) live below the poverty line.

SAFETY FIRST

WHEN IS THIS HAPPENING?

Point-in-Time Count

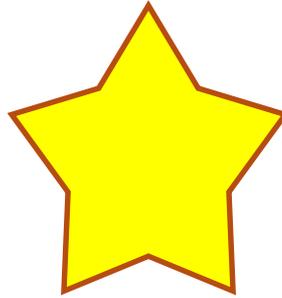
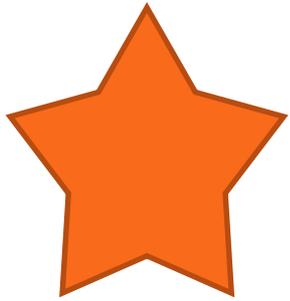


Thursday, January 23, 2020

6:00 am – 10:00 am

SAFETY FIRST

VOLUNTEERS



VOLUNTEER ROLES

✿ Team (3 members)

- ✿ **1 Lead** – leads the group, and ensures the Count/Survey is completed/submitted and everyone on the team returns to the deployment center.
- ✿ **1 Counter** – conducts the survey and records the data on the count instrument (**NEW! Now the survey is on an application (app) you download to your smart phone**).
- ✿ **1 Lookout** – keeps an eye on the area, assisting team leader with ensuring safety of team.

Each team will self-select which team member will fulfill each of these roles. It is recommended that at least two members of each team have the smart phone application downloaded and phones fully charged.

TEAM LEADER

1. Ensure the safety of the team
2. Ensure team members follow the ethics and confidentiality protocols
3. Ensure assigned areas are covered
4. Ensure surveys are properly completed and submitted via smart phone app.
5. Serve as point of contact for team

SAFETY FIRST



SAFETY FIRST

TEAM COUNTER

1. Encounter unsheltered homeless individuals, ask the survey questions, and record the information in the Survey123 application. (More info to follow about how to download the application and survey).
2. Provide participant with an “incentive bag” after completing the count.

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TEAM LOOKOUT

1. Look for homeless individuals to encounter.
2. Keep a watchful eye on the area during the count for anything that may look or feel unsafe.
3. Help distribute “incentive bags” after individuals complete the count.

SAFETY FIRST



SAFETY FIRST



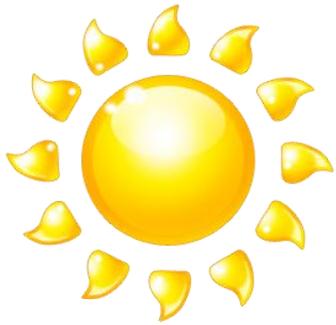
SAFETY FIRST



The role of a Count VOLUNTEER is to conduct the count,
please do not advocate any cause
or position on any issue not directly
relevant to this goal.

and remember:

SAFETY FIRST



PREPARATION

WHAT TO WEAR

- ✓ Warm clothing (it may be cold)
- ✓ Layers (you may get warm as the day progresses)
- ✓ Light colored clothing (makes you easier to see)
- ✓ Comfortable walking shoes
- ✓ Appropriate rain gear (if weather reports call for rain)



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WHAT NOT TO WEAR



- ⊘ No revealing clothing
- ⊘ No clothing that promotes a commercial product (such as food or alcohol)
- ⊘ No clothing that promotes a particular cause (political, religious, 12 step programs etc.)
- ⊘ No high heels or open toed shoes

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WHAT TO BRING

Items you might need to make it through 3 to 4 hours in the streets with your team, such as:

- ✓ Drivers' license (or ID)
- ✓ Medication
- ✓ Glasses
- ✓ Flashlight (we start before the sun comes up so if you want to bring a flashlight you are welcome to do so)
- ✓ AAA card or similar number for roadside assistance
- ✓ **Fully charged cell phone ! ! !**

Suggestion: Have an emergency contact person programmed into your cell phone under the code "ICE" (In Case of Emergency).

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WHAT NOT TO BRING

- ❌ DO NOT bring any illicit or illegal items (weapons, drugs, etc.)
- ❌ DO NOT bring valuables (wallet, jewelry, etc.)

