



YOUTH POINT IN TIME COUNT!



Supported by:



2021 Training

Presented by:
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Learning Objectives



To prepare teams for the Count logistics

We'll answer the "W" questions – who, where, when, why, and how



To introduce the Counting Us app

We'll demo the app in "test" mode and show how it works



To prepare teams for talking to youth

We'll discuss sensitive survey questions & how to address them with youth

Topic

Outline

Our presenters will go over each of these topics in detail, with built-in time for Question & Answer at the end!

The W's of the Youth PIT Count

Protocols for Teams by Type

Counting Us App

Survey Questions & Guide

Approaching Youth

Sensitive Topics & Questions

Tips, Reminders, & Safety

What is a Youth PIT Count?

One-day census to determine how many unaccompanied youth 24 and under in Dallas & Collin counties are:

- Experiencing homelessness
- Unstably housed

OCTOBER 2021						
SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7 	8 	9 
10 	11	12	13	14	15	16 
17 	18	19	20	21 	22	23
24	25	26	27	28	29	30
31						

October 7, 2021

This is the “night in question” for the survey

October 7 – 21, 2021

Count is taking place over these two weeks.

Why do a PIT count?

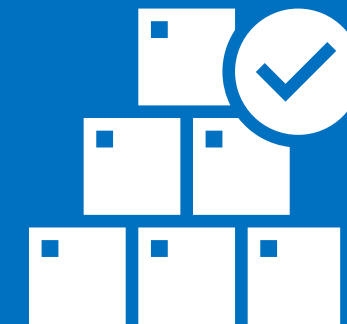
The Youth PIT Count benefits youth experiencing housing instability and homeless in our community by helping us to:



Identify gaps in
our services &
resources



Improve advocacy
efforts for more
services & funding



Ensure services
match the needs and
location of youth

Where will the count take place?

- Schools
- Emergency Shelters
- Drop-in Centers
- Libraries
- Outdoor areas known for large numbers of youth



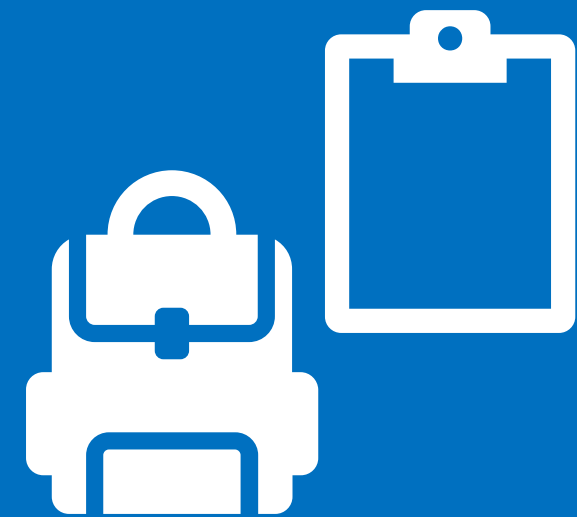
What will you be doing?



Working in teams...



...in your assigned area...



...to survey and
distribute Youth
Packs.

Street Outreach

MDHA will...

- Assign a general geographic area
- Provide a list of hotspots

