

PA Balance of State Continuums of Care

2017 Booklet for the Unsheltered Point-in-Time Count of Persons Experiencing Homelessness

January 25, 2017

Purpose

The U.S. Department of Housing and Urban Development (HUD) is the primary funding source for housing opportunities for individuals and families experiencing homelessness in your community. As such, HUD requires communities to count the number of individuals and families currently experiencing homelessness, including those who are in shelter and those unsheltered. The “count” is more than an enumeration, however; it includes the collection of demographic information to provide a point-in-time snapshot of homelessness by region, state, and throughout the United States.

This document provides suggestions for coordinating the **unsheltered** point-in-time count in your county. This year the point-in-time count date is Wednesday, January 25, 2017. This means that the period of time covered by the count includes the overnight hours from Wednesday night through Thursday morning.

During this same time, a sheltered count will take place in homeless emergency shelters, safe havens, transitional housing programs, and permanent supportive housing programs. Combined, these two activities will provide a complete count of households that meet HUD’s definition of literally homeless. The data collected through these counts will be used to inform county and regional planning efforts to work towards the goal of ending homelessness.

Conducting the point-in-time count of unsheltered homeless households also provides communities with an opportunity to locate, identify, and engage households experiencing homelessness. Once these households are known to homeless service providers, additional outreach and resources can be provided.

Finally, the unsheltered point-in-time count provides an opportunity for members of the community to be educated about the scope and needs of the homeless within their community, as well as the importance of affordable housing.

Definitions

UNSHELTERED: What does “unsheltered” mean?

For the purpose of the point-in-time count, “unsheltered” means that an individual or family is sleeping in a location that is not designed or ordinarily used as a regular sleeping accommodation. This includes: vehicles, streets, parks, sidewalks, bus stops or bus stations, abandoned buildings, tents, and campgrounds, among other locations.

However, “unsheltered” does **not** include individuals or families that lack their own permanent housing and instead are living in a hotel/motel or doubled up with friends or relatives. Additionally, this does **not** include individuals or families that are at risk of homelessness by living in substandard housing, or paying extremely high proportions of their resources for rent. Although data related to individuals and families living in these situations may inform local planning efforts, it is not within the scope of the purpose of the point-in-time count.

HOMELESS: Who counts as “homeless”?

In response to the passing of the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009, HUD has expanded their definition of homelessness. However, for the purpose of the unsheltered point-in-time count, the new categories of homelessness within HUD’s expanded definition are **not** applicable.

The only people counted as homeless during the unsheltered count are those individuals and families living on the street and other locations identified in the previous section.

If you have questions about whether or not a specific location in your community would be considered “unsheltered” please contact Diana T. Myers and Associates, Inc. at pahomelesscount@dma-housing.com.

HOMELESS VETERAN: Who counts as a “veteran”?

HUD and the VA set a federal goal of ending veterans’ homelessness by 2016. To track the success of this effort, HUD requires that we report the number of veterans counted during the point-in-time count. For the purposes of the count, a veteran is defined as someone who:

- a) served in active duty in the U.S. Armed Forces; or
- b) served in active duty, as a member of the National Guard or as a Reservist

More information about counting homeless veterans is located on pages 7-9.

HOMELESS YOUTH

Over the last several years, it is believed that the percentage of young people experiencing homelessness has increased. In response, the United States Interagency Council on Homelessness (USICH) adopted a “Framework to End Youth Homelessness” during their June 2012 meeting. This framework included a strategic set of priorities designed to end youth homelessness by 2020, including recommendations designed to collect more comprehensive data on youth. **2017 will be the baseline count of homeless youth. Therefore, it is urgent that special effort be made to identify youth who are homeless.**

Who counts as a “youth”?

HUD defines a “youth” as any person under age 25. This data is reported separately for youth under age 18 and for youth aged 18-24.

See page 9 and following for more information on counting homeless youth.

INTERVIEWS and OBSERVATIONS

Whenever possible, it is preferable that persons experiencing homelessness be **interviewed**. That gives the highest data quality, since the information is coming directly from the people themselves. For this purpose, Diana T. Myers & Associates has prepared interview forms for the night of the count and for next-day interviews of people utilizing homeless services. **Interview forms and instructions are on the website <http://pennsylvaniacoc.org/>.**

However, it may not be possible to interview each identified person while conducting the unsheltered count. This may occur because an individual does not want to be interviewed, is asleep, or for any number of other reasons. In those cases, use the **Observation Form** to record estimated demographic information and other observations that will help distinguish the individual or family. **The Observation Form and instruction are on the website <http://pennsylvaniacoc.org/>.**

One form must be submitted for each household counted – the Unsheltered Interview Form, Unsheltered Service-Based Interview Form, or Observation Form. A “household” is defined by the members of that household and can be of any configuration – single individual, couple, one or more adults with children, unaccompanied children, multi-generational, etc.

Planning: The planning steps for a successful count

In order to ensure that your count is as successful as possible in locating and engaging unsheltered homeless persons, it is important to plan in advance. The following are the key steps in planning for your county’s unsheltered count:

- 1) Determine the method you plan to use to conduct your count.
- 2) Identify and enlist partners and volunteers to participate in your count. Whenever possible, ask someone who has experienced homelessness to help with planning, particularly a veteran and youth.
- 3) Identify a leader to coordinate planning of the youth count.
- 4) Coordinate the count with community organizations and resources.
- 5) Develop and implement a plan to increase community awareness about the count and homelessness in your community.
- 6) Prepare your volunteers for the count, including training materials and time for training. Power Point slides for volunteer training, which you can personalize, are posted on the CoC website at <http://pennsylvaniacoc.org/>.

Planning: Methods for Conducting Your Count

There are multiple methods for conducting the unsheltered point-in-time count in your community. This Booklet will discuss the following methods: public places count, service based count, and a combination of public places and service based. ***There is no right or wrong method; instead, the capacity of your county to conduct the count should determine the method you choose.***

METHODS

- **Public-Places Count.** The public-places count is also sometimes referred to as a “street count”, because it is conducted by walking and/or driving through a community seeking to identify individuals and families who may be homeless. This may include combing an entire community or only locations where homeless are known or thought to congregate. Types of public-places counts include:
 - **Complete Coverage** – This is when volunteers attempt to count unsheltered individuals and families across an entire county, or to cover specific portions of the county.
 - **Known locations only** – This is when volunteers conduct visit to specific locations where homeless individuals or families are likely to be located. (Pages 5-6 include examples of known locations and methods for identifying known locations.)
 - **Combination of complete coverage and known locations** – This is when teams conduct the count in known locations in addition to a minimal amount of complete coverage. An example of a combined approach is when volunteers conduct the count within a downtown or populated area and then partner with the local police departments in the rest of the county who either conduct the interviews themselves or notify volunteers of locations where they have observed homeless individuals.
- **Service-Based Count.** A service-based count is when staff or volunteers interview participants of programs that provide non-shelter services to persons who are homeless. This could include soup kitchens, food pantries, benefits offices, veteran centers, and mainstream social service programs. **A service-based count must be conducted the day following the night of the count. Individuals are counted as unsheltered if they spent the previous night (i.e., the night of the count) in an unsheltered location as defined on pages 1-2.**
- **Combination.** This includes a system of counting unsheltered homeless in public places with a serviced-based count.

Below are examples of specific methods used by some counties during previous unsheltered counts:

- **Public-Places Count: Combination of complete coverage and known locations:** “The LHOT (Local Housing Options Team) members were very willing to assist in completing the unsheltered count. We divided the county into 10 zones and assigned a team leader for each zone. The team leader was responsible for finding volunteers to go out with him/her to complete the unsheltered count, identify areas in that zone to check and contact the police in that area to inform them of the count. This made the planning process much more manageable.”
- **Service-Based Count:** “Information about the count was disseminated through local service providers (drop-in centers, soup kitchen, etc.). Individuals were encouraged to come to set locations to be ‘counted’ that day. Additionally, a service provider (who regularly does outreach to street homeless) entered one known site to make sure all individuals there were included.”
- **Service-Based Count:** “We had a local church host a dinner. The dinner was advertised throughout the county, including outreach to individuals who were known to be unsheltered. The church provided the dinner and we were able to interview/count the folks who came to eat.”
- **Service-Based Count:** “We conducted a service-based count using many of the local agencies and service providers who are normally contacted by the homeless for assistance... by working together I think that many more individuals can be assisted and this will cut down on re-occurring cases.”

KNOWN LOCATIONS

If your community will be conducting a public-places count, you will want to ensure that you have a list of locations where homeless households are known to congregate or dwell.