SAFETY FIRST



The Survey Instrument

How to Download and Complete the Count/Survey Instrument on your smart phone/device

HOW TO COMPLETE THE COUNT/SURVEY INSTRUMENT

Only volunteers will complete the survey, do not give your phone/device to the homeless individual to complete.

SAFETY FIRST

HOW TO COMPLETE THE COUNT/SURVEY INSTRUMENT

Counters will simultaneously collect subpopulation information from homeless persons encountered on the following data:

- ✓ Veteran status
- ✓ Chronically Homeless individuals/families
- ✓ Substance Abuse
- ✓ Mental illness
- ✓ Physical disability
- ✓ Developmental disability
- ✓ HIV/AIDS
- ✓ Chronic health condition
- ✓ Victims of domestic violence
- ✓ Correctional institution information

SAFETY FIRST

- Watch: This video ONLY APPLIES to volunteers who participated last year and have the 2019 survey on their device. It describes how to delete the old survey.

<https://youtu.be/qss3uAKeV-Y>

- Watch: This video shows you how to set up your “smart” phone/device with the application and survey.

<https://youtu.be/TLw9wHi3Ngw>

- Watch: This video shows you how to use the survey on your phone/device.

<https://youtu.be/3TtAKjjJjqs>

HOW TO COMPLETE THE COUNT/SURVEY INSTRUMENT

- Answers to questions are designed to be self-reported. No evaluation or interpretation from the surveyor.
- Respondents may choose not to reply to any particular question or all subpopulation survey questions. **HOWEVER, ALL QUESTIONS MUST BE ASKED!**
- Remind respondent that their answers are **completely anonymous and confidential**.

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For Volunteers Who Participated in 2019: Delete the 2019 Survey from Your Device

If you participated in last year's Point in Time Count and still have the 2019 Point in Time Count survey downloaded on your device, please delete that survey so that you do not accidentally open the wrong survey on the day of the 2020 Point in Time Count.

1. Open the Survey123 app on your device
2. Tap on the 2019 Point in Time Count survey on your My Surveys screen
3. On the 2019 Point in Time Count survey screen, tap the **Menu** button (3 horizontal lines) in the top right
4. Then Tap **Delete Survey**
5. When asked to confirm whether you want to delete the survey, tap **Yes**

When this process is complete, you should only have the 2020 Point in Time Count Survey on your device. Please ask if you have any questions.

How to Download and Get Started with Survey 123



POINT IN TIME COUNT SURVEY REQUIREMENTS

You will need an Android smartphone, iPhone, or iPad to participate in the Point in Time Count Survey. Your device should be no older than three to four years old and have at least 95MB of available space. AT&T, T-Mobile and Verizon carriers are preferable. Please ensure your device meets the requirements below.

- If you have an iPhone, make sure your operating system is at iOS 11 or later.
- If you have an iPad, make sure your operating system is at iOS 11 or later, the iPad has cellular capabilities (not just Wi-Fi) and the ability to capture GPS information.
- If you have an Android phone, make sure your operating system is at Android 5.0 (Lollipop)/6.0 Marshmallow or later.

On the day of the count, please arrive with your device fully charged and location services enabled. If you have a portable charging source for your device, please bring it with you as well.

DOWNLOADING THE APPLICATION AND SURVEY

- 1) Open your app store and search “Survey123 for ArcGIS”. Survey123 for ArcGIS should display in the search results. It has a green icon with a white checkmark. Tap on it, then tap **Install**.
- 2) When the install is complete, tap the **OPEN** button.
- 3) When the application opens, you may be prompted to allow the Survey123 application to access your device’s photos, media and files. Tap **ALLOW** or **OK**. After allowing the access the application needs, do *not* tap the ‘Sign in’ or ‘Get Surveys’ buttons. Do nothing further in the app for now.
- 4) In your device’s browser (Safari, Chrome, etc.), visit <https://arcg.is/1ziLeT> or scan the QR code on the corner of this page to open the survey. If asked, tap **OK** or **Open** to open in Survey123.
- 5) In the Survey123 app, tap the **Collect** button to open a new survey.

