EVERYONE COUNTS:
ST. JOHN'S HOMELESS POINT-IN-TIME COUNT MODEL

Dr. Alina Turner (Turner Research & Strategy) & Andrew Harvey (Local Coordinator)

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For more information, contact: Bruce Pearce, Community Development Worker, End Homelessness St. John's, bpearce@nl.rogers.com; 709-689-9615

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Background

Plan to End Homelessness in St. John's (2014-2019)

St. John's has a long-standing commitment to collaborative, locally-driven solutions to homelessness. The multi-stakeholder St. John's Community Advisory Committee on Homelessness was established in 2000 to develop and implement previous Homelessness Partnering Strategy (HPS) plans to address homelessness.

The St. John's CACH laid a solid foundation for our future success, investing $18.3 million in HPS funds (levering significant funding from other partners) to address community priorities through a range of initiatives, including the creation of 65 emergency shelter beds, 37 transitional housing beds (22 units), and 237 supportive housing beds (163 units). Other supported projects have included renovations and accessibility improvements to shelters, transitional and supportive housing, non-residential service facilities and new social enterprises, plus a range of initiatives to engage partners, raise awareness, mobilize knowledge, and build capacity. None of this would have been possible without strong partnerships across all sectors.

In 2014, the Community Advisory Committee was renamed and restructured as End Homelessness St. John's (EHSJ) with a new Board of Directors, and committed to developing and leading the implementation of *Ending Homelessness in St. John's: Our 5-Year Plan (2014–2019)* (the Plan). The Plan includes the Homelessness Partnering Strategy (HPS) Community Plan to guide federal investments locally based on Housing First principles.[1]

The Government of Canada's Homelessness Partnering Strategy (HPS) supports communities to develop local solutions to homelessness. HPS funds local priorities identified by communities through a comprehensive community planning process involving officials from all levels of government, community stakeholders, and the private and voluntary sectors. St. John's is the only HPS-designated community in Newfoundland & Labrador (one of 61 participating communities across Canada). HPS was allocated stable funding over five years (2014-2019) with the goal of supporting communities in developing longer-term solutions to homelessness, in particular moving to a Housing First approach. In

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[1] The full Plan is available online: http://www.nlhhn.org/PDF/YYT-Community-Plan-2014-2019.pdf.

the 2016 Federal Budget, HPS received an additional $111 million over two years to be invest in communities.

The City of St. John's acts as the HPS Community Entity (CE) that administers federal homelessness funds for End Homelessness St. John's (through the Non-Profit Housing Division of its Community Services Department) and provides the community development and brokering necessary to move the community forward as a collective.

The Plan outlines the following four priority areas for St. John's:

1. System Coordination: A coordinated approach to housing and supports following the Housing First philosophy.
- Organize the homeless-serving system.
- Implement Coordinated Access and assessment.
- Develop discharge/transition planning measures.

2. Integrated Information System & Research: Integrated information system and research to support ending homelessness efforts.
- Implement an integrated information system.
- Build partnerships with the research community.

3. Housing & Supports: Developing a range of housing and supports choices to meet diverse participant needs.
- Support measures to increase housing affordability and reduce homelessness risk.
- Introduce and ramp up a range of Housing First programs.
- Tailor supports to meet the needs of diverse groups.
- Support the enhancement of service quality and impact.

4. Leadership & Resources: Securing the necessary leadership and resources to support the Plan to End Homelessness.
- Develop the infrastructure necessary to implement the Plan.
- Coordinate funding to maximize impact.
- Champion an end to homelessness.

Housing First System Coordination Initiative (HFSCI)

In 2016, St. John's is in Year 3 of its 5-year plan to end homelessness. *Ending Homelessness in St. John's: Our 5-Year Plan (2014–2019)* prioritizes the development of a systems approach grounded in Housing First. The plan calls for a system where diverse services are organized and delivered in a coordinated manner to advance common community priorities. The purposeful, design and management of St. John's homeless-serving system is critical to meeting the community's objective of ending homelessness.

As a cornerstone of St. John's Plan to End Homelessness, system coordination is about finding ways of better working together to serve those at risk of or experiencing homelessness in our community. To advance these efforts, End Homelessness St. John's (EHSJ) launched the Housing First System Coordination Initiative (HFSCI). Key deliverables over the course of the project (November 2015 to May 2016) include:

1. **System Coordination Framework**
   - System map/service inventory
   - Coordinated access model design
   - Coordinated assessment tool selection
   - Development of system program performance indicators
   - Identification of implementation resources (Budget, HR, Training)

2. **Point-In-Time Count Implementation Plan**
   - Data elements selection
   - Methodology
   - Implementation plan and resources (Budget, HR, Training)

3. **Prevention & Rapid Rehousing Program Design**
   - Program model(s) development
   - Alignment with System Planning Framework
   - Implementation resources (Budget, HR, Training)

The aforementioned elements were approved by the EHSJ Board on May 31, 2016. To date, key efforts have been made to engage community in the final deliverables, discussed in later sections.

The National Homeless Point-in-Time Count

One of the key components of the HFSCI is the development of End Homelessness St. John's PIT Count model for implementation. As an HPS designated community, St. John's aims to implement a homeless count on November 30, 2016.

The focus of this document is to propose the Count methodology and data collection tools, which include a survey and enumeration component. The Count will capture rough sleepers, emergency shelter, and transitional housing clients at a minimum. The approach aims to be inclusive in the development of the Count process and its implementation across a range of stakeholders, including: those with lived experience, the homeless support community, government, and public systems (health, corrections, police, etc.).

In its renewal of the Homelessness Partnering Strategy, the Government of Canada has prioritized Housing First as a key strategy to reduce homelessness, particularly amongst chronically and episodically homeless populations. To understand the effectiveness of interventions and community progress in reducing homelessness, it is necessary to establish a baseline count.

Counts can significantly increase a community's ability to take action to ending homelessness by supporting:

- Improved understanding of characteristics of the local population.
- Capacity to undertake a local needs assessment.
- System planning and program development.
- Measurement of progress on ending homelessness over time.
- Increased public awareness about homelessness.

In the United States, regular nation-wide Point-In-Time (PIT) counts help communities and governments measure progress. Communities are federally mandated to conduct an annual count of sheltered persons (which includes a Housing Inventory Count) and a count of unsheltered homeless persons every other year (the Point-In-Time Count). These counts provide critical information for the local homeless serving system to help better understand the number and characteristics of homeless persons, whilst increasing capacity to develop interventions at the local and national levels.

Canada established this practice only recently; in fact, few of the 61 HPS designated communities had ever conducted a count before HPS mandated counts in 2015. Moreover, those that have done counts used different definitions and methodologies, and conducted them in different years (and at different times of the year). This meant data was inconsistent, not comparable and difficult to aggregate.

Over the past 12 months, a national methodology for PIT Counts has emerged from HPS and the Canadian Observatory on Homelessness (COH) as result of:

- Examination of count reports and guides on undertaking counts from across Canada for common elements and promising approaches;
- Identified promising practices and learnings from other countries, including Housing and Urban Development, the New York HOPE count, Australia, European Federation of National Organizations Working with the Homeless; and
- Detailed analysis of methodology and data elements on ongoing counts in Canada.

End Homelessness St. John's and the NL Statistics Agency participate on the HPS National PiT Count Working Group which developed the national methodology. This approach was tested in 31 HPS communities across Canada with HPS funding and COH technical assistance between January-April 2016, and the resulting analysis and learnings will be prepared and shared by HPS by September 2016, providing a rich resource for EHSJ to consider leading up to our own count in November 2016.

The St. John's PiT Count will be the first ever undertaken in Newfoundland & Labrador, and will be called "Everyone Counts".   Going forward, EHSJ's counts will recur every 2 years. HPS intends to coordinate the first fully national count involving all 61 HPS communities (including St. John's) in 2018.

While the HPS methods include a minimum number of data elements that must be collected in the same manner across Canada, communities have the option to collect additional data elements to meet local needs which were developed by the COH. Supplementary questions for sub-populations (youth, veterans, etc.) are provided where communities wish to gather additional information.

Adapting National Methods Locally

The Count presents an important opportunity to roll out national methods and leverage existing research and development. It also provides an important context in which the national methodology can be adapted to meet local needs and build momentum for ongoing counts. Local stakeholders can develop long-term capacity to conduct counts on an ongoing basis.

To this end, the End Homelessness St. John's (EHSJ) has secured the technical assistance of Dr. Alina Turner (Turner Research & Strategy), Dr. Stephen Gaetz (Canadian Observatory on Homelessness) and Andrew Harvey (HFSCI Local Coordinator) to work alongside an Advisory Committee to develop the PIT Model. The PIT Count Advisory Committee supports this work by making recommendations on key issues pertaining to the development and implementation of the Count.

Dr. Turner, the Local Coordinator, and the COH supported the PIT Count Advisory Committee to develop a model that addresses the following:

- Scope of the Count
- Broad objectives of the Count
- Critical community stakeholders that should be engaged
- Process for recruiting and training volunteers
- Resources needed, particularly volunteers
- Budget needs
- Implementation Plan
- Timelines
- Ethics, confidentiality and safety
- Process for analyzing and communicating results
- Participation in the effort to develop a national count

This approach proposes to align the St. John's PIT Count with the rollout of the National Homeless PIT Count, using standardized methods developed by the applicants as part of the work of the Canadian Observatory on Homelessness and in alignment with HPS.