- Examples of known locations include:
 - Town Center
 - Shopping Centers
 - All-night Super Centers
 - All-night Restaurants
 - Transportation Terminals
 - Parking Lots
 - Laundromats
 - Campgrounds
 - Riverbank
 - Cemeteries
 - Bridges
 - Parks
 - Railroad Tracks
 - Storage Units
 - Abandoned Buildings
 - Warehouses
 - Woods
 - Hunting Cabin
 - Tent City
 - Barn
 - Chicken-Coops

- Methods for identifying known locations in your county:
 - Appendices A and B provide sample letters for surveying local police and community professionals about known locations.
 - Individuals who have experienced homelessness are a valuable resource in identifying locations. Additionally, in preparing for the unsheltered count, individuals with a history of homelessness may also be willing to:
 - Provide training to volunteers regarding how to respectfully and safely communicate with persons located during the count; and
 - Conduct outreach prior to the count by informing and educating the homeless population about the upcoming count. See Appendix C for a sample letter to unsheltered homeless individuals in known locations.
 - Identify local “points of interest” such as a fair, rodeo or holiday celebration and set up an information table with homeless resources. Use this as an opportunity to talk with local people about where homeless individuals or families in their community may be living.
 - Many entities throughout your community may be aware of known or suspected locations where homeless may be sleeping. These may include:
 - Local and/or state police
 - County jail and/or state prison, as well as probation/parole
 - Municipal or county employees, including utility meter readers, municipal maintenance crews, code enforcement, and mail carriers
 - Employees of the Fish and Game commission, State Park/Forest rangers, and campground operators
 - Businesses such as 24-hour truck stops, convenience stores, super centers
 - School district liaisons for homeless students
 - Youth serving providers
 - School bus drivers
 - Veterans office, including Veterans Medical Centers, Outreach Centers, and Veteran Service Organizations

Planning: Recruitment of Partners and Volunteers

Whether you are conducting a service-based count or a public-places count, you will need partners and/or volunteers in order to **conduct** the point-in-time count. See Appendix D for a volunteer recruitment flyer and Appendix E for an example of a letter to involve area service providers in the count.

Many of the individuals and entities listed above that can assist you in identifying known locations may also be able to provide assistance in conducting the unsheltered count.

Additional partners may include:

- Certified Peer Specialists
- Homeless Service Providers
- Churches
- PATH Program Coordinators
- Local Housing Options Team (LHOT) or other Housing/Homeless Committee members
- Local College Students and Faculty
- Community Residents
- National Guard
- Auxiliary groups

Note: Because the point-in-time count is on a Wednesday night when many churches have their worship services, this may create a unique opportunity to bring local churches into the process. Churches may be able to provide a central location from which to conduct your search, donations for the homeless, coffee for volunteers, etc.



Some communities are considering using social media to advertise the point-in-time count and recruit volunteers. Requests for volunteers and/or donations can be broadcast through social media by your organization and/or the organizations assisting to coordinate and conduct the count. Additional groups that may distribute the requests include: United Way, religious organizations, and community service offices at your local college or university.

SPECIAL POPULATIONS - HOMELESS VETERANS

Who can I partner with to better identify and count homeless veterans during the unsheltered point-in-time count?

Engage the local VA Medical Center (VAMC) and other Veterans outpatient facility staff who provide services to homeless veterans or work on homeless issues to help plan and implement the count. VAMCs have homeless coordinators and outreach workers who regularly interact with homeless veterans. Recipient organizations of SSVF (Supportive Services for Veteran Families) funds do similar outreach. Appendix F lists VAMCs and SSVF programs by county. Knowledgeable, experienced staff can help with the following:

- Preparing for the count: VAMC homeless coordinators and outreach workers are knowledgeable about the locations where unsheltered homeless veterans live, sleep, and congregate and can identify the places that must be included in the unsheltered count. If you are conducting a service-based count, these individuals can also help to identify all VA-funded medical centers that should be involved, such as Community Based Outpatient Clinics (CBOCs), Vet Centers, and Women Vet Programs.
- Assist during the count: VAMC staff, including the Homeless Veteran Coordinators and outreach workers, as well as the PA Department of Military and Veterans Affairs staff, can form special teams to canvass encampments and other remote areas that may not have been included in previous counts.

Their relationships with clients could also help homeless veterans feel more comfortable providing information about themselves.

- Recruit homeless or formerly homeless veterans to volunteer for the unsheltered count. In addition to bringing awareness of known locations, they may have more success in engaging homeless veterans during the count.
- Identifying and engage Veterans organizations. In your community, there may be several different types of Veterans offices or agencies serving veterans. The participation of these agencies is key to ensuring that all homeless veterans are identified through the point-in-time count. See Appendix F for a list of programs, by county.
- In some communities, Veterans organizations have donated tents, sleeping bags, tarps, backpacks, and/or other supplies that are then provided to unsheltered individuals identified during the unsheltered count.

How do I identify the Veteran contacts in my community?

Below are several agencies that may be serving veterans in your community:

- **Housing and/or service providers** in your community with programs serving homeless veterans. See Appendix F for a list of programs, by county.
- **Homeless Veterans Coordinators** located at the VA Medical Center.
- **VA-funded service centers** – VA Medical Centers, Outpatient Clinics, Community Based Outpatient Clinics, Vet Centers. Appendix F includes a list of programs, by county or visit <http://www2.va.gov/directory/guide/state.asp?State=PA&dnum=ALL>
- **County Veterans Affairs Directors** through the PA Department of Military and Veterans Affairs – http://www.dmva.pa.gov/veteransaffairs/Documents/Outreach-and-Reintegration/County_directors.pdf
- **Local Veteran Services Organizations.** This may include:
 - **American Legion** - http://www.members.legion.org/CGI-BIN/lansaweb?webapp=MYLEPOST+webtrn=wr_dsplcr+ml=LANSAXHTML+part=TAL+lang=ENG
 - **Disabled American Veterans** - <https://www.davmembers.org/Membership/Wayspring/ExternalHelpFrame.aspx?/membership/%28shauz155rkfxuyrrpwohpp55%29/maintainmember/external/chapterproximitylookupexternal.aspx>
 - **AMVETS** - <http://amvetspa.com/department-directory/>
 - **Paralyzed Veterans of America** - <http://www.pva.org/site/c.ajlRK9NJLcJ2E/b.6469113/k.8B2D/Pennsylvania.htm>
 - **Vietnam Veterans of America** - <http://www.vva.org/chapters.html#PA>
 - **Veterans of Foreign Wars** – <http://www.vfw.org/find-a-post>

- **Local homeless programs** (e.g. emergency shelter, safe haven, transitional housing, and permanent supportive housing) may be able to identify veterans who were formerly homeless that would be willing to assist with the unsheltered count.

How can I assist unsheltered veterans?

The U.S. Department of Veterans Affairs maintains a 24/7 hotline for homeless veterans. Give this number to any unsheltered veteran you interview when there is no shelter resource available or accepted by the veteran: **1-877-424-3838**.

SPECIAL POPULATIONS - HOMELESS YOUTH

As mentioned above, 2017 will be the baseline year for measuring progress toward ending youth homelessness. In other words, HUD will compare the number of youth experiencing homelessness in following years to the number counted in 2017. Therefore, it is especially important that outreach to youth be as comprehensive and effective as possible.

- 1) The youth count may be coordinated by an agency that serves youth, and conducted by youth and staff of youth serving organizations. They will use the same Interview and Observation Forms on the website pennsylvaniacoc.org/.
- 2) All counties are expected to undertake a special youth-focused count. The below listed minimum standards are expected to be followed in each county in order to successfully identify youth experiencing homelessness -- you may decide to conduct other activities as well.

Standards for counting youth:

- 1) Coordinate with other systems serving youth
- 2) Engage youth
- 3) Identify hot spots
- 4) Plan with safety in mind
- 5) Provide local training

An expanded explanation of these standards is provided in Appendix G.

- 3) Best practice for the youth count is to have an identified coordinator of a “Youth Count Planning Team” to ensure the most comprehensive and effective outreach and engagement of young people experiencing homelessness. If at all possible, ask a young person who has been homeless to be part of the team.

What organizations in my community can help me identify homeless youth?

- Many counties have programs that specifically target youth. These programs may serve just runaway and homeless youth, or may target youth who are at high risk of experiencing homelessness (e.g. youth aging out of foster care and lesbian, gay,

bisexual and transgendered (LGBT) youth). Staff members of youth programs may be willing to assist in preparing and conducting the unsheltered point-in-time count.