Storing your own information in “Favorites”

- 1) There are some questions for which you may want to use the same answers every time: Surveyor Name and Surveyor Phone Number. Use the following steps to save the answers as favorites so you can reuse them for multiple surveys.
 - a. In a new survey, enter your first and last name for the Surveyor Name, and your phone number (including area code) for the Surveyor Phone Number.
 - b. Click the **X** on the Date question to clear today’s date.
 - c. Without answering any additional questions, tap the menu button 
 - d. Tap the option to **Set as favorite answers**.
 - e. Back in the survey, click the **X** button  in the upper left corner.
 - f. In the Confirm Close window, tap the option to **“Save this survey in Drafts”**.
There is no need to open your Drafts folder. It should only be used by the app to store your favorites.
 - g. Your favorited answers should now be available for use. To apply them, tap Collect to open a new survey, then tap the menu button in the upper right, and tap **Paste answers from favorite**.

HOW TO CONDUCT A SURVEY WITH THE SURVEY123 APPLICATION

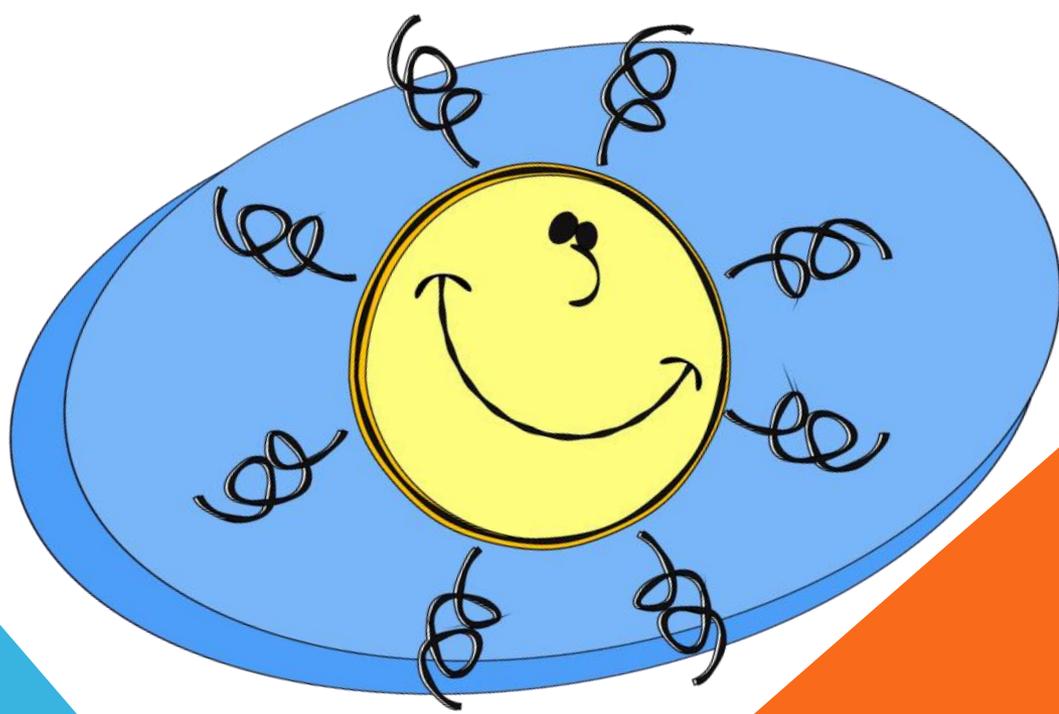
- 1) If you expect to be in areas with little or no cell coverage, or you wish to conserve your battery, you can put your device into airplane mode once you have downloaded the app and survey. (This is an option, not a requirement).
- 2) In the Survey123 app, tap the **Collect** button to open a new survey.
- 3) If you previously set Favorite answers, tap the menu button  and tap **Paste answers from favorite**.
- 4) Complete the survey by answering the questions you see.
- 5) Once you have completed a survey, tap the checkbox button  at the bottom to submit it.
 - a. If you are currently within your device's coverage area, you will see an option to **Send Now**. Tap this option to submit your survey.
 - b. If you are outside of your device's coverage area or are in airplane mode, the survey will be saved to your outbox. Once you have re-established cell service or a Wi-Fi connection, tap your **Outbox** button, then tap the **Send** button at the bottom right to submit your surveys.
- 6) To start a new survey, tap **Collect**.
- 7) Once you are done for the day and you have submitted all of the surveys from your outbox, open your **Outbox** folder in the Survey123 app and tap **Send**, then confirm you no longer see your **Outbox** in the Survey123 app.