The COH, working with a team led by Dr. Turner, had developed an extensive on-line PiT Count Tool Kit (http://homelesshub.ca/pitcounttoolkit) to support communities to do this work, and it is recommended that the community utilize this resource and align its approach with the national methodology. This ensures that St. John's approach leverages existing work to develop valid methods nationally.

St. John's approach aims to be inclusive in the development of the Count process and its implementation with a range of stakeholders, including: those with lived experience, the homeless support community, government, and public systems (health, corrections, police, etc.).

Given the considerable community engagement underway to develop the System Coordination Framework, it was recommended that the preparatory work involved in conducting the Count be incorporated in the aforementioned process as much as possible. As such, the PIT Count approach used the consultation findings to inform the proposed model, particularly leveraging the online system mapping survey to develop an inventory of eligible facilities to participate in the Count and exploring the use of HIFIS to this end. The Housing First Provincial Conference (March 3-5) and May 4 Review Sessions were also leveraged as key opportunities to shape the final PIT model. The proposed direction for the PIT Count was a key discussion item during the May 4 Review Session.

Meetings with key stakeholders, including service providers and public system partners were included to gauge interest in Count participation and begin obtaining necessary approvals. Focus groups with those with lived experience also informed the proposed direction. At a series of 3 focus groups held in February 2016, participants were told about the upcoming PIT count, and feedback was solicited on how

to best capture numbers of individuals experiencing homelessness. Challenges associated with capturing "hidden homelessness" including rough sleepers and couch surfers were discussed and suggestions were proposed by focus group participants. This vital feedback from those who have experience homelessness themselves will be incorporated into the final proposed model.

EHSJ formed a PIT Count Advisory Committee in 2015 to help inform the model development and implementation of St. John's first PIT count (prior to this, in 2013, EHSJ sent a delegation to Kingston, Ontario to participate in that community's first-ever Count). EHSJ's PiT Count Advisory Committee met on March 3, 2016, on the eve of a Provincial Housing First Forum co-hosted by EHSJ and the NL Housing & Homelessness Network.

The Advisory Committee reviewed existing national standards and provided feedback on local conditions and considerations. Prior to the meeting, PIT Count Advisory Committee members were asked to complete a Webinar delivered by Dr. Turner in partnership with the COH titled *Introduction to the National Point in Time Homeless Count*, which provided context for local efforts and background on national initiatives.

Consultation Components	Approach
1. **Facilities Inventory** to identify Count participating emergency shelter and transitional housing agencies/outreach services.	October 2015-January 2016 Leverage Online System Mapping Survey to develop system map to identify Count participating emergency shelter and transitional housing agencies/outreach services. October 2015-May 2016 In-depth dialogue with relevant key system stakeholders, lived experience, emergency shelters, and transitional housing and outreach services to gauge interest in and recommendations on proposed direction commences and is ongoing throughout project period. March 4, 2016 PIT Count Advisory Committee meeting to review survey results and discuss emerging system map and program components, and early consultation findings.

2.	**Methods and Data Elements** proposed for the 2016 Count in alignment with HPS and COH national standards.	February 25, 2016 PIT Count Webinar - Consultant presents national standards and proposed local adaptation to PIT Count Advisory Committee to discuss proposed course of action for St. John's. This included common data elements to be included in the survey. February 18, 19, 22, 2016 Focus Groups for individuals with lived experience of homelessness - 3 Focus groups held as a part of broader HFSCI consultation. Focus Group Participants asked about PIT count methods and advice on how to best capture "hidden homelessness". March 4, 2016 PIT Count Advisory Committee meeting to review national standards and discuss proposed methods for St. John's.
3.	**Review Session** to discern proposed direction.	May 4, 2016 Community process reviewing proposed direction on PIT Count as part of broader consultation on the System Coordination Framework. A separate meeting will be held with the PIT Count Advisory Committee to debrief input from Forum and assess next steps.
4.	**Final PIT Count Model** developed for EHSJ approval	May 31, 2016 Dialogue with relevant key system stakeholders, emergency shelters, and transitional housing and outreach services to gauge interest in proposed direction commences continues in light of community input from Forum. Final PIT Count Model developed for approval of EHSJ by May 31, 2016.

Key Limitations

It is important to highlight the limitations of Point-in-Time Counts as well. The priority of the national Count is to capture data about homeless persons who are sleeping rough (street homelessness) and staying in emergency shelters and transitional housing facilities. While public systems may provide some information, not all may be willing or able to participate (hospitals, jails, social assistance hotels, etc.).

The Count date is set for the November 30, 2016; this time was selected by the Advisory Committee as appropriate given that there was significant community readiness to proceed.

The Count was also set during this time as it was considered to align well with social assistance payment schedules when homeless persons may be housed in alternative accommodations (hotels, motels, etc.) due to access to payments. We wanted to enumerate as many homeless persons and the date was selected to best accommodate this.

The State of Homelessness in Canada report (2014) estimates 35,000 Canadians experience homelessness on any given night but about 42% more - as many as 50,000 - make up the 'hidden' homelessness ('couch-surfers' or individuals who stay with family, friends, or others because they have nowhere else to go).[2]

It is important to recognize that a Point-in-Time Count is only a snapshot of sheltered and unsheltered homeless people in a community on a single night. It fails to adequately capture the hidden homeless or those at risk. However, the Advisory Committee felt it was important to capture this group particularly as rough sleeping is not as prevalent in St. John's as in other communities. As a result, the methods recommend the addition of 5 community centres to the methodology. This may lead to double-counting, and should be considered as a potential risk to mitigate in implementation.

Despite best efforts to align methods, develop rigorous training and analysis, and canvass every area in a community, etc. there is no perfect count. The endeavor is inherently undercounting the number of homeless in a community. Counts also rely on service provider reports and client surveys, which can contain errors and omissions.

It is also important to understand the relationship between the PIT (Point-in-Time) Count and shelter utilization patterns. The PIT Count is a snapshot of shelter use on one particular day, while shelter utilization analyses look at patterns of use longitudinally, year over year.

As a snapshot, the Count does not provide information on system use throughout the year. We will not know from this Count how homeless persons move through the homeless-serving system, what their needs might be, what impact our interventions are having at the client-level, etc. This is why data from other sources, such as HIFIS, are so critical at the local level. This is why final analyses should also provide additional contextual information to couch the results within broader trends relating to housing affordability, shelter usage, housing markets, income and migration.

Despite these limitations, the benefits of conducting the Count far outweigh these drawbacks. We must nevertheless acknowledge these openly and strive for continuous improvement.

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[2]Gaetz, Stephen, Donaldson, Jesse, Richter, Tim, Gulliver, Tanya. 2013a. *The State of Homelessness in Canada 2013. Homeless Hub*. Retrieved from: http://www.homelesshub.ca/sites/default/files/SOHC2103.pdf

Enumeration vs. Survey Results

We need to make a clear distinction between enumeration and survey results. From an enumeration perspective, all persons who stayed in emergency shelters or transitional housing would be included in the final count number, regardless of their participation in the PIT Survey.

During the street count, if a person notes they do not have a permanent home to go to, regardless of where they were staying on the night of the Count, they would still be included in the final homeless Count number.

The aim is to survey as many people as possible. Survey administrators will be asked to approach all people in emergency shelter, transitional housing, participating systems, community centres and street count zones to participate, and apply the screening criteria to qualify their inclusion. If they have accompanying minor dependents with them, the survey is only administered to the parent though the minors are included in the breakdown of age as under 18 in the survey analysis.

For the survey analysis, any surveys are excluded if the respondents:

- already participated in the survey;
- did not provide consent;
- have a permanent residence that they can return to at the time of the Count;
- report having their own apartment/house and had a permanent residence that they can return to at the time of the Count.

Proposed Approach

PIT Count Advisory Committee & Local Coordinator

EHSJ's PIT Count Advisory Committee will help plan and implement the project, and includes a diversity of stakeholders representing service providers, funders, and government (See Appendix 1 for list and Terms of Reference). Tailoring the national methods and data set to best meet local needs is a key task for the Committee. They will advise on critical implementation areas, including volunteer deployment, canvassing areas, participating facilities, report content and dissemination.

A Local Coordinator will be recruited and assigned to the project to facilitate the model development onsite. The model proposes the extension of this role into implementation. This is important in the long-run to build local capacity in the non-profit sector to conduct counts on an ongoing basis. In this

manner, the Local Coordinator can be mentored in research methods, and serve as a key link to the local community on an ongoing basis and be a full-time presence for local stakeholders.

The Local Coordinator has experience providing leadership at the community level, understands community processes, budgeting and community concerns. The Local Coordinator will provide information about PIT counts, build support and understanding of the objectives and work of the project and help St. John's move towards the implementation of their own PIT.

PIT Count Survey

It is important to clarify that the final Count report will provide information on the total enumerated as homeless during the Count, as well as an analysis of the valid surveys obtained. This is an important distinction as the survey provides a sample for analysis from the overall number enumerated.