- Preparing for the count: In preparing for the count, youth serving programs may provide information about locations where homeless youth are known to congregate, provide input and/or training about how to approach homeless youth, and help determine the most appropriate time of day for locating and identifying homeless youth.
- During the count: Many communities have engaged local youth in participating in the unsheltered count. Homeless youth may feel more comfortable being interviewed and providing information to other homeless youth.
 - Incentives: Some communities have provided homeless youth (and other homeless volunteers) with a paid stipend for participating in the count. If your community has a budget for conducting the unsheltered count, a small amount of money may help to increase the participation efforts of homeless and formerly homeless individuals. The stipend could be in the form of a gift card, for example \$5.00 or \$10.00 gift card to Subway or Wal-Mart.

Resources:

- In July 2012, Shane Burroughs then of Valley Youth House (now Pennsylvania regional homeless children's liaison) provided training on conducting outreach and engaging homeless youth. A recording of this training and the PowerPoint presentation can be accessed online at the website <http://pennsylvaniacoc.org/>.
- The point-in-time count training webinar presented by Diana T. Myers and Associates on November 21, 2017 includes a segment about the youth count presented by Andrew Palomo of Valley Youth House. The webinar recording and PowerPoint is available at <http://pennsylvaniacoc.org/endinghomelessness/point-in-timepit-count/>
- [Promising Practices for Counting Youth Experiencing Homelessness in the Point-in-Time Counts](#)
- U.S. Interagency Council on Homelessness' webinar, [Preparing for the 2017 PIT Count: Promising Practices for Counting Youth](#)
- [Counting and Surveying Homeless Youth](#)
- [Youth Targeted Point-in-Time Counts: What You Need to Know!](#)
- [Counting Homeless Youth: Developing Key Partnerships](#)

How do I identify youth contacts in my community?

Below are several agencies that may be serving youth in your community:

- **Pennsylvania's Education for Children and Youth Experiencing Homelessness Program:** <http://homeless.center-school.org/>

- **Note:** the definition of “homeless” used by the PA Department of Education is **not** the same as HUD’s definition for the point-time count. When contacting the Homeless Children’s Liaisons for your community’s school districts, be sure to clarify that you are asking about **unsheltered** youth, children, and their families that meet the definition on pages 1-2.
- **Foster Care:** Child Welfare agencies, Independent Living Programs, Residential Treatment Facilities, Youth Advisory Board - <http://www.independentlivingpa.org/about.htm>
- **LGBTQ:** Gay and gay-friendly organizations <http://www.padiversity.org/oglbty.htm>
<http://payouthcongress.org/resources/local-lgbtq-youth-groups/>
- **Juvenile Justice: Juvenile Detention Centers, Probation officers** <http://www.jdcap.org/SiteCollectionDocuments/JDCAP%20Directory201008.pdf>
- **Pregnant/Parenting Teens:** Planned Parenthood <http://www.plannedparenthood.org/health-center/findCenter.asp>
- **Pennsylvania Runaway and Homeless Youth (RHY) providers or other housing and/or service providers** in your community with programs serving homeless youth. See Appendix H for a list of RHY programs, by county.

LIABILITY CONCERNS

Many communities have questioned their liability as it relates to the safety of their volunteers. Counties have addressed this in several different ways. For example:

- In Butler County, the count coordinators engaged a local attorney to create a legally binding release form that all volunteers sign prior to participating in the count.
- In Montgomery County, the unsheltered count is conducted primarily by local homeless service providers. This allows staff to be paid for their time spent participating in the count, and they are then covered through the professional liability of their agency.

Planning: Preparing Your Volunteers

In addition to recruiting volunteers for the point-in-time count, there are several steps you can take to ensure that the count runs smoothly and your volunteers are prepared. Things to consider include:

- **Training.** Basic training should include an understanding of HUD’s definition of homelessness, the processes for identifying/coding and interviewing, safety precautions, and strategies for approaching and engaging unsheltered homeless persons. A number of count coordinators recommend that training be done very close to the count itself, no earlier than one week prior to the count. Many communities require volunteers to gather for training one to two hours before the start of the count.

- Comments from Count Coordinators included:
 - “Training was conducted by the City Emergency Management team, the police department, MH/MR and the County Planning Commission.”
 - “We train volunteers to respect the space of the person they are approaching. Training includes explaining to volunteers that wherever it is that they locate someone, that place is their home. No one walks into your home without knocking, you should ask the unsheltered person if you can approach and talk to them.”

- Resources:
 - Power Point slides for training volunteers have been prepared by Diana T. Myers and Associates. You can supplement the presentation with information specific to your count. The slides are available at the website <http://pennsylvaniacoc.org/>
 - The point-in-time count training webinar presented by Diana T. Myers and Associates on November 21, 2017 includes a segment about assessing the safety of women during the interview, particularly in regards to the question about domestic violence. Mae-Ling Kranz of Transitions of PA was the presenter. The webinar recording and Mae-Ling’s Power Point is at the website <http://pennsylvaniacoc.org/>
 - Homeless providers in Snohomish County, Washington have developed a five-part video training series for conducting the point-in-time count. These videos can be accessed online at <http://www.youtube.com/playlist?list=PLB3AFCE6345C95873>

- Safety. Depending on your community’s method of conducting the count, volunteer training should include safety tips.
 - Appendix I provides a sample safety protocol and Appendices J and K provide sample volunteer guidelines for conducting the unsheltered count.
 - Comments from Count Coordinators included:
 - “We do not enter abandoned buildings when conducting the count. We do not know how structurally secure the building is, and anyone inside can see us before we can see them.”
 - “If we are entering a wooded area, we bring a police escort. The officers are visible, but they only observe. They would not engage someone unless there was a safety issue.”
 - “There is mistrust between individuals on the street and our local police. We work together, but they do not accompany volunteers during the count. Instead, we train volunteers not to go into unknown or unsafe locations.”
 - “We have a centralized call center on the night of the count. All volunteers are required to call and check in every 30 minutes. Additionally, if volunteers are entering an area known to be without reliable cell service, they are required to notify the call center when they are entering and exiting the area.”

- Supplies. In order to increase efficiency and safety, you may want to ensure specific supplies are available. These may include maps, flashlights, backpacks, first aid supplies, cellular phones and chargers, vests that are visible at night, candles and drinking water, etc. Additionally, in communities where teams of volunteers are assigned specific geographic areas during a designated time period, these supplies may be useful in providing team members with updates throughout the count. See Appendix L for a sample grid showing geographic coverage for the count.
 - Some counties reported:
 - “We provided volunteers with two-way radios so that they could communicate with home base to ask any questions.”
 - “Juvenile Probation donated outreach vests, which the volunteers wore during the count for identification.”
- “Care package” incentives. During the weeks prior to the count, some communities collect items that volunteers assemble into small kits as both incentives and thank-you tokens for individuals (adults and/or youth) identified during unsheltered count.

Planning: Coordination with Community Resources

OFFERING SHELTER

Many communities offer unsheltered homeless persons transportation to a local shelter. If your community plans to provide transportation during the point-in-time count, you will need to:

- 1) Coordinate with the service agencies that will be available to provide immediate shelter;
- 2) Identify a transportation service such as law-enforcement, para-transit provider, mental health mobile crisis unit, or county agency or social service agency van; and/or
- 3) Coordinate with local emergency shelters in order to ensure that they will accept persons during the hours of the count. It is also important for the persons providing transportation to know the populations served for the various shelters in your community. Additional coordination may be needed in communities that lack emergency shelters and instead use hotel/motel vouchers to respond to the local need.

Important: If an unsheltered person is provided shelter during the night of the count, he or she must be counted as SHELTERED. Please note on the Interview Form that the individual/household was provided with shelter and the name of the shelter program.

Note: Communities are encouraged to follow-up with any unsheltered individuals who were not offered shelter and/or chose not to accept shelter.

OFFERING RESOURCE GUIDE

Some communities have elected to provide unsheltered homeless persons with a pocket guide or list of local resources for food, shelter, etc. See Appendices M and N for sample resource lists.

Planning: Donations

- Donations for unsheltered homeless. As mentioned above, if you have the capacity within your team of volunteers, you may want to prepare “care packages” for individuals you locate during your count. Many communities have found that the donation process is a successful tool in creating more community involvement and excitement about the count. Items that you may want to collect could include:
 - cereal bars
 - socks
 - moist towelettes
 - travel-size toiletries
 - coats/raincoats
 - sleeping bags
 - gloves
 - blankets
 - single-serving foods
 - hats
 - flashlights
 - fast-food coupons
- Counties reported the following:
 - “We were provided with sleeping bags and blankets from our local VA. We distributed these supplies to unsheltered persons during the count.”
 - “Raising awareness about the issue of homelessness was the primary benefit. We coordinated a Blanket Drive along with the PIT Count, which yielded tremendous community support.”
 - “County employees donated supplies and care packages.”
 - “We received donations of blankets from a local school, and free lunches from an area food bank.”
- Donations for volunteers. Many communities were also able to secure coffee and food to support the work of the volunteers.
 - “Local businesses contributed dinner and snacks for the volunteer staff.”
 - “We trained the volunteers the night of the street count and had a catered dinner.”
 - “Starbucks donated over 350 cups of very strong coffee.”