What to do if you encounter people who don't want or are unable to participate, or perhaps it's unsafe to get to them BUT you CAN see them:

Question #4: Are you able to interview the person? Yes/No,

if NO is chosen the survey will auto populate to only these questions:

- ✓ Gender: Use best judgment/guess
- ✓ Age: Use best judgment/guess
- ✓ Hispanic or Latino: Use best judgment/guess
- ✓ Race: best judgment/guess



DAY OF THE
COUNT
JANUARY 23,

CHECK IN

at your assigned
deployment center:

➤ You will receive :

- instructions & team assignments
- maps
- field team supplies (safety vests)
- incentive bags



**NO LATER than
5:15 am!**

SAFETY FIRST

HOW TO CONDUCT THE COUNT

- Teams will be assigned pre-designated “green zones” to cover.
- Each “green zone” includes pre-identified encampments or other key locations.
- Teams shall go to each pre-identified location and canvass the entire “green zone” (outlined).

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Note: Field teams will not need to visit shelters



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HOW TO CONDUCT THE COUNT

- Participation is completely anonymous and confidential.
- Do Not ask for name, social security number, sleeping location or any personal information linked to participant.
- Participants should answer questions openly but briefly
- Upon completion, participants may receive an “incentive bag”

SAFETY FIRST

HOW TO CONDUCT THE COUNT

- Safely approach individuals encountered.
- Be polite and ask if you can have 60 seconds of their time.
- Inform individuals that we are conducting a count and simple survey of homeless people in the city/county.
- The purpose of the count is to help get funding and resources to address unmet needs of homeless persons in San Bernardino County.

SAFETY FIRST

HOW TO CONDUCT THE COUNT

“We are volunteers taking a count and simple survey of homeless individuals in the area to help identify and gain understanding of needs for more funding and services.”

SAFETY FIRST

HOW TO CONDUCT THE COUNT: GENERAL TIPS

- Common sense should be used at all times.
- Never go into any location or situation that does not appear or feel safe.
- Always be polite and do not be overly aggressive.
- Volunteers will not go into abandoned buildings or encampment locations known for fostering drug or other illegal activities.
- Be cautious when approaching occupied vehicles. Do not knock on windows or try to open the door.
- In commercial or industrial areas, ask security guards or others on site for help w/finding homeless in the area.

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HOW TO CONDUCT THE COUNT: VARIOUS TERRAIN

- For flat parks, spread a few feet apart from each other and walk in a “sweep”.
- For hilly terrain, do not spread so far apart that you lose sight of team members, but try to cover the entire park in a systematic way.
 - Other agricultural areas can be approached in a similar fashion to parks.
 - Before entering orange groves or orchards be certain that you and your team members can see over the trees or through the rows.

SAFETY FIRST

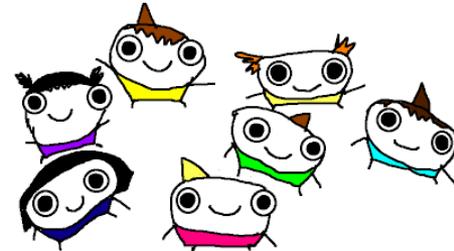
PARTICIPANT INTERACTION TIPS: CONFIDENTIALITY

- All information gathered as part of the Point-In-Time process is confidential.
- Please do not reveal any location information to anyone not associated with this project.
- If personal information is shared during the encounter (e.g. abuse) please be sensitive and try to stick to completing the count.

SAFETY FIRST

PARTICIPANT INTERACTION TIPS: ETHICS

- Be respectful of others – be non-judgmental and avoid making assumptions or generalizations.
- Do not use your affiliation with this project as a means of promoting another cause or issue.