There are 12 data elements that are mandatory for participating in the national Count and 11 optional questions. Based on Advisory Committee and community consultation input, additional data elements from the supplementary data set were included as well. These are listed below, with more detail available in Appendix 3, which includes the survey questions proposed.

Mandatory Data Set	Supplementary Data Set
3 HPS Screening Questions 12 Core HPS Questions covering: family status, age, gender, Aboriginal identity, military service, migration, immigration status, experience of homelessness in the past year, emergency shelter use, loss of housing and income	11 Optional COH Questions covering: gender, on and off-reserve migration, residential schools, military service, citizenship, first age of homelessness, LGBTQ2 identity, education, foster care, language preferences, racial identity, service use, desire for housing, barriers to housing, contact information

Methods Overview

In light of this local context, the focus of the St. John's Count is on enumerating those in emergency shelters and transitional housing with targeted efforts for the hidden homeless and rough sleepers. In terms of count implementation, each category will require varying methods. We propose conducting a street and emergency shelter/transitional housing count that uses a combination of survey and observed data.

The street count would be undertaken at known locations only where homeless persons are found primarily, while the other components would include emergency shelters, transitional housing facilities,

and public systems who agree to participate. In addition, key locations where provisionally housed groups access services in 5 community centres across city neighbourhoods.

The recommended timing of the street count is overnight for emergency shelters, transitional housing, and rough sleeping (9PM-11PM) to avoid double-counting. The emergency shelter counts would occur after check-in (usually by 10PM although this varies by site). The community centre counts would occur during the day-time on November 30; efforts will be made to ensure no double-counting occurs with previous nights' activities.

To reduce the chance of duplicate entries, it is recommended that unique ID's are assigned to participants. Unique ID's will help to facilitate the data cleaning process. There are numerous ways to create unique IDs. The COH recommends the first name initial, last name initial, month of birth and date of birth. For example: John Smith, born on December 20th would provide the following information: JS1220

Regardless of your approach, do not ask participants to provide their name. Assure them that the Count survey will be kept confidential and all data will be aggregated. At no point in time should the unique identifiers be shared.

Target Population	Component 1: Rough Sleepers	Component 2: Emergency Shelter/Transitional Housing Facilities	Component 3: Hidden Homeless	Component 4: Public Systems
Enumeration Approach	Street Count (rough sleepers)	Emergency Shelter – Facility Form (See Appendix 2) Transitional Housing – Facility Form	Homeless-serving drop-in/outreach centres, NL Housing community centres	Participating systems report key information based on observed information or administrative data.
Survey Approach	Combined survey and tally sheet of observed characteristics by trained volunteers.	Combined survey and tally sheet of observed characteristics by staff/volunteers.

Facilities also report bed capacity & key information based on observed information or administrative data. | Combined survey and tally sheet of observed characteristics by trained volunteers. | Survey and/or tally sheet of observed characteristics by system staff.

Some systems may only provide minimal information. |
| Locations | Known locations/ 'hot spots' identified by community partners.

Night count (2 hours): 9PM – 11PM, Oct. 26 | Overnight count after check-in (by 10PM). Oct. 26 | 1PM – 3PM Oct. 26 | Overnight count after check-in (by 10PM).

Oct. 26 |

Street Count

Coverage in the street count is sought for key zones in the downtown core and additional known locations. The map below provides an outline of the zones included.

Element	Approach
Timing	9pm-11pm November 30
Number of Enumerators	40
Coverage	Known areas only
Number of Zones	10
Approach all encountered	✓
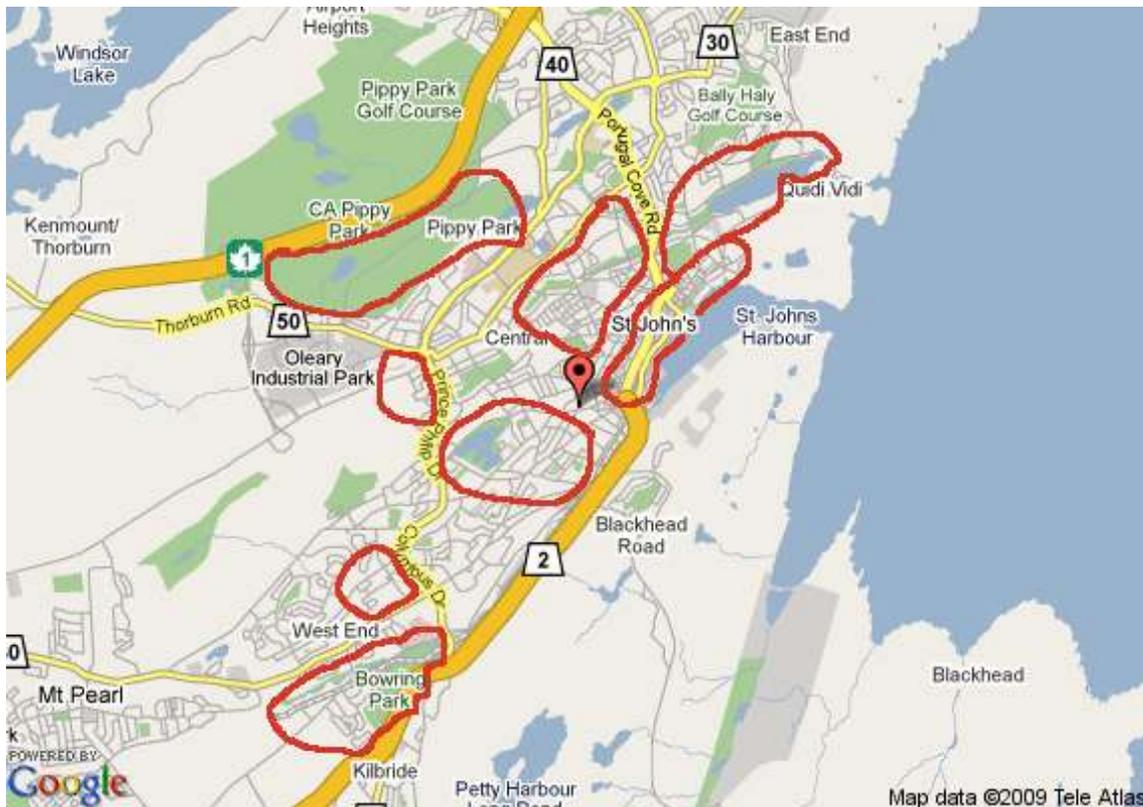
Identified Key Zones for St. John's PiT Count

    1. Downtown – Length of Duckworth and Water Streets

    2. Bannerman Park/Quidi Vidi Lake

    3. Rabbittown/Rennies River Trail

    4. The Old West End – Victoria Park, Mundy Pond Park

    5. Bowring Park

    6. The Village Mall

    7. The Avalon Mall

    8. Pippy Park

Facility Count

All emergency shelters and transitional housing facilities should be included in the Count, however, surveys may not be administered across all these facilities if there is a lack of willingness to participate or capacity challenges. All facilities will however be asked to fill out a form to include observed data about residents at minimum.

Element	Approach
Timing	Overnight count after check-in (by 10PM). Oct. 26
Accompanying Children Included	✓
Number of Facilities Included	9
Number of Volunteer Enumerators Estimated	20

The following definitions from HPS were used to delineate the facilities into emergency shelter or transitional housing.[3]

> *Emergency shelters - Emergency shelters are defined as facilities providing temporary and short-term accommodation for homeless individuals and families, which may include essential services such as food, clothing and counseling.*

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[3] Homelessness Partnering Strategy. 2014. *Shelter Capacity Report 2013-2014.* Retrieved from http://www.esdc.gc.ca/eng/communities/homelessness/publications_bulletins/shelter_capacity_2014.shtml

Transitional housing - *Transitional housing provides temporary shelter, but can be differentiated from emergency shelters by the longer length of stay and greater intensity of support services offered to clients. Transitional housing is an intermediate step between emergency shelter and permanent housing. Support services help clients gain stability and self-sufficiency to maintain permanent housing. Stays may be between three months and three years.*

The following facilities are recommended for inclusion in the Count. The list will be finalized during the engagement process. As several of the facilities use HIFIS, coordination with the lead locally will be important to align and leverage the use of this system in the Count.

Program Name	Agency Name	Facility Type	Point-in-time program's capacity
Choices for Youth Young Men's Shelter	Choices for Youth	Emergency Shelter	9
The Lilly	Choices for Youth	Transitional Housing	14
Wiseman Centre	Salvation Army	Emergency Shelter	20
Howard House	John Howard Society of NL	Transitional Housing	8
Naomi Centre	Stella's Circle	Emergency Shelter	8
Pleasant Manor	Pleasant Manor Corporation	Transitional Housing	8
Shanawdithit Shelter	St. John's Native Friendship Center	Emergency Shelter	15
Short-Term Emergency Shelter Program	AIDS Committee of Newfoundland and Labrador	Emergency Shelter	4
Iris Kirby House	Iris Kirby	Emergency Housing	32
Iris Kirby House	Iris Kirby	Transitional Housing	26
Association for New Canadians	Welcoming Centre	Transitional Housing	?

Note that these facilities self-classified in the system mapping survey. This presents an issue for some of the facilities, such as Shanawdithit Shelter which self-identified as transitional housing. It will be essential to delineate these classifications and ensure agencies and funders are aligned in their interpretations.