Planning: Community Awareness

- Advertising the count. There are many different ways you can provide the entire community with information about the point-in-time count. Identify a single agency or individual in your county who will be the spokesperson for the count and refer all requests for information, especially from the media, to that individual to assure that accurate and consistent information is being presented. Advertising will assist with attracting volunteers and donations.

- A county with significant community participation in their count reported:
 - “The count was advertised via newspaper, radio PSA, radio broadcast, by flyer, church bulletins, word of mouth, and throughout the provider community, in order to let the community know about this issue.”

- Other methods for increasing community awareness include:
 - “Our county begins to prepare for the unsheltered count in August during homeless awareness month. We accept donations at local grocery stores and do a number of activities to raise awareness about homelessness in our community.”
 - “We host an annual poverty simulation and encourage community members to participate. The simulation, which includes role playing and workshops, educates the community about the struggles of poverty and homelessness.”
 - In another county, a local church hosted a lock-in for their youth group. The organizers invited homeless providers to speak to the youth about homeless individuals within their community. In addition to increasing awareness, the event organizers charged an admission fee and the event raised \$3,000 that was donated to the local shelter.

Planning: Additional Resources

This document was created in order to describe the process of conducting the unsheltered point-in-time count, as well as the experiences of local Pennsylvania communities. If you are interested in reading additional information about conducting an unsheltered count, there are a number of national resources available.

- HUD’s [Point-in-Time Count Methodology Guide](#) (dated 2014 for the 2017 PIT)
- [Which Point-in-Time Methods are Best for Your Community?](#)
- [Rural Homelessness Counts](#)

Appendix A: Sample Letter to Police Departments

December 11, 2007

Dear Chief:

The Lehigh County Conference of Churches will be conducting a street count of unsheltered homeless people in Lehigh County on January 24, 2008 from 8:00 pm until 11:00 pm. Team members will be identified by a silver reflective cross on their backs.

The U.S. Department of Housing and Urban Development (HUD) now requires homeless assistance grant recipients to conduct regular counts of homeless people living in a county or municipality. The Lehigh County Conference of Churches will once again be coordinating this county-wide census. Teams of trained professionals and volunteers will be conducting interviews, providing emergency referrals and other outreach services to homeless people living in Lehigh County in the late evening hours of January 24th.

In order to facilitate this event we are asking local police departments to provide specific information concerning probable locations where unsheltered individuals and families may reside in your municipality. In particular we are looking for people who are living in places unfit or unsafe for human habitation such as tents, garages, the street, wooded areas, campgrounds, under bridges, abandoned buildings, or in vehicles. Homelessness does exist in rural areas of the county but are often unnoticed by the casual observer. Your officers are often the first to notice signs of habitation.

Please take a moment to talk to your officers about the unsheltered homeless count. If possible collect preliminary information which will be used to locate and assist these homeless individuals and families on the night of the census. **You may contact me by telephone at (484)664-7320 or by email at hbrennan@lcconfchurch.org.**

Thank you for your assistance and cooperation concerning this matter.

Sincerely,

Holly Brennan
Homeless Supportive Services

Source: Lehigh County Conference of Churches

Appendix B: Sample Letter to Identify Known Locations

Indiana County Department of Human Services and Volunteer Center

Rodney D. Ruddock
David S. Frick
Patricia A. Evanko
County Commissioners



(724) 463-8200 (Voice)
(724) 465-3805 (TDD)
(724) 465-3159 (FAX)
Bonni S. Dunlap, Ph.D
Director

300 Indian Springs Road, Suite 203, Indiana, PA 15701
www.humanservices-countyofindiana.org

July 23, 2012

Dear Community Professional,

The US Department of Housing and Urban Development (HUD) requires homeless assistance grant recipients to conduct regular counts of homeless people. We will be coordinating this countywide census on August 15, 2012 and are asking for your help in conducting a "street" count. The information collected will be used to determine at the national level the funding that should be provided to Indiana County in helping homeless individuals and families.

One of the ways you can provide assistance is to tell us probable locations where unsheltered individuals and families may reside in your community. We are looking for people living in places unfit or unsafe for human habitation, such as tents, garages, wooded areas, campgrounds, vehicles, or abandoned vehicles.

Please complete the survey of possible sites and return to me by August 10th, 2012. You can fax, e-mail or mail it.

Of course, we are willing to help anyone who is living in these conditions at any time. Please refer them to the Indiana County Community Action Program at 724-248-9555 for help.

If you have any questions, please contact me at 724-463-8200, extension 11 or at icdhsdir@comcast.net.

Sincerely,

Bonni S. Dunlap

Indiana County, PA
Homeless Individuals and Families Count
Possible Locations

Return by August 10, 2012

1. Do you know of anyone living in the following conditions?:
 - a. Abandoned Buildings
 - b. Vehicles
 - c. Parking Garages
 - d. On the Street
 - e. Parks, campgrounds, tents or wooded areas
 - f. Trails
 - g. Campers
 - h. Other
2. If so, please list known locations.

3. Do you have any other information about locations or homeless individuals or families you'd like to share with us?

Name of Person Completing the Survey

Organization

Address

Telephone

E-mail

Return by August 10th, 2012 to the Indiana County Department of Human Services,
300 Indian Springs Road, Suite 203, Indiana, PA 15701
or fax to 724-465-3159 or e-mail icdh:dir@comcast.net

Appendix C: Sample Letter to Unsheltered Homeless in Known Locations

January 23, 2007

We were out to see you and to find out what kind of assistance and supplies you might need.

We will return this Thursday, January 25th, between 8 p.m. and 10 p.m. with supplies to assist you in keeping safe and warm.

Please try to be available that evening so we can help you meet your needs.

The Allentown Rescue Mission and Salvation Army are available to you during this frigid weather. It is dangerously cold at night and snow is predicted over the next two days.

We look forward to assisting you Thursday evening.

Sincerely,

Tom, Holly, Matt and Jose
Lehigh County Conference of Churches

Source: Lehigh County Conference of Churches

POINT-IN-TIME SURVEY OF THE UNSHELTERED HOMELESS

January 26, 2011
8:00 pm until 10:00 pm

We are looking for volunteers to count and survey the unsheltered homeless in Adams County.

ALL ARE WELCOME:

- PREVIOUSLY HOMELESS PERSONS
- INTERESTED CITIZENS
- AREA AGENCIES
- EMERGENCY PERSONNEL
- LAW ENFORCEMENT PERSONNEL

Please help Turning Point Interfaith Mission provide outreach to our unsheltered, homeless population by volunteering the night of January 26 and offering families and individuals a ride to a local shelter and/or a care package and information about available services in the area.



Help us gather numbers and information to

- Plan for services
- Measure and identify needs
- Document data for funding
- Raise public awareness

Donations of blankets, coats, and flashlights would be greatly appreciated.



For more info or to sign up, please contact
Stephanie McIlwee at (717)334-1518

Appendix E: Sample Letter to Service Providers

December 11, 2007

Dear Service Provider,

The Lehigh County Conference of Churches sponsors a street count of unsheltered homeless people. An estimated 50 people are sleeping outside right now. Teams of trained professionals and volunteers collect information from and provide emergency services to homeless people living in Lehigh County.

Lehigh County 4th Annual
Unsheltered Homeless Point-In-Time Count (PIT)
January 24, 2008
7:00 p.m. – 11:00 p.m.

The Lehigh County Conference of Churches will once again be coordinating a county-wide census. Teams of trained professionals and volunteers will be conducting interviews, providing emergency referrals and other outreach services to homeless people living in Lehigh County in the late evening hours of January 24th.

We need your help. There are several ways you can assist us in this endeavor:

- We need backpacks, blankets, hats and gloves, batteries, flashlights, first aid supplies, donated cellular phones and chargers, candles, drinking water.
- Volunteer to participate in the street count. We are specifically looking for people trained in first aid and or public safety (fire, police, and EMS personnel)
- Please take a moment to talk to your organization about the unsheltered homeless count. If possible collect preliminary information which will be used to locate and assist these homeless individuals and families on the night of the census.

You may contact me by telephone at (484)664-7320 or by email at hbrennan@lccconfchurch.org.

Thank you for your assistance.