SAFETY FIRST

PARTICIPANT INTERACTION TIPS: ETHICS



- Don't offer any personal information about you.
- Do not ask for personal information that is not on the instrument.
- Do not take any pictures or video with a camera or camera phone.
- No posting locations or “checking in” on social media.
- Please do not take personal calls while in the field (unless it is an emergency).

SAFETY FIRST

WHAT IF SOMEONE GETS SICK?

***If a member of your team becomes ill while you are in the field, have your team leader call the Deployment Center.

Phone numbers for each Deployment Center will be provided.

Remember 2-1-1

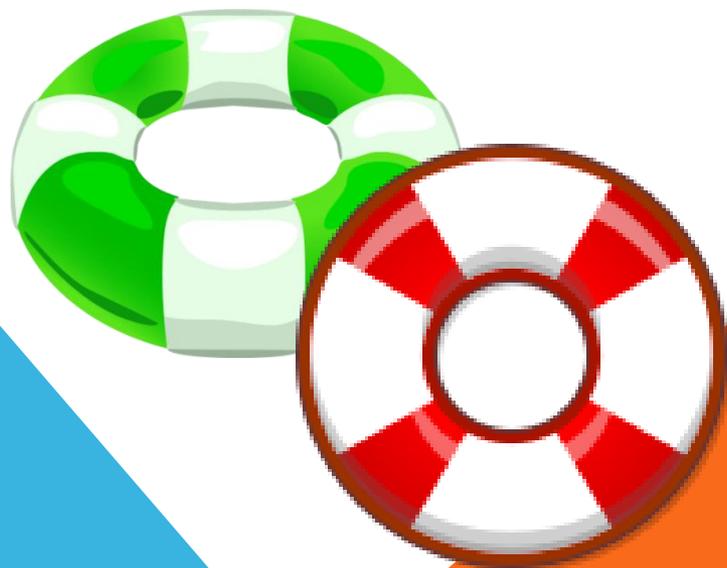
SAFETY FIRST

CONCLUSION OF COUNT

● You **MUST** return to your deployment center to check out after your assigned areas are completed.

● **DO NOT** go home without checking out first.

SAFETY FIRST



SAFETY

SAFETY COMES FIRST!

Look for potential danger before proceeding in to an area:

- police activity
- gang or other street activities
- dark alleys and secluded areas
- locations with only one route for entry and exit
- stray dogs

leave the area immediately and
make a note on your tally sheet.

Avoid taking unnecessary risks.

TEAM SAFETY

- ➔ The emergency code phrase is “LET’S GO”
- ➔ When any member of the team mentions “Let’s Go”, all team members should evacuate the area immediately **WITHOUT HESITATION.**
- ➔ Regroup away from the potential danger and if necessary, call the deployment center.

SAFETY FIRST



SAFETY COMES FIRST!



When entering outdoor encampment areas:

- As you approach outdoor encampments, remember that you are entering someone's home environment –please be respectful.
- Announce your approach so you can easily be heard and understood.
- Be aware of your body language and keep an open body posture.
- Keep your hands visible and give plenty of personal space to others.

SAFETY FIRST

SAFETY COMES FIRST!

- Be mindful of other people's personal space requirements. What feels like appropriate conversational distance to you may be too close for someone else's comfort.
- NEVER turn your back on anyone you encounter.
- NEVER corner someone – always position yourself so both you and the other person have an escape route, if needed.
- Don't be too forward or demonstrate haste while approaching anyone, as you may create a hostile situation.

SAFETY FIRST



SAFETY FIRST

SAFETY COMES FIRST!

- Always carry appropriate identification: please put your ID and any other valuable items that you must carry with you in an inconspicuous place.
- Do not offer to hold someone's belongings or make promises to that effect.
- Use common sense – if your team encounters any situation that makes you uncomfortable or is potentially dangerous, leave the area immediately and notify your deployment center once you are out of the area.
- Make note of the area location on your survey sheet.

SAFETY FIRST



**Volunteers don't just
do the work ~
they make it work.**

-Carol Pettit

YOU make it work!

Questions After the Training?

Please contact the
Point-in-Time Count & Survey

Volunteer Trainer:

Claudia Doyle

909-386-8231

Claudia.Doyle@dbh.sbcounty.gov

Or your City Lead

THANK YOU !!!