Facilities will have the option to participate by providing minimal information on a Facility Form (Appendix 2) based on observed information or their own administrative data. They may also have staff administer the surveys with clients or ask for volunteer enumerators to take this piece on.

Hidden Homeless

To strive capturing the hidden homeless population in key locations across St. John's neighbourhoods, 5 NL Housing community centres will be approached for participation in the Count alongside the following 5 homeless-serving drop-in/outreach centres: Brian Martin Housing Resource Centre, New Hope Community Centre, Choices for Youth, Seniors Resource Centre and The Gathering Place. Trained volunteers will administer surveys at these 10 locations from 1-3PM on Oct. 26 during the daytime. Screening questions will aim to reduce duplication with other locations. These sites will be advertised in advance of the Count, and incentives for participation will be provided.

Element	Approach
Timing	1PM – 3PM
	Oct. 26
Accompanying Children Included	✓
Number of Community Centres Included	10
Number of Volunteer Enumerators Estimated	30

Unlike the traditional PiT Count methodology, the Hidden Homeless Count screening questions are designed to screen-in those who are couch surfing. If your community is interested in capturing other forms of homelessness, such as those at risk of homelessness, you will need to modify the screening questions accordingly. Appendix 3 provides these screening questions.

In addition, EHSJ may receive additional HPS funds by Summer 2016 for our November 2016 count through the Community Development and Homelessness Partnerships Directorate of Employment and Social Development Canada (ESDC), which has expressed interest in EHSJ piloting a hidden homelessness survey methodology focused on the youth sub-population in tandem with the St. John's count. HPS and the COH will work with and support EHSJ to develop and deliver this pilot initiative, which will help inform our understanding of youth homelessness in St. John's (youth 16-24 comprise 30% of our community's homeless population), while contributing to the national methodology for Canada's next coordinated count in 2016.

Public Systems

Under the Canadian Definition of Homelessness, those in custody or hospital with No Fixed Address are considered provisionally housed and, thus, homeless. Since people's housing status may change while

institutionalized, it is impossible to know an exact number, but the Corrections and Health records are the best estimate available.

Though the following systems will be invited to participate in the Count, not all may be able or willing to participate. Others may provide numbers on those who met the definition of being homeless on the night of November 30 using the facility count form. Future counts can expand inclusion of other systems moving forward.

Participating systems will be asked to report key information based on observed information or administrative data on the Facility Form (Appendix 2), while others may choose to also administer the survey to clients in addition.

Name	Participation Status
Eastern Health – Waterton Short Stay Unit, Health Sciences Centre, Recovery Centre, St. Claire's	Not known.
Dept. of Justice - HMP	Not known.
Correctional Services Canada - CCC	Not known.
Dept. of Advanced Education and Skills - emergency accommodations (hotels, etc.)	Not known.
Dept. of Child, Youth, and Family Services - emergency accommodations (hotels, Bluesky, Weighpoints, etc.)	Not known.
Royal Newfoundland Constabulary Lockup	Not known.
School Board	Not known.

Youth Survey Component

EHSJ has been approached by HPS to explore the possibility of incorporating a youth-specific survey complementing the PIT Count during the week of the Count in November. We are exploring this opportunity over the summer months.

An emphasis would be placed on working with the school district to explore administering the survey and/or the tally sheet in St. John's schools to capture students who are part of the homeless or hidden homeless population as well.

We would explore enhancing the Count with resources from the COH around promising practices and seek supplementary resources if the District support this direction. We can explore having guidance councillors administer the survey with students, or teachers completing tally sheets. The COH Youth PIT Toolkit provides additional details on this http://homelesshub.ca/toolkit/subchapter/school-engagement.

Implementation

Staff and Volunteer Requirements

The proposed initiative will be led by the Local Coordinator for EHSJ with additional support needed from a short-term contracted position (PIT Count Coordinator). The COH national PIT coordinator will provide technical assistance on the finalized methods and engagement and key stakeholder components.

The Local Coordinator and PIT Coordinator will have a key role in all aspects of the project as we aim to develop their capacity to engage in future counts. The PIT Count Coordinator will take the day to day lead on the project, while the EHSJ Coordinator will provide leadership to ensure the initiative supports broader system coordination objectives for the community. See Appendix 4 for a sample job description for the PIT Coordinator.

We expect that some of the facilities will report the data directly, however, some may need volunteer support – hence estimating about 115 volunteers to be needed.

Count Component	Number of Volunteers
Street Count (est. 10 zones)	40
Facilities Count (staff reports, volunteer supported)	20
Community Centres (5)	30
Homebase on night of count	10
Contingency	15
Total Volunteers Est.	**115**

We estimate that about $13,800 worth of volunteer time is being contributed to this project ($24/hr for 5 hrs per volunteer).[4]

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[4] Based on average hourly rate of $24; sourced from TD Economics (2012, p.2) analysis of volunteer hours value, online at https://volunteer.ca/content/td-economics-economists-case-volunteering by TD Economics (2012, p.2.)

Budget

Count Related Expenses	Estimate
Engagement Supplies for Participants	$3,000
Courier Deliveries & Pick-ups	$500
Project Supplies	$2,000
Advertising and Recruitment	$5,000
Rental of homebase site office for training and count deployment	$2,000
Snacks for Volunteers	$1,000
Meeting Expenses (Training - Refreshments)	$1,000
Printing	$2,000
	$16,500
Research Team Expenses	
PIT Coordinator (8 months, part-time contract)	$40,000
Local Coordinator	in-kind
Travel (Mileage, Parking)	$500
Data analysis support	$5,000
Report Layout/Printing	$5,500
Research Team Expenses	**$51,000**
Total Budget	**$67,500**

Community Engagement

The success of the Count is dependent on effective engagement, which can inform and educate key stakeholders, including the general public, media, policy makers, the business sector, social services sector and people experiencing homelessness. Being open to cross-sector collaboration in the planning and implementation of the Count will assist with buy-in, but also resources to support the count, including money, volunteers, supplies and expert knowledge.

The Count will be a vehicle to catalyze the community to address homelessness differently as well. The process of planning and implementing the Count can generate cross-sectional mobilization that can be leveraged to increase support for community efforts, gain new allies in solutions and build and strengthen partnerships.

To this end, the PIT Count and Local Coordinator will engage as many stakeholders as possible to ensure they are aware of the Count ahead of time and are invited to be part of the process. Having a clear understanding of the purpose of the Count, their role as the lead organization/group, timing, scope etc. can go a long way in engaging volunteers, garnering support and smoothing out implementation.

There are a number of key groups that should be engaged in the implementation process as outlined below.

Key Stakeholders	Roles in the Planning Process	Roles in Count Implementation
Homeless/formerly homeless persons	Identify locations that should be canvassed Feedback on question appropriateness and wording Give input on survey process	Act as informal ambassadors on the night of the Count to other homeless persons explaining purpose, process Volunteer for the Count
Emergency Shelter/Transitional Housing providers	Advise on best way of conducting Count in emergency facilities Input on survey and process overall	Support Count volunteers in administering survey May administer survey within shelters Provide shelter to those found outside during Count
Non-profit service providers	Input on Count process and survey Recruit and train volunteers	Volunteer for the Count
Public Systems	Input on Count process and survey, particularly in hospitals and ER, remand, detention centres, jails Recruit and train volunteers	Volunteer for the Count Administer survey in hospitals and ER
Researchers	Input on survey and methods Training on ethics and confidentiality Recruit and train volunteers	Volunteer for the Count Assist in analysis of Count data
Government & Funders	Increase awareness of homelessness issue across departments Input on methods and survey Source of volunteers	Volunteer for the Count Advance issue within government after the Count
Media	Ensure awareness of the Count to increase coverage of the issue	Coverage of the Count, facilitated by lead organization
Business Sector	Donating supplies and funds	Volunteer for the Count

	Recruit volunteers	

Recruitment Strategy

The Count effort relies on effective volunteer recruitment and management. Not only do volunteers reduce the amount of funds needed to administer the Count, but they bring critical skills to the table. Many will likely have a background working with homeless individuals as service providers. The Count is also a key opportunity to engage the public and mainstream systems in a collective effort to address homelessness. We consider the Count as an opportunity to raise awareness and gain allies in the broader movement.

Volunteers will also provide important feedback to improve the process for the next Count and they can become a resource we can tap on a regular basis, increasing their skills and reducing recruitment costs in the long run.

The PIT Count Coordinator will work with the Advisory Committee to connect with their immediate network and ask that the call out be fanned to their broader connections. When issuing the call for volunteers, we will tap into the network of homeless service providers and broader social services in the local community.

A registration process will need to be set up to gather volunteer information and then assign individuals to teams and zones.

Ideally, we can recruit those with experience working with this population to act as team leads. Other groups that will bring tremendous value include health professionals as well as postsecondary students that understand the homelessness issue and research methods. We will aim to pair volunteers without significant experience with these team leads. We aim to have 3-4 is volunteers per team.

Note that the administration of the survey in shelters does not require a team approach in cases where the facility staff choose not to undertake the count internally. We can work with the shelter staff to set aside spaces where interviews can be conducted with relative privacy.