Sincerely,

Holly Brennan
Homeless Supportive Services

Source: Lehigh County Conference of Churches

Appendix F: Veteran Contacts for unsheltered count

County	Veteran Facility	Veteran Homeless Program
Adams		Volunteers of America of PA, Inc. (SSVF), (717) 236-1440
Armstrong	Armstrong County VA Outpatient Clinic, Ford City, (724) 763-4090	1) Mechling-Shakley Veterans Center (GPD), (724) 545-9016 2) Veterans Leadership Program of Western Pennsylvania, Inc. (SSVF), (412) 481-8200 3) Lawrence County Social Services, Inc. (SSVF), (724) 658-7258 4) Soldier On of Delaware, Inc. (SSVF), (866) 406-8449
Bedford		Veterans Leadership Program of Western Pennsylvania, Inc. (SSVF), (412) 481-8200
Blair	Altoona VA Medical Center, (877) 626-2500 Beth Farabaugh, (814) 207-7512	1) Family Services (HCHV/EH), (814) 943-8164 2) Veterans Leadership Program of Western Pennsylvania, Inc. (SSVF), (412) 481-8200 3) YWCA of Greater Harrisburg (SSVF), (717) 234-7931 4) Blair County Housing Authority (VASH), (814) 943-8164
Bradford	Sayre VA Outpatient Clinic, (570) 888-6803	Commission on Economic Opportunity (SSVF), (570) 826-0510
Butler	1) Butler VA Medical Center, (800) 362-8262 Michael Clark, (724) 287-7481 2) Cranberry Township VA Outpatient Clinic, (724) 741-3131	1) Butler VA Health Care System (VADOM), (724) 285-2439 2) CWT/TR at Butler VAMC, (724) 285-2590 3) Veterans Leadership Program of Western Pennsylvania, Inc. (SSVF), (412) 481-8200 4) Lawrence County Social Services, Inc. (SSVF), (724) 658-7258 5) Soldier On of Delaware, Inc. (SSVF), (866) 406-8449 6) Butler County Housing Authority (VASH), (724) 287-6797
Cambria	VA Outpatient Clinic, Johnstown, (814) 266-8696	Veterans Leadership Program of Western Pennsylvania, Inc. (SSVF), (412) 481-8200
Cameron		Soldier On of Delaware, Inc. (SSVF), (866) 406-8449
Carbon		1) Lehigh Valley CIL (SSVF), (610) 770-9781 2) Catholic Charities of the Diocese of Allentown (SSVF), (570) 628-0466 3) Commission on Economic Opportunity (SSVF), (570) 826-0510
Centre	State College Community Based Outpatient Clinic, (814) 867-5415	Veterans Leadership Program of Western Pennsylvania, Inc. (SSVF), (412) 481-8200
Clarion	Clarion County VA Outpatient Clinic, Foxburg, (724) 659-5601	1) Lawrence County Social Services, Inc. (SSVF), (724) 658-7258 2) Soldier On of Delaware, Inc. (SSVF), (866) 406-8449

Clearfield	1) DuBois Vet Center, (814) 372-2095	1) Tomorrow's Hope (HCHV/EH), (814) 672-5485
	2) VA Outpatient Clinic, DuBois, (814) 375-6817	2) Veterans Leadership Program of Western Pennsylvania, Inc. (SSVF), (412) 481-8200 3) Soldier On of Delaware, Inc. (SSVF), (866) 406-8449
Columbia	Columbia County Outpatient Clinic, Berwick, (570) 759-0351	1) Orangeville Manor (HCHV/RT), (570) 824-3521 2) Commission on Economic Opportunity (SSVF), (570) 826-0510
Crawford	Crawford County Primary Care Clinic, Meadville, (866) 962-3210	Soldier On of Delaware, Inc. (SSVF), (866) 406-8449
Cumberland	1) Intake Site At Carlisle Barracks, Carlisle 2) Intake Site At New Cumberland Defense Distribution Center 3) Camp Hill VA Outpatient Clinic, (717) 730-9782	1) YWCA of Greater Harrisburg (GPD), (717) 234-7931 2) Volunteers of America of PA, Inc. (SSVF), (717) 236-1440
Elk		Soldier On of Delaware, Inc. (SSVF), (866) 406-8449
Fayette	Fayette County Community Based Outpatient Clinic, Uniontown, (724) 439-4990	1) Soldier On of Delaware, Inc. (SSVF), (866) 406-8449 2) Veterans Leadership Program of Western Pennsylvania, Inc. (SSVF), (412) 481-8200
Forest		Soldier On of Delaware, Inc. (SSVF), (866) 406-8449
Fulton		Veterans Leadership Program of Western Pennsylvania, Inc. (SSVF), (412) 481-8200
Greene		1) Soldier On of Delaware, Inc. (SSVF), (866) 406-8449 2) Veterans Leadership Program of Western Pennsylvania, Inc. (SSVF), (412) 481-8200
Huntingdon		Veterans Leadership Program of Western Pennsylvania, Inc. (SSVF), (412) 481-8200
Indiana		1) Soldier On of Delaware, Inc. (SSVF), (866) 406-8449 2) Veterans Leadership Program of Western Pennsylvania, Inc. (SSVF), (412) 481-8200 3) Housing Authority of Indiana County (VASH), (724) 463-4730
Jefferson		1) Lawrence County Social Services, Inc. (SSVF), (724) 658-7258 2) Soldier On of Delaware, Inc. (SSVF), (866) 406-8449
Lawrence	Lawrence County VA Outpatient Clinic, New Castle, (724) 598-6080	1) Veterans Leadership Program of Western Pennsylvania, Inc. (SSVF), (412) 481-8200 2) Lawrence County Social Services, Inc. (SSVF), (724) 658-7258 3) Soldier On of Delaware, Inc. (SSVF), (866) 406-8449 4) Lawrence County Housing Authority (VASH), (724) 656-5106

Lebanon	Lebanon VA Medical Center, (717) 272-6621	1) YWCA of Greater Harrisburg (GPD), (717) 234-7931 2) Transitional Residence Control at Lebanon VAMC (CWT/TR), (717) 272-6621 3) Volunteers of America of PA, Inc. (SSVF), (717) 236-1440 4) Lebanon County Housing Authority (VASH), (717) 673-5463
Lehigh	Allentown VA Outpatient Clinic, (610) 776-4304	1) Lehigh Valley CIL (SSVF), (610) 770-9781 2) Catholic Charities of the Diocese of Allentown (SSVF), (610) 435-1541 3) Hope for Veterans (SSVF), (973) 270-1103 4) Allentown Housing Authority (VASH), (570) 824-3521
Lycoming	1) Williamsport Vet Center, (570) 327-5281 2) Williamsport Outpatient Clinic, (570) 322-4791	Commission on Economic Opportunity (SSVF), (570) 826-0510
McKean	McKean County Primary Care Clinic, Bradford, (814) 368-3019	Soldier On of Delaware, Inc. (SSVF), (866) 406-8449
Mercer	Mercer County VA Outpatient Clinic, Hermitage, (724) 346-1569	1) Lawrence County Social Services, Inc. (SSVF), (724) 658-7258 2) Soldier On of Delaware, Inc. (SSVF), (866) 406-8449
Monroe	Tobyhanna Army Depot, (570) 615-8341	1) Lehigh Valley CIL (SSVF), (610) 770-9781 2) Hope for Veterans (SSVF), (973) 270-1103 3) Commission on Economic Opportunity (SSVF), (570) 826-0510
Montour		Commission on Economic Opportunity (SSVF), (570) 826-0510
Northampton	Northampton County Outpatient Clinic, Bangor, (610) 599-0127	1) Victory House of Lehigh Valley (GPD) 2) Lehigh Valley CIL (SSVF), (610) 770-9781 3) Catholic Charities of the Diocese of Allentown (SSVF), (610) 435-1541 4) Hope for Veterans (SSVF), (973) 270-1103
Perry		1) YWCA of Greater Harrisburg (GPD) 2) Volunteers of America of PA, Inc. (SSVF), (717) 236-1440
Pike		1) Lehigh Valley CIL (SSVF), (610) 770-9781 2) Hope for Veterans (SSVF), (973) 270-1103 3) Commission on Economic Opportunity (SSVF), (570) 826-0510
Potter		Soldier On of Delaware, Inc. (SSVF), (866) 406-8449
Schuylkill	1) Frackville VA Outpatient Clinic, (570) 874-4289 2) Pottsville VA Outpatient Clinic, (570) 621-4115	1) Opportunity House in Reading, PA (SSVF), (610) 374-4696 2) Catholic Charities of the Diocese of Allentown (SSVF), (570) 628-0466
Somerset		Veterans Leadership Program of Western Pennsylvania, Inc. (SSVF), (412) 481-8200
Sullivan		Commission on Economic Opportunity (SSVF), (570) 826-0510

Susquehanna		Commission on Economic Opportunity (SSVF), (570) 826-0510
Tioga		Commission on Economic Opportunity (SSVF), (570) 826-0510
Venango	Venango County VA Clinic, Franklin, (866) 962-3260	Soldier On of Delaware, Inc. (SSVF), (866) 406-8449
Warren	Warren Community Based Outpatient Clinic, Warren, (866) 682-3250	Soldier On of Delaware, Inc. (SSVF), (866) 406-8449
Washington	Washington County Community Based Outpatient Clinic, (724) 250-7790	1) Soldier On of Delaware, Inc. (SSVF), (866) 406-8449 2) Veterans Leadership Program of Western Pennsylvania, Inc. (SSVF), (412) 481-8200
Wayne		Commission on Economic Opportunity (SSVF), (570) 826-0510
Westmoreland	Westmoreland County Community Based Outpatient Clinic, Greensburg, (724) 216-0317	1) Soldier On of Delaware, Inc. (SSVF), (866) 406-8449 2) Veterans Leadership Program of Western Pennsylvania, Inc. (SSVF), (412) 481-8200
Wyoming		1) Commission on Economic Opportunity (SSVF), (570) 826-0510 2) Hope for Veterans (SSVF), (973) 270-1103

Housing program acronyms

- HCHV/EH = Health Care for Homeless Veterans, Community Contract Emergency Housing
- HCHV/RT = Health Care for Homeless Veterans, Community Contract Residential Treatment Program
- VADOM = VA Mental Health Residential Rehabilitation Treatment - Domiciliary Care for Homeless Veterans
- GPD = VA Grant and Per Diem Programs
- CWT/TR = VA Compensated Work Therapy - Transitional Residence
- SSVF = Supportive Services Veteran Families Programs
- VASH = HUD-Veterans Affairs Supportive Housing Programs

Appendix G: 2017 Standards for Counting Youth

2017 POINT-IN-TIME COUNT STANDARDS FOR COUNTING YOUTH FOR PENNSYLVANIA'S BALANCE OF STATE COCS

Youth (defined):

A household with no household members over age 24. A youth household includes:

- Children under age 18 who are living without a parent/guardian
- Unaccompanied individuals aged 24 and below
- Two or more individuals aged 24 or below living in a household with no other person over age 24
- Individuals aged 24 and below with their own children ("Parenting Youth")

STANDARDS FOR COUNTING YOUTH: EXPECTATIONS FOR ALL COUNTIES

1. Coordinate with other systems serving youth
2. Engage youth
3. Identify hot spots
4. Plan with safety in mind
5. Provide local training

Coordinate with one or more other systems serving youth. These include:

- Regional Coordinators of Pennsylvania's Education for Children and Youth Experiencing Homelessness (ECYEH).
 - To find your Regional ECYEH Coordinator, visit http://homeless.center-school.org/providers/290/RegMap_160701.pdf
- School District Liaisons for Homeless Students.
 - To find the school district liaison for your geographic area, visit <http://homeless.center-school.org/HomelessDirectory/Search.aspx?page=liaison>
- Child welfare. This may include foster care, independent living specialists, etc.
 - <https://www.ilp.pitt.edu/ILDDirectory.htm>
- Juvenile or adult justice system. This may include parole/probation officers, etc.
- Behavioral health. This may include coordination with the child and adult MH system.
 - http://164.156.7.185/parecovery/documents/CASSP_Coordinators_Current.pdf
- Other organizations serving youth.
 - Some communities within our CoC have organizations and programs that specifically serve or target youth. These may include homeless assistance providers, Boys & Girls Clubs, LGBTQ organizations, etc.
 - See the *2017 Unsheltered Booklet* for examples of youth serving organizations.

Engage Youth

- Youth can assist and enhance your PIT efforts by:
 - identifying locations where youth experiencing housing challenges congregate;
 - identifying service locations utilized by youth;
 - providing volunteer training for interacting with youth;
 - participating in the count on the PIT date; etc.
- Focus groups may provide youth an opportunity to provide input on planning.
- The systems identified above and local homeless assistance providers are a good resource to help connect you with youth to invite to participate in the PIT count process.
 - While not a requirement, many communities have offered payment or other incentives to youth as compensation for their participation in the PIT.

Identify Youth Hot Spots

- In many communities, youth have been historically under-represented in their PIT count. It may be that youth gather, obtain services and/or sleep in locations other than those that have been previously targeted for the PIT count.
- Youth and/or the organizations that serve them may be able to enhance your PIT planning efforts by identifying *youth hot spots*, locations where youth experiencing housing challenges may gather and/or go to receive services.

Plan with Safety in Mind

- Precautions should be taken to ensure that participation in the PIT survey is voluntary and that the safety and privacy of youth are respected.
- Extra precautions about safety should be considered when identifying specific subpopulations of youth (such as LGBTQ). It may be helpful to hold focus groups with these youth at provider locations or drop-in centers where they already gather.
- If your community is hosting a “come and be counted” type of event, safety must be considered within the context of advertising for the event. Considerations include ensuring that youth know where to go, but stop short of informing the larger community about the date and time that vulnerable youth will be gathering.
 - Instead, the school district liaisons may be helpful in getting event information directly to youth experiencing housing challenges.

Provide Local Training: Language and Safety

- Many youth who lack a permanent housing arrangement do not self-identify as “homeless.” Additionally, youth who are experiencing homelessness or unstably housed are often not visually distinguishable from youth who are stably housed. For that reason the “introduction” on the PIT interview forms has been updated to indicate we are surveying people who are currently experiencing “housing challenges” rather than homelessness.
- Local training should include tips for approaching youth in order to ensure safety.

Appendix H: Youth Contacts for unsheltered count: Pennsylvania Runaway and Homeless Youth Grantees

To be counted as part of the Point-in-Time, the youth must be **unsheltered homeless** according to the definition on page 1. The following organizations may know of locations where **unsheltered** youth congregate (daytime or nighttime) or stay at night.

BLAIR COUNTY

Family Services
2700 8th Ave, Altoona, PA 16602
(814) 949-3778

CENTRE COUNTY

Centre County Youth Service Bureau
325 W. Aaron Dr., State College, PA 16803
(814) 237-5731

LEHIGH COUNTY

Valley Youth House
829 Linden Street, Allentown, PA 18101
(610) 820-0166

Valley Youth House
531 Main Street, Bethlehem, PA 18018
(610) 954-9561

Appendix I: Sample Safety Protocol

Roles and Responsibilities:

PIT Coordinator: Coordinates the PIT from the PIT Headquarters. Responsible for tracking teams, coordinating referrals, and maintaining supplies.

Team Leaders: Responsible for the safety of the street teams. Maintains communication with the PIT Coordinator.

Protocol:

1. Two people must be together at all times
2. No one should approach someone who appears aggressive (review signs of aggression at training or show video from the Safety Council)
3. Team leaders will contact PIT Coordinator upon arrival at every site and at time of departure. PIT Coordinator acts as a dispatcher. PIT Coordinator will contact the team leader if they have not received a call from the team leader within 20 minutes of the previous contact. If Team Leader cannot be located via telephone by the PIT Coordinator after 2 attempts the PIT Coordinator will assume the team is in distress and will contact 911 with the last known location. During each contact with the PIT Coordinator the Team Leader will give the exact location and status of the team. PIT Coordinator tracks location and records call-in times.
4. Team leaders will call PIT Coordinator if more people or supplies are needed out on the street. PIT Coordinator will dispatch additional supplies and or personnel as requested.
5. Team leaders survey each site for safety prior to allowing the team access to the site. Any safety concerns are relayed to the PIT Coordinator who makes the final determination as to the safety of a particular site. PIT Coordinator will notify the police if further assistance is necessary.
6. Keep a safe distance between interviewer and interviewee. Team leaders must also identify a safe exit from the scene and ensure that exit is maintained during interviews. Interviews are terminated if personnel feel unsafe or threatened.
7. Do not approach a person who appears intoxicated. Collect visual data from a safe distance. Contact 911 if immediate assistance is needed from emergency personnel and get to a safe location. Call PIT Coordinator once you have reached safety.
8. Contact PIT Coordinator for other non-life threatening emergencies who can coordinate with crisis and medical personnel.