Volunteer Training

Effective training is absolutely essential to this effort and should be mandatory to participation for volunteers. Not only does it prepare the survey administrators for the task ahead, but it can act as an

opportunity to increase awareness regarding homelessness and efforts underway to address it. Having volunteers present and willing to engage in the issue is a tremendous opportunity to gain allies in efforts to end homelessness.

We recommend training the street count, community centre, and public system leads separately from the broader group. This group will need a more thorough understanding of the survey questions, ethics, safety and overall logistics, particularly those leading other volunteers. A two-hour session will occur the week of or the week prior to the count.

To reduce the time commitment needed from the overall volunteer pool, we recommend providing training on the night prior to the Count. This ensures the information is fresh in their minds and gives a better chance of covering the most volunteers at once. We strongly recommend we make this training mandatory for all volunteers to ensure a common baseline is in place, particularly when it comes to ethics and safety.

In the case of public institutions, volunteer safety and security protocol will have to be developed in collaboration with the institution. In the case of street counts, volunteers may have concerns around canvassing areas that may be unsafe during the night. This is why working in teams is important when approaching participants.

Media & Communications Strategy

We will need to be prepared for media attention as well. A communications strategy should be developed in advance of the Count as well as the release of the final report. An effort will be made to ensure we keep confidentiality top of mind as we include media in our activities for both Count participants and volunteers. Key messages should be developed ahead of time and answer questions at a certain time and place.

All volunteers should receive training regarding dealing with the media. Assigned spokespeople should manage media calls leading up to and on the night of the count. We will be asking the media to respect individual's privacy. They will be kept informed of the outcome of the survey and what it means to the St. John's community.

Data Entry & Analysis

As consultations indicated the use of HIFIS to support the PIT Count process, it is recommended that NLSA and EHSJ coordinate with the National HIFIS team to explore the use of the system in the PIT

further. In Regina for instance, HIFIS data was pulled from HIFIS using facilities to cross-reference the survey and enumeration findings as not all facilities used the system. It may also be possible to enter all surveys into HIFIS to pull reports for the purposes of analysis as well. Again, communication with national HIFIS will be essential to this end.

Note that in Regina, the community opted to use SurveyMonkey to enter the surveys in real-time and conduct the facility enumeration. The data was then pulled and analysed in Excel to develop the final report. Similarly, the HIFIS data was pulled into Excel. This may be an option if HIFIS is not tailored to ensure all data elements developed are captured.

In all cases, the option to record surveys on paper is recommended as a back-up.

Final Report

Based on the analysis of the survey and enumeration data, a final report from the Count will be developed by NLSA and likely include the following elements:

- description of methods used
- weather on day of count
- unusual circumstances impacting count
- results of the Count
- homeless demographics breakdown
- community profile (vacancy rate, rental prices, total population, core housing need, Aboriginal proportion, migration, employment rate, average income, etc.)

The communications strategy for the release of the final report will include consideration of both a local and a national distribution of results. A launch will be coordinated with the Advisory Committee and ensure maximum coverage and impact. Nationally, the launch of the report will be supported by the Canadian Observatory on Homelessness, which has a vast network and capacity for knowledge dissemination, particularly through the Homeless Hub (homelesshub.ca). Its use of social media to engage diverse audiences will be a notable value-add for this project.

The COH will be taking the lead on developing the final layout of the report, along with publication materials to convey key messages including infographics, blogs, twitter-chats, and other innovative communication support.

Detailed Workplan

Phase 1: Model Development			
Key Activities	**Timelines**	**Lead**	**Progress**
Committee recruitment	October 2015	EHSJ/ Consultant	Complete
Terms of Reference development	October 2015	Consultant	Complete
Local Coordinator hiring	December 2015	EHSJ/ Consultant	Complete
Local Coordinator training	January 2015	Consultant	Complete
Tailoring national methodology for St. John's context: data set, street and facility count approach	April 2016	Consultant	Complete
Community event to launch Count approach & gather input	May 4, 2016	Consultant/EHSJ	Complete
Committee Feedback on proposed approach – finalize survey	May 5, 2016	Consultant	Complete
Finalized PIT Model	May 31, 2016	Consultant	Complete
Phase 2: Count Implementation			
Invitation to participating agencies (shelters, transitional housing, outreach, police, bylaw, public systems – health/corrections)	May-June 2016	Local Coordinator	
Focus group with lived experience re: approach and mapping	May - June 2015	Local Coordinator	
Fund development to support Count	Ongoing	EHSJ	
PIT Count Coordinator hiring	June 2016	EHSJ/Local Coordinator	
PIT Count Coordinator training	June 2016	EHSJ/Local Coordinator	
Secure a 'homebase' volunteer stationing area for the night of the count.	August 2016	PIT Count Coordinator	
Develop volunteer teams based on registration information provided.	September 2016	PIT Count Coordinator	
Finalize participating agencies/stakeholders list	September 2016	PIT Count Coordinator	
Finalize mapping areas for street count	September 2016	PIT Count Coordinator	
Liaise with police and ambulatory services regarding safety protocols for the count.	September 2016	PIT Count/Local Coordinator	
Purchase/acquire supplies (donations/purchase) of engagement gifts ($5 coffee gift card, granola bars, backpacks, etc.)	November 2016	PIT Count Coordinator	
Acquire final supplies needed for the Count.	November 2016	PIT Count Coordinator	
Deliver training to team leads prior to the Count.	November 2016	PIT Count/Local Coordinator	
Facilitate training and deployment of volunteers for the of	November 2016	PIT Count	

		Coordinator	
Ensure all volunteer registration forms are completed and stored appropriately.	November 2016	PIT Count Coordinator	
Coordinate volunteers on the night of the Count, including data forms collection and debriefing.	November 2016	PIT Count/Local Coordinator	
Phase 3: Data Analysis & Results Reporting			
Develop database for surveys	November 2016	NLSA/ PIT Count Coordinator	
Enter surveys in database	December 2016	NLSA/ PIT Count Coordinator	
Follow up with any shelter or transitional housing facility who has not submitted forms or data errors/missing data.	December 2016	NLSA/ PIT Count Coordinator	
Clean data for errors	October 2016	NLSA	
Analyse submitted data and develop a draft report.	December 2016	NLSA	
Obtain feedback on draft report from the Sub-Committee and key stakeholders.	January 2017	NLSA/PIT Count/Local Coordinators	
Develop report layout and infographics	January-February 2017	COH	
Engage in active dissemination of the report results with appropriate stakeholders.	March 2017	EHSJ/COH	

Appendix 1 – PIT Advisory Committee Terms of Reference and Membership

Purpose

The Committee will offer support and make recommendations to Turner Research & Strategy Inc. and the Local Coordinator on selected issues pertaining to the development and implementation of the Point-in-Time Homeless Count on November 30, 2016.

The Committee will review and provide feedback on elements pertaining to the Count, including:
- assist with knowledge regarding local context to adapt the methodology of Count;
- provide input on the engagement processes developed for the Count;
- facilitate connections with key partners in the Count process where appropriate, particularly with emergency shelters, transitional housing providers and key public systems (corrections, health);
- help mobilize resources, particularly in the recruitment of Count volunteers and securing of needed supplies (maps, homebase location, office supplies);
- provide ongoing communications regarding the Count to Community Advisory Board;
- provide input on key communication materials, including training presentations, Count analysis report, and key messages to media/public.
- help spread awareness and educate the public about the Count

Composition

The Committee comprises of community-based leaders and service providers, all of whom play an important role in the provision of homelessness and housing services. At the recommendation of the Community Advisory Board, the following organization have been invited to participate due to the skill set they contribute to the count and survey project.

Current Members

Bruce Pearce - EHSJ
Sheldon Pollett - Choices for Youth
Kim Dreaddy - Iris Kirby House
Gail Tobin - Iris Kirby House
Gwen Drover - NL Stats Agency
Madonna Walsh - NL Housing
Adrice King - Service Canada

Tammy Davis - The United Way
Cyril Tobin - NLHHN
Judy Tobin - The City of St. John's
Todd Lehr - The City of St. John's

Meetings

The Committee will meet both in person and online. At minimum, monthly calls of approximately 1.5 hours shall occur from November until March during the development phase. As implementation ramps up from April to November, the frequency may increase as well until the date of the Count. Monthly meetings shall resume through to March 2017, at the time of the release of the final report based on the Count.

Note that the contract with Turner Research and Strategy extends through end of fiscal of March 2016 for technical assistance during the planning and development phase.

In-person meeting will be determined with Sub-Committee on a go-forward basis. Additional meetings may be required at critical junctures and will be determined with the group.

Dr. Alina Turner will chair the initial meetings; the Local Coordinator, once hired shall take on the Chair role once hired as well as meeting coordination (call-in information, time, email invitations) and share any necessary pre-reading materials with the group. Alina and the Local Coordinator will develop the agenda for meetings together.

Roles and Responsibilities

The following Workplan delineates key activities, timelines, and roles of the partners involved. See Workplan.

Appendix 2 – Facility Form

Please note that you will have to enter a separate survey for <u>EACH of your facilities</u>!

This facility form complements the actual surveys being done directly with homeless persons.

Public system partners (ie. detox, cells, etc.) only answer questions relevant to them to the best of their ability; systems do not conduct direct client interviews - only aggregate data is needed.

Note: we are reporting on those who have no permanent housing they can return to on the night of the count.

Contact XXX if you have any questions about filling this out.

1. Facility Information

Agency Name

Facility Name

Contact person who collected data

2. What type of facility is this?

○ Emergency shelter

○ Transitional housing

○ Other (please specify) ie. detox, jail, etc.

3. If you are an emergency shelter/ transitional housing facility, what is your <u>bed capacity </u>(total number of beds the organization has available)?

4. If you are an emergency shelter/ transitional housing facility, what is your <u>unit capacity </u>(total number of rooms the organization has available), if applicable?

<div style="border:1px solid #000; width:40%; height:2em;"></div>

5. Please report total numbers of the following

Number of homeless persons in your facility on the night of the count.

Number of homeless family units in your facility on the night of the count, if applicable.

Total number of homeless persons turned away on night of count.

6. <u>Observed Gender</u>. Please fill in numbers for the following categories for homeless persons in your facility. Ensure totals add up to total number of persons in your facility on the night of the count (Question 5).

Female

Male

Transgender/Transsexual

Unknown

7. <u>Observed Ethnicity</u>. Please fill in numbers for the following categories for homeless persons in your facility. Ensure totals add up to total number of persons in your facility on the night of the count (Question 5).

Caucasian

Aboriginal

Other

Unknown

8. <u>Observed Age</u>. Please fill in numbers for the following categories for homeless persons in your facility. Ensure totals add up to total number of persons in your facility on the night of the count (Question 5).

5 years or younger

6-12 years

13-17 years

18-24 years

25-44 years

45-64 years

65 years and older

Unknown

9. Please record any unusual circumstances that may have affected the count at this facility.

```
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│                                         ├──┤
│                                         │▼ │
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│◄ │                                  │► │  │
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```

10. If you have any additional comments about the count, please provide them below. We value your input.

```
┌─────────────────────────────────────────┬──┐
│                                         │▲ │
│                                         ├──┤
│                                         │▼ │
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Appendix 3 – PIT Count Survey & Tally Sheet

St. John's Homeless Count Questions

This resource combines the **HPS Core Questions** and the optional **COH Questions in red font.**

The <mark>highlighted</mark> **optional questions** were considered important to include in the St. John's count by the Committee.

UNSHELTERED SURVEY   Survey Number: 0000

Location: _____ **Time:** _____**AM/PM**

Interviewer: _____ **Contact #:** _____

OR

Sheltered Survey   **Survey Number: 2000**

Facility Name: _____ **Time:** _____
_____**AM/PM**

Interviewer: _____ **Contact #:** _____
_____

NOTE ANSWERS FROM SCREENING QUESTIONS

C. Do you have a permanent residence that you can return to tonight?

a. YES	b. NO	c. DON'T KNOW	d. DECLINE TO ANSWER

D. Where are you staying tonight?

h. PUBLIC SPACE (E.G., SIDEWALKS, SQUARES, PARKS, FORESTS, BUS SHELTER)	k. ABANDONED/VACANT BUILDING
i. VEHICLE (CAR, VAN, RV, TRUCK)	l. OTHER UNSHELTERED LOCATION UNFIT FOR HUMAN HABITATION (SPECIFY)_____
j. MAKESHIFT SHELTER, TENT OR SHACK	m. RESPONDENT DOESN'T KNOW [LIKELY HOMELESS]

BEGIN SURVEY

1. **What family members are with you?** [Indicate survey numbers for adults]

☐ NONE   ☐ OTHER ADULT - Survey #: ___ ___ ___ ___
☐ PARTNER - Survey #: ___ ___ ___ ___   ☐ DECLINE TO ANSWER
☐ CHILD(REN)/DEPENDENT(S) [indicate age for child/dependent]

	1	2	3	4	5	6	7	8	9	10
GENDER										
AGE										

2. **How old are you? [OR] What year were you born?** [If unsure, ask for best estimate]

○ AGE _____**OR** YEAR BORN _____	○ DON'T KNOW	○ DECLINE TO ANSWER

3. **What gender do you identify with?** [Do not read categories]

○ MALE	○ TRANSGENDER	○ DON'T KNOW
○ FEMALE	○ OTHER RESPONSE_____	○ DECLINE TO ANSWER

→ **3B. If other response is selected, please select:**

○ TRANS WOMAN	○ GENDERQUEER	○ NON-BINARY
○ TRANS MAN	○ GENDERFLUID	○ INTERSEX
○ TWO-SPIRIT	○ ANDROGYNOUS	○ NONE OF THE ABOVE

4. **Do you identify as Aboriginal or do you have Aboriginal ancestry? This includes First Nations, Métis, Inuit, with or without status.** (*Note: You may consider including "Indigenous" or locally-used terminology here, in consultation with your community.*) [If yes, please follow-up to specify.]

○ YES -->	**If YES:** ○ FIRST NATIONS
○ NO	○ INUIT
○ DON'T KNOW	○ MÉTIS
○ DECLINE TO ANSWER	○ NON-STATUS / HAVE ABORIGINAL ANCESTRY

→ **4B. Which Aboriginal community are you from?**

○ COMMUNITY /RESERVE NAME_____	○ DON'T KNOW	○ DECLINE TO ANSWER

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→ **4C. Have you ever been in a residential school?**

○ YES	○ NO	○ DON'T KNOW	○ DECLINE TO ANSWER

5. Have you ever had any service in the Canadian Military or RCMP?
[Military includes Canadian Navy, Army, or Air Force]

○ YES, MILITARY ○ YES, RCMP	○ NO	○ DON'T KNOW	○ DECLINE TO ANSWER

→ **5B. How long did you serve?**

○ # OF MONTS_____	○ OR # OF YEARS_____	○ DON'T KNOW	○ DECLINE TO ANSWER

6. Did you move to (*community name*) in the past year?

○ YES	○ NO	○ DON'T KNOW	○ DECLINE TO ANSWER

→ **6B. If you moved to [COMMUNITY] in the last year, where were you living prior to coming here?**

○ COMMUNITY NAME_____ ○ AND PROVINCE_____ ○ OR COUNTRY_____	○ DON'T KNOW	DECLINE TO ANSWER

7. Did you come to Canada as an immigrant or refugee within the past 5 years?

○ YES	○ NO	○ DON'T KNOW	○ DECLINE TO ANSWER

→ **7B. Were you born in Canada?**

○ YES ○ NO ------------------------ -----> ○ DON'T KNOW ○ DECLINE TO ANSWER	**If NO:**	○ CANADIAN CITIZEN ○ PERMANENT RESIDENT ○ REFUGEE CLAIMANT TEMPORARY FOREIGN WORKER	○ INTERNATIONAL STUDENT ○ OTHER (PLEASE SPECIFY) _____

→ **7C. What is your country of origin/birth?**

○ COUNTRY NAME_____	○ DON'T KNOW	○ DECLINE TO ANSWER

8. **Over the past year, *how much of the time* have you been homeless?** [Best estimate.]

	IF UNSURE:	
○ LENGTH _____ DAYS / WEEKS / MONTHS	○ 0-2 MONTHS	
○ DON'T KNOW	○ 3-5 MONTHS	
○ DECLINE TO ANSWER	○ 6-12 MONTHS	

9. **Over the past year, *how many different times* have you experienced homelessness?**
[Includes this time. Best estimate.]

	IF UNSURE:	
○ NUMBER OF TIMES _____	○ 1 TIME [current episode]	
○ DON'T KNOW	○ 2 TIMES	
○ DECLINE TO ANSWER	○ 3 OR MORE TIMES	

→ **9B. How old were you when you first became homeless in your life?**

○ AGE_____	○ DON'T KNOW	○ DECLINE TO ANSWER

10. **Have you stayed in an emergency shelter in the past year?**

○ YES	○ NO	○ DON'T KNOW	○ DECLINE TO ANSWER

11. **What happened that caused you to lose your housing most recently?** [Do not read the options. Select all that apply. "Housing" does not include temporary arrangements (e.g., couch surfing) or shelter stays.]

☐ ILLNESS OR MEDICAL CONDITION	☐ FAMILY CONFLICT: SPOUSE OR PARTNER
☐ ADDICTION OR SUBSTANCE USE	☐ FAMILY CONFLICT: PARENT OR GUARDIAN
☐ JOB LOSS	
☐ EVICTED: UNABLE TO PAY RENT	☐ LEFT CARE (CHILD PROTECTION)/(PROV. TERM)
☐ EVICTED: OTHER REASON	
☐ DOMESTIC ABUSE: SPOUSE OR PARTNER	☐ INCARCERATED (JAIL OR PRISON)
☐ DOMESTIC ABUSE: PARENT OR GUARDIAN	☐ HOSPITALIZATION OR TREATMENT PROGRAM
Other reason/Notes:	
	☐ UNSAFE HOUSING CONDITIONS
	☐ DON'T KNOW
	☐ DECLINE TO ANSWER

12. Where do you get your money from? [May provide examples. Select all that apply]

☐ EMPLOYMENT	☐ SENIORS BENEFITS (E.G., CPP/OAS/GIS)
☐ INFORMAL/SELF-EMPLOYMENT (E.G., BOTTLE RETURNS, PANHANDLING)	☐ CHILD AND FAMILY TAX BENEFITS
	☐ MONEY FROM FAMILY/FRIENDS
☐ EMPLOYMENT INSURANCE	☐ OTHER SOURCE
☐ WELFARE/INCOME ASSISTANCE	_____
☐ DISABILITY BENEFIT	☐ NO INCOME
	☐ DECLINE TO ANSWER

13. (C1) Do you identify as part of the Lesbian, Gay, Bisexual, Two-Spirited or Queer, community?

○ YES	○ NO	○ DON'T KNOW	○ DECLINE TO ANSWER

14. (C2) What is the highest level of education you completed?

○ PRIMARY SCHOOL	○ HIGH SCHOOL GRADUATE	○ DON'T KNOW
○ SECONDARY SCHOOL	○ POST SECONDARY	○ DECLINE TO ANSWER

15. (C3) Have you ever been in foster care and/or group home?

○ YES	○ NO	○ DON'T KNOW	○ DECLINE TO ANSWER

16. (C4) Are you most comfortable receiving services in English or French?

○ ENGLISH	○ NO PREFERENCE	○ DON'T KNOW
○ FRENCH	○ NEITHER (please specify)_____	○ DECLINE TO ANSWER

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17. (C5) People are often described as belonging to a particular racial group. For example, some people may be seen as black or African-Canadian, other people may be seen as Asian or South Asian and other people may be seen as white. What racial group do you feel that you belong? [Do not list categories. Select all that apply.]

☐ ABORIGINAL OR INDIGENOUS	☐ BLACK OR AFRICAN CANADIAN
☐ ARAB	☐ FILIPINO
☐ ASIAN (CHINESE, KOREAN, JAPANESE, ETC.)	☐ HISPANIC OR LATIN AMERICAN
☐ SOUTH-EAST ASIAN (E.G., VIETNAMESE, CAMBODIAN, MALAYSIAN, LAOTIAN, ETC.)	☐ WHITE (EUROPEAN-CANADIAN)
	☐ OTHER (PLEASE SPECIFY)
☐ SOUTH ASIAN (E.G., EAST INDIAN, PAKISTANI, SRI LANKAN, ETC.)	_____
	☐ DON'T KNOW
☐ WEST ASIAN (E.G., IRANIAN, AFGHAN, ETC.)	☐ DECLINE TO ANSWER

18. (C6) In the past year (12 months), how many: [Ask respondents to give their best estimate]

TIMES YOU HAVE BEEN HOSPITALIZED	# _____
→DAYS IN TOTAL YOU HAVE SPENT HOSPITALIZED	_____ *Days*
TIMES HAVE YOU USED EMERGENCY MEDICAL SERVICE	# _____
TIMES HAVE YOU BEEN TO A HOSPITAL EMERGENCY ROOM	# _____
TIMES HAVE YOU HAD INTERACTIONS WITH THE POLICE	# _____
TIMES YOU HAVE BEEN TO PRISON/JAIL	# _____
→DAYS IN TOTAL YOU HAVE SPENT IN PRISON/JAIL	_____ *Days*

19. (C7) I'm going to read a list of services that you may or may not need. Let me know which of these apply to you. Do you have a need for services related to… [Read categories, select all that apply]

☐ SERIOUS OR ONGOING MEDICAL CONDITION	☐ BRAIN INJURY
☐ PHYSICAL DISABILITY	☐ FETAL ALCOHOL SPECTRUM DISORDER (FASD)
☐ LEARNING DISABILITY	
☐ ADDICTION OR SUBSTANCE USE	☐ PREGNANCY (IF RESPONDENT IS FEMALE)
☐ MENTAL ILLNESS	
	☐ NONE OF THE ABOVE
	☐ DECLINE TO ANSWER

20. (C8) Do you want to get into permanent housing?

○ YES	○ NO	○ DON'T KNOW	○ DECLINE TO ANSWER

21. (C9) What would help you find permanent, stable housing?

○ _____	○ DON'T KNOW	○ DECLINE TO ANSWER

22. (C10) What do you think is keeping you from finding a place of your own? [Select all that apply}

□ LOW INCOME	□ CRIMINAL HISTORY
□ NO INCOME ASSISTANCE	□ PETS
□ RENTS TOO HIGH	□ CHILDREN
□ POOR HOUSING CONDITIONS	□ DISCRIMINATION
□ DOMESTICK VIOLENCE	□ DON'T WANT HOUSING
□ HEALTH/DISABILITY ISSUES	□ OTHER (PLEASE
□ MENTAL HEALTH ISSUES	SPECIFY)_____
□ ADDICTION	□ NO BARRIERS TO HOUSING
□ FAMILY BREAKDOWN/CONFLICT	□ NONE OF THE ABOVE
	□ DECLINE TO ANSWER

UNSHELTERED SCREENING TOOL

Hello, my name is _____ and I'm a volunteer for the (**Community Name**) **housing needs survey**. We are conducting a survey to provide better programs and services to people experiencing homelessness. The survey takes about 10 minutes to complete.

- **Participation is voluntary** and **your name will not be recorded**.

- You can choose to **skip any question** or to **stop the interview at any time**.

- Results will contribute to the understanding of homelessness across Canada, and will help with research to improve services.

A. Have you answered this survey with a person with this (*identifier*)**?**
   [YES: Thank and tally]   [NO: Go to B]

B. Are you willing to participate in the survey?
   [YES: Go to C]   [NO: Thank and tally]

C. Do you have a permanent residence that you can return to tonight?

a. YES	b. NO	c. DON'T KNOW	d. DECLINE TO ANSWER

D. Where are you staying tonight? [DO NOT READ CATEGORIES]

a. DECLINE TO ANSWER	h. PUBLIC SPACE (E.G., SIDEWALKS, SQUARES, PARKS, FORESTS, BUS SHELTER)
b. OWN APARTMENT/HOUSE	
c. SOMEONE ELSE'S PLACE (FRIEND OR FAMILY)	i. VEHICLE (CAR, VAN, RV, TRUCK)
d. MOTEL/HOTEL	j. MAKESHIFT SHELTER, TENT OR SHACK
e. HOSPITAL, JAIL, PRISON, REMAND CENTRE	k. ABANDONED/VACANT BUILDING
f. EMERGENCY SHELTER, DOMESTIC VIOLENCE SHELTER	l. OTHER UNSHELTERED LOCATION UNFIT FOR HUMAN HABITATION
g. TRANSITIONAL HOUSING	m. RESPONDENT DOESN'T KNOW [LIKELY HOMELESS]
THANK AND TALLY	**BEGIN SURVEY AND NOTE RESPONSES TO C & D**

- Thank you for agreeing to take part in the survey. Please note that you will receive (***item***) as a thank you for your participation.

UNSHELTERED TALLY SHEET

Area: _____ **Time:** _

_____to_____**Interviewer:** _____ **Contact**

phone #: _____

Instructions: For those who are *not* surveyed, please fill in the sheet below indicating the reason. For those who DECLINE or are OBSERVED only, but who are clearly homeless, please also indicate their gender, approximate age, and the reason you believe they are homeless (e.g., asleep outside with belongings).

#	Location (e.g., building, park, nearest intersection)	Reason not Surveyed					*Observed Homelessness			
		Declined*	Already Responded	Screened Out C	Screened Out D	Observed*	Observed Homeless	Approx. Age	Observed Gender	Indicators of Homelessness
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
15										
16										

SHELTERED SCREENING TOOL

Hello, my name is _____ and I'm a volunteer for the **(*Community Name*) housing needs survey**. We are conducting a survey to provide better programs and services to people experiencing homelessness. The survey takes about 10 minutes to complete.

- ▪ **Participation is voluntary** and **your name will not be recorded**.
- ▪ You can choose to **skip any question** or to **stop the interview at any time**.
- ▪ Results will contribute to the understanding of homelessness across Canada, and will help with research to improve services.

A. Have you answered this survey with a person with this (*identifier*)?
   [YES: Thank and tally]   [NO: Go to B]

B. Are you willing to participate in the survey?
   [YES: Go to C]   [NO: Thank and tally]

C. Do you have a permanent residence that you can return to tonight?

a. YES	b. NO	c. DON'T KNOW	d. DECLINE TO ANSWER

D. Where are you staying tonight? [DO NOT READ CATEGORIES]

a. DECLINE TO ANSWER *b. OWN APARTMENT/HOUSE* *c. SOMEONE ELSE'S PLACE (FRIEND OR FAMILY)* *d. MOTEL/HOTEL* *e. HOSPITAL, JAIL, PRISON, REMAND CENTRE*	f. EMERGENCY SHELTER, DOMESTIC VIOLENCE SHELTER g. TRANSITIONAL HOUSING h. PUBLIC SPACE (E.G., SIDEWALKS, SQUARES, PARKS, FORESTS, BUS SHELTER) i. VEHICLE (CAR, VAN, RV, TRUCK) j. MAKESHIFT SHELTER, TENT OR SHACK k. ABANDONED/VACANT BUILDING l. OTHER UNSHELTERED LOCATION UNFIT FOR HUMAN HABITATION (SPECIFY)_____ m. RESPONDENT DOESN'T KNOW [LIKELY HOMELESS]
THANK AND TALLY	**BEGIN SURVEY AND NOTE RESPONSES TO C & D**

Thank you for agreeing to take part in the survey. Please note that you will receive (***item***) as a thank you for your participation.

SHELTERED TALLY SHEET

Facility Name: _____ **Time:** _____to_____

Interviewer: _____ **Contact phone #:** _____

Instructions: For those who are **not** surveyed, please fill the sheet below indicating the reason. For those who decline to participate, or who are not screened, please also indicate their AGE and GENDER.

#	Reason not Surveyed					*Demographics	
	Declined*	Already Responded	Screened Out		Not Screened* (e.g., sleeping)	Age	Gender
			C	D			
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							

Modified Screening Questions for Hidden Homeless Count

Note that you will need to modify the screening questions for the survey in the community centre component. Unlike the traditional PiT Count methodology, the Hidden Homeless Count screening questions are designed to screen-in those who are couch surfing. If your community is interested in capturing other forms of homelessness, such as those at risk of homelessness, you will need to modify the screening questions accordingly.

A. **Have you answered questions with a person with *[identifier: button, lanyard, clipboard, sticker]*?**
   [Yes: Thank and tally]   [No: Go to B]

B. **Do you have a permanent residence you can return to tonight?**
   [Yes]   [No]

C. **Where are you staying tonight?**
   if conducting the count over more than 24 hours, insert date

Decline to answer Own apartment/house Motel/hotel Hospital, jail, prison, remand centre	Emergency shelter, domestic violence shelter Transitional housing Public space (e.g. sidewalks, squares, parks, forests, bus shelter) Vehicle Makeshift shelter tent or shack Abandoned/vacant building Other unsheltered location Don't know (likely homeless)	Someone else's place (friend or family)
Thank and tally	**Go to E**	**Go to D**

D. **Are you staying there because you are without a place of your own?**
   [Yes: Go to F]   [No: Thank and tally]

E. **You are eligible to participate in the survey. Would you like to continue? Your information will be kept confidential and you can stop at any time.**
   [Yes: Begin survey]   [No: Thank and tally]

Appendix 3 – Canadian Definition of Homelessness

TYPOLOGY

OPERATIONAL CATEGORY			LIVING SITUATION	GENERIC DEFINITION
1 UNSHELTERED	This includes people who lack housing and are not accessing emergency shelters or accommodation, except during extreme weather conditions. In most cases, people are staying in places that are not designed for or fit for human habitation.	1.1	**People living in public or private spaces without consent or contract**	• Public space, such as sidewalks, squares, parks, forests, etc. • Private space and vacant buildings (squatting)
		1.2	**People living in places not intended for permanent human habitation**	• Living in cars or other vehicles • Living in garages, attics, closets or buildings not designed for habitation • People in makeshift shelters, shacks or tents
2 EMERGENCY SHELTERED	This refers to people who, because they cannot secure permanent housing, are accessing emergency shelter and system supports, generally provided at no cost or minimal cost to the user. Such accommodation represents an institutional response to homelessness provided by government, non-profit, faith based organizations and / or volunteers.	2.1	**Emergency overnight shelters for people who are homeless**	These facilities are designed to meet the immediate needs of people who are homeless. Such short-term emergency shelters may target specific sub-populations, including women, families, youth or Aboriginal persons, for instance. These shelters typically have minimal eligibility criteria, offer shared sleeping facilities and amenities, and often expect clients to leave in the morning. They may or may not offer food, clothing or other services. Some emergency shelters allow people to stay on an ongoing basis while others are short term and are set up to respond to special circumstances, such as extreme weather.
		2.2	**Shelters for individuals/families impacted by family violence**	
		2.3	**Emergency shelter for people fleeing a natural disaster or destruction of accommodation due to fires, floods, etc.**	
3 PROVISIONALLY ACCOMMODATED	This describes situations in which people, who are technically homeless and without permanent shelter, access accommodation that offers no prospect of permanence. Those who are provisionally accommodated may be accessing temporary housing provided by government or the non-profit sector, or may have independently made arrangements for short-term accommodation.	3.1	**Interim Housing for people who are homeless**	Interim housing is a systems-supported form of housing that is meant to bridge the gap between unsheltered homelessness or emergency accommodation and permanent housing.
		3.2	**People living temporarily with others, but without guarantee of continued residency or immediate prospects for accessing permanent housing**	Often referred to as 'couch surfers' or the 'hidden homeless', this describes people who stay with friends, family, or even strangers.
		3.3	**People accessing short term, temporary rental accommodations without security of tenure**	In some cases people who are homeless make temporary rental arrangements, such as staying in motels, hostels, rooming houses, etc.
		3.4	**People in institutional care who lack permanent housing arrangements**	People who may transition into homelessness upon release from: Penal institutions; Medical / mental health institutions; Residential treatment programs or withdrawal management centers; Children's institutions / group homes.
		3.5	**Accommodation / reception centers for recently arrived immigrants and refugees**	Prior to securing their own housing, recently arrived immigrants and refugees may be temporarily housed while receiving settlement support and orientation to life in Canada.
4 AT-RISK OF HOMELESSNESS	Although not technically homeless, this includes individuals or families whose current housing situations are dangerously lacking security or stability, and so are considered **to be at-risk of homelessness.** They are living in housing that is intended for permanent human habitation, and could potentially be permanent (as opposed to those who are provisionally accommodated). However, as a result of external hardship, poverty, personal crisis, discrimination, a lack of other available and affordable housing, and / or the inappropriateness of their current housing (which may be overcrowded or does not meet public health and safety standards) residents may be "at risk" of homelessness.	4.1	**People at imminent risk of homelessness**	• Those whose employment is precarious • Those experiencing sudden unemployment • Households facing eviction • Housing with transitional supports about to be discontinued • People with severe and persistent mental illness, active addictions, substance use, and / or behavioural issues • Breakdown in family relations • People facing, or living in direct fear, of violence / abuse
		4.2	**Individuals and families who are precariously housed**	Those who face challenges that may or may not leave them homeless in the immediate or near future. CMHC defines a household as being in *core housing need* if its housing: "falls below at least one of the **adequacy, affordability** or **suitability** standards and would have to spend 30% or more of its total before-tax income to pay the median rent of alternative local housing that is acceptable (meets all three housing standards)."

For a more detailed typology of the Canadian Definition of Homelessness, go to: www.homelesshub.ca/CHRNhomelessdefinition

Appendix 4 – Sample PIT Coordinator Job Description

JOB TITLE: Point-in-Time Count Coordinator, **[Community Entity]**
TYPE OF POSITION: Contract [insert]
HOURS OF WORK: [insert]
SALARY: [insert]

Overview:
The Point-in-Time Count Coordinator will plan and execute the **[community name]** 2016 homeless count at the direction of the **[Community Entity]** and the Point-in-Time Count Committee.
[Insert description of the Lead Organization]

Summary:
In 2016, **[community name]** will participate in the Point-in-Time Homeless Count supported by the Government of Canada's Homelessness Partnering Strategy. The Point-in-Time (PiT) Count serves two functions: First, to count the number of people experiencing homelessness in **[community name]** over a specified period. Second, to gather information on the demographics and services needs of the local homeless population.

Through a snapshot of homelessness, the PiT Count will help us to better understand homelessness in **[community name].** With successive counts, we can measure our progress in ending homelessness in our community. **[Insert additional benefits of a PiT Count]**

The PiT Count Coordinator will plan and implement the **[insert community name]** PiT Count, in consultation with the PiT Count Committee. The Coordinator will be responsible for:

- Designing the PiT Count methodology, in compliance with HPS' minimum requirements;
- Mobilizing the homeless serving-sector;
- Leveraging community support and participation;
- Recruiting and training volunteers;
- Ensuring the safety of volunteers and participant;
- Coordinating data input and analysis;
- Reporting regularly to the **[Community Entity]**; and
- Preparing the final PiT Count report for submission to **[Community Entity].**

Qualifications

Educational Requirements:
- Post-secondary education with a specialization in project management, social work, community planning, health, and/or research will be considered an asset.
- Knowledge and expertise in one or more of these areas may be satisfied through a combination of education, training and/or previous experience.

Experience Requirements:
- 2-3 years of experience in housing or homelessness, or a related field. Applicants must demonstrate an understanding of issues related to homelessness. Direct experience working with individuals experiencing homelessness is an asset.
- Experience coordinating community projects, programs or events
- Familiarity with volunteer recruitment, training and management

Other Assets
- Knowledge of/experience with populations affected by homelessness. For example: families, Aboriginal Peoples, LGBTQ2 Youth, Racialized Communities.
- Demonstrated ability to work with diverse partners, government and other stakeholders
- Experience in effective management of crisis situations
- Knowledge of survey design and/or quantitative research methods
- Experience working with the media
- Excellent oral and written communication skills
- Superior presentation and public speaking skills

Your complete application package must include a cover letter, resume, and the names of at least 3 work -related references. Please ensure that "PiT Count Coordinator" is quoted in the email subject line. Submit applications to **[insert contact information].**

Posted on: [insert date]   **Closing Date: [insert date]**

Only those selected for an interview will be contacted. Priority consideration is given to Canadian Citizens and permanent residents in Canada. We are committed to Employment Equity and encourage applications from all qualified candidates.