Stephanie Barnett
Homeless Supportive Services
Lehigh County Conference of Churches
sbarnett@lccconfchurch.org 484-664-7320

Source: Lehigh County Conference of Churches

Appendix J: Sample Volunteer Memo

January 30, 2008

To: Point in Time Participants

From: Pat Ingham
Office of Adult Services

Re: 2008 Point-in-time count

Thank you for participating in this year's point-in-time count of the homeless on the "street". As you know, the count is a requirement of HUD, and also provides important information used in local planning. Just as importantly, it is another outreach opportunity to persons not in programs, especially the chronically homeless.

At least one member of each team needs to have picture ID with them (Driver's License, employee key card etc.) It is always possible that a police officer will approach to find out what everyone is doing, or, a homeless person may ask for some proof we are who we say we are.

You have each been provided with a folder containing surveys, a pen, Survival Guides, and the Outreach "Plan". You can decide among you who will complete the survey for each individual encountered. Team members can keep any leftover Survival Guides, if they wish, or return to my office with completed surveys.

Some general guidelines:

- Although several of you may be traveling together, the number who depart the van should be determined by the number of potentially homeless people to be approached. For example, if there is only one individual, it is best to have only one or two persons approach him/her, so as not to be intimidating.
- Please approach individuals with caution. Respect their space, and leave if you are uncomfortable.
- Initially, you can explain to individuals that an outreach to the homeless is being conducted across the state today for the purpose of finding and counting persons without services, and providing service information and a snack to them. If they will allow you to talk with them, try to obtain as much information as possible to complete the survey. If the survey is a barrier, just be conversational, and complete as much of it as you can after returning to the van/car.
- Please complete one survey for each person approached. If he/she will not give you a name, please use the back of the survey to write a physical description. If the individual will not answer all of the questions, provide what information you can on the survey.
- Please do not complete a survey for persons currently active in homeless services today. All programs will be completing surveys on this date for

individuals and families in their program, including the overnight, church-based shelters.

- If people are concerned about answering questions, you can assure them that all survey responses will be combined for reporting and planning purposes. Our office will not disclose any individual information.
- If someone needs and wants detox or treatment, Mirmont is prepared to accept them at any time on January 30th. The number for Admissions is 610-744-1400.
- If weather creates a safety concern on the roads, teams can use their own discretion in continuing the outreach.

If at all possible, we would like to have newly identified homeless persons receive follow-up attention from the appropriate outreach program. If someone on the team can arrange this, please make a note on the survey. Otherwise, our office will make a request.

Completed surveys can be picked up by my office, or mailed to me. My mailing address is at 20 S. 69th St. 4th Floor, Upper Darby, 19082. Let me know which you prefer.

Many thanks to those of you who are purchasing/preparing food to offer folks, especially the Bernadine Center, and to Horizon House and the Salvation Army for their leadership and the use of their vehicles.

I hope you enjoy your experience, and thank you, again, for your participation.

Source: Delaware County Office of Adult Services

Appendix K: Sample Volunteer Training Outline

January 25th Volunteer Outreach & Point-In-Time Survey of the Unsheltered Homeless in York County

Outreach Volunteer Training

- **Welcome**
- **Why Count Unsheltered Homeless People?**
 - Opportunity to provide public outreach to our homeless population
 - Raise public awareness about the issue of homelessness
 - Local service planning and assist measuring and identifying the needs of populations that are hardest to serve (chronically homeless)
 - Provide information to the U.S. Department of Housing & Urban Development (HUD Requirement)
- **What is HUD and why do they need this information?**
- **Outreach Team Breakouts and Information**
 - Outreach Areas
 - What to bring with you
 - Maps
 - Outreach Team Lists
 - Identification
 - Reflective Vests
 - Cell Phones
 - Donated Items
 - Pocket Guides
 - Survey Forms & Pen/Pencil
 - Flashlights
 - Home Base Operations
- **Approach Methodologies**
 - What do we do if we find someone?
 - Unsheltered Count Survey Forms
 - Individual
 - Family

- **Safety Issues**
 - Roles and Responsibilities
 - Home Base Contact
 - Team Leaders
 - Location Leaders
 - Outreach Protocol
 - Two people must be together at all times.
 - No one should approach someone who appears aggressive.
 - Team Leaders will inform Home Base contact upon arrival of outreach area and at time of departure. Home Base will contact the team leader if they have not received a call from the Team Leader within 15-20 minutes of previous contact. If Team Leader cannot be located via telephone by the Home Base contact after 2 attempts, other volunteers of that outreach team will be contacted via phone. If those attempts are unsuccessful, the Home Base contact will assume the team is in distress and will contact 911 with the last known location. During each contact with Home Base, the Team Leader will give the exact location (provided by Location Leader) and status of the team.
 - When the outreach team arrives at the assigned outreach area, team members should identify a safe meeting point in the event that team members get separated.
 - Code Word: All team members will use the code word "APPLE" to signify danger. If you perceive something as threatening, say "APPLE". When anyone hears the code word, they should immediately leave the area and return to the identified safe meeting point.
 - Team Leaders will call Home Base contact if more people or supplies are needed out on the street. Home Base contact will dispatch additional supplies and or personnel as requested.
 - All outreach volunteers should survey each site and area for safety prior to searching that area. If any site or area appears to be unsafe, walk away. Do not enter vacant buildings or approach individuals in cars. If individuals are seen in these areas, collect visual data from a safe distance and move on.
 - Keep a safe distance between interviewer and interviewee. Team Leaders must also identify a safe exit from the scene and ensure that exit is maintained during interviews. Interviews are terminated if personnel feel unsafe or threatened. Contact Home Base if transportation to a shelter is needed for a homeless individual and/or family.
 - Do not approach a person who appears to be intoxicated.

Collect visual data from a safe distance. Contact 911 if immediate assistance is needed from emergency personnel and get to the safe meeting point. Call Home Base contact once you have reached safety.

- *DO NOT HESITATE TO CALL 911.* York City Police and Emergency Management know where all our teams will be searching.
 - Wear your ID badge at all times!
 - Safety Protocol Overview - Lieutenant Gene Fells, York City Police Department & Mike Shanbrook, York City Fire & Rescue
- **Population Overview - Julia Bucher & Cheryl Thompson, York College Community Health**
 - Mental Health Issues
 - Substance Abuse Issues
 - **York County MH/MR and D&A - Steve Warren**
 - **Wrap-Up**
 - **Acknowledgments**

Source: York County Planning Commission

AS YOU COUNT - TIPS

- If you see or encounter a homeless individual or family, first introduce yourselves and state the purpose for your visit, then ask for permission from the person or family to enter their personal space. If you are refused access you may still offer them a ride to a local shelter and a care package and/or blanket to leave with them. If they refuse this service then apologize for intruding and jot down any observations you make regarding the number of individuals and gender.
- Possible introductions
 - If the individual or family is sleeping or not aware of your presence: From a distance you should ask "Is anybody home?"
 - When the individual or family is aware of your presence: "Hi, my name is _____ and I am an outreach volunteer from York. The reason we are here is to offer individuals a ride to a local shelter tonight. Would you like to go to a shelter? Would you please accept a care package from us or some blankets/sleeping bags/clothing? (You may ask specifically what they need). Would you be willing to answer a few survey questions for us?"
 - Whether the person answers yes or no please thank them for their time.
- Outreach teams should look for homeless individuals and families around bus terminals, churches, laundromats, parks, 24-hour retail stores, railroad lines, alleys behind businesses, and around hot air vents. Remember, no one is going to camp right on the sidewalk where they can be seen - they'll be trying to be discreet and hidden. Also look for any concealed places near running water (bridges, etc.).
- Outreach teams should not look in vacant buildings, parked vehicles, or confined spaces with only one exit.

Source: York County Planning Commission

Appendix L: Sample Grid Geographic Coverage

2008 Point in Time Street Outreach and Count
January 30, 2008
PLAN

GEOGRAPHIC AREA	VEHICLE	TIMES	VOLUNTEERS	TEAM LEADER	PHONE NUMBERS
Chester Township-Chester – Eddystone- Springfield Mall - Media <ul style="list-style-type: none"> • Abandoned building next to CCCC • Potter between 8th & 9th – 2 abandoned houses (requires police?) • Park on Thomas St. • Under I-95 bridge near Eddystone • Airport • Deshong (daytime or with police) • Transportation center- benches along tracks • Casino lobby 	Salvation Army Van	5:00 AM – 7:00 AM	Harry Dorsey Mike Tillman Rick Briggs Leslie Douglas Ruby Benson SA Consumer	<i>X</i>	484-574-9428(cell) 215-796-0022(cell) 484-832-4525(cell)
	Salvation Army Van	10:00 AM – 1:00 PM	Harry Dorsey Rick Briggs Nancy Snyder SA Consumer	<i>X</i>	484-574-9428 (cell) 484-832-4525 (cell) 484-486-4839 (cell)

<p><i>Meet at Stepping Stone, in the back of the Salvation Army building at 151 W. 15th St. in Chester</i></p>	Police / Salvation Army	6:00 PM – 10:00 PM Chester City Police- 8:00 PM- 10:00 PM	Harry Dorsey Carol Seeley Pat Ingham	X	484-574-9428(cell) 302-299-3622(cell) 484-486-4839(cell)
	EASR	1:00PM – 9:00PM Upper Darby Police-Sgt. Peterson 7:00 PM – 9:00 PM	Ray Harrod Eva Rasik Shaun Johnson (7:00 PM – 9:00PM)	X X	215-776-4555(cell) 484-437-2042(cell)

* Can contact Colwyn Police Department to inquire about availability of escort (Officer Hazelton previously contacted by Kia)-484-494-4900 or stop by.

Source: Delaware County Office of Adult Services

Appendix M: Sample Resource Pocket Guide

MEALS

Breakfast:

Our Daily Bread 331 S. George St.
845-1674 Mon-Fri 8:30-9:30 a.m.

York Rescue Mission 367 W. Market St.
845-7662 Mon-Fri 7:00 a.m. Sat 7:30 a.m.

Lunch:

York: **Our Daily Bread**
331 S. George St., 845-1674
Mon-Fri 11:00 a.m.-12:00 p.m.

York Rescue Mission
367 W. Market St., 845-7662
Mon-Sat 12:00 p.m. Sun 12:30 p.m.

Hanover: **PAL-Provide a Lunch Program**
136 Carlisle St., 633-6219
7 days/week 11:30 a.m.-12:30 p.m.

Dinner:

York Rescue Mission 367 W. Market St.,
845-7662 Mon-Fri 5:00 p.m.
(Light supper after chapel service 7
days/week at 8:00 p.m.)

Weekend Hot Meals:

York's Helping Hands For The Homeless
Saturday & Sunday
5:30 p.m. 412 W. King St.

6:00 p.m. parking lot near Sav-A-Lot
(Between N. Queen & S. Duke St.)

Weekend Hot Meals (Continued):

6:30 p.m. rear parking lot of Small Memorial
AME Zion Church (Corner of S. Queen and E.
South St.)

Compassion York – Sunday

5:15-6:15 p.m. parking lot Grace Lutheran
Church, 150 Jefferson Ave.

6:15-7:15 p.m. parking lot St. Patrick's Church
(Corner of College Ave. and Beaver St.)

YORK COUNTY EMERGENCY ASSISTANCE POCKET GUIDE

for

- SHELTER
- MEALS
- INFORMATION

F.I.R.S.T.
Free Information & Referral Service
Teleline
717-755-1000 or 800-673-2529
COUNTY-WIDE & FREE

EMERGENCY SHELTERS DOMESTIC VIOLENCE

York: **ACCESS –York**
846-5400 or 800-262-8444

Hanover: **Still Waters**
632-2235
Safe Home
632-0007

*Developed by the
Providers Workgroup of the
York County Human Services Department
ACCESS York, Bell Family Shelter, CPC
Case management, Housing Alliance of York*

EMERGENCY SHELTERS HOMELESS

For Single Men:

York: **Rescue Mission**
367 W. Market St.
845-7662

YMCA
90 N. Newberry St.
854-7291 ext 701

Hanover: **Cold Weather Shelter**
136 Carlisle Ave.
633-6353

For Single Women:

York: **Bell Family Shelter**
852 East Market St.
845-9536

Women's & Children's Shelter
17 Jefferson Ave.
845-7662

Hanover: **Cold Weather Shelter**
136 Carlisle Ave.
633-6353



Guide funded by
the York County
Board of
Commissioners

For Families:

York: **Bell Family Shelter**
852 E. Market St.
845-9536
(Single moms and dads w/kids)

Women's & Children's Shelter
17 Jefferson Ave.
845-7662 (Single moms w/kids,
boys must be 12 and under)

Hanover: **Cold Weather Shelter**
136 Carlisle Ave.
633-6353

Source: York County Board of Commissioners

Appendix N: Sample Resource Pocket Guide

Consumer Guide to Homeless Services In Delaware County

Shelter Programs

CITY TEAM MINISTRIES - Overnight emergency shelter for men only 634 Sproul St., Chester **610-872-6865**
COMMUNITY ACTION AGENCY of DELAWARE COUNTY
To access any of these CAADC Shelters, call for an intake screening
Darby office: 610-583-9133 or Chester Office: 610-874-8451
Family Management Center – Families with Children
Colony Community Corp. – Families with Children
Wesley House Community Corp. - Families with Children & Adults
Life Center of Eastern Delaware Co. – Single Adults Only
CONNECT-BY-NIGHT - Overnight shelter for single adults. Pick-up from 69th St. Terminal, Upper Darby at 9PM **610-352-1590**
DOMESTIC ABUSE PROJECT - Emergency Shelter for victims of Domestic Violence. Call the DAP Hotline **610-565-4590**
WARMING CENTER- Managed by the Salvation Army, Chester Corps. Overnight Shelter for single adults Closed: July- September. Pick-up at 151 W. 15th St., Chester at 9:00 PM. **610-874-0423**

Prepared Meals & Clothing

CITY TEAM MINISTRIES - 634 Sproul St., Chester
Meals: Mon. – Fri. @ 5:00 & Sat. @ 12 noon; Sun. 8am
Clothing: Wed. & Fri. 1pm – 4pm **610-872-6865**
SALVATION ARMY - Breakfast & Lunch 151 W. 15th St., Chester Mon. - Fri. at 7:30 am & 11:30 am **610-874-0423**
SALVATION ARMY - Lunch - 22 N. 9th St., Darby Tues., Wed., & Fri. @ 1:00, Thurs. @ 1:45 **610- 583-3720**
LIFE CENTER Community Outreach Project serves meals 7 days/week at 7:00 6310 Market Street, Upper **610-734-5770**

Outreach & Support Services

HORIZON HOUSE – EASR/PATH – MH/D&A Assessment and Referral **610-328-1306**
SALVATION ARMY - Assessment & Referral **610-874-0423**
CHESPENN HEALTH SERVICES – Medical/Dental and Outreach **610-876-1600**
CONNECT – Assessment & Referral **610-352-1590**

Source: Delaware County Office of Adult Services

2017 Booklet for the Unsheltered Point-in-Time Count of the Homeless

Showers & Laundry

LIFE CENTER - 6310 Market Street, Upper Darby
Mon., Wed., & Fri. 10 AM - 2 PM **610-734-5770**
CONSUMER DROP-IN CENTERS
Project Share Consumer Center- 401 Chester Pike, Darby
Mon. - Fri. 12 PM – 6:30 PM **610- 532-6330**
Chester City Consumer Center - 3101 W. 7th Street, Chester
Showers: Wed. – Sun. 9 AM – 4 PM **610-497-4300**
Laundry: Wed. – Sun. 9 AM – 2 PM

Drug and Alcohol Services

Crozer -Chester Medical Center @ Community Division
Walk-in Assessments – 7 AM to 3 PM and Outpatient treatment, and case management 2600 W. 9th St., Chester **610-497-7200**
MIRMONT – Walk-in Assessment, Detox/Rehab
100 Yearsley Mill Rd., Lima **610-744-1400**
NORTHWESTERN HUMAN SERVICES Assessment, Outpatient treatment, and D&A case management **Toll Free 1-877-SOBER11**
Upper Darby **610-713-9580** Sharon Hill **610- 534-3636**
KEYSTONE CENTER –Detox/Rehab
200 S. Providence Avenue Chester **610-876-9000**
NA (NARCOTICS ANONYMOUS Meetings)
Delaware County **215-NAWORKS**
AA (ALCOHOLICS ANONYMOUS Meetings)
Delaware County **215-923-7900**

Mental Health Services

CROZER -CHESTER MEDICAL CENTER – Mental Health
Outpatient and case management **Chester 610-497-7700**
NORTHWESTERN HUMAN SERVICES – Mental Health
Outpatient and case management **Sharon Hill 610- 534-3636**

Crisis Intervention Services

PROJECT REACH – Mobile mental health and drug and alcohol crisis outreach services 24 hrs/day & 7 days/week **610-352-4703**
CROZER -CHESTER MEDICAL CENTER 24 hrs/day every day
1 Medical Center Blvd., Chester **610-447-7600**
MERCY FITZGERALD MEDICAL CENTER 24 hrs/day every day
500 Lansdowne Ave., Darby **610-237-4210**

Note: * (indicates Spanish translators avail) 7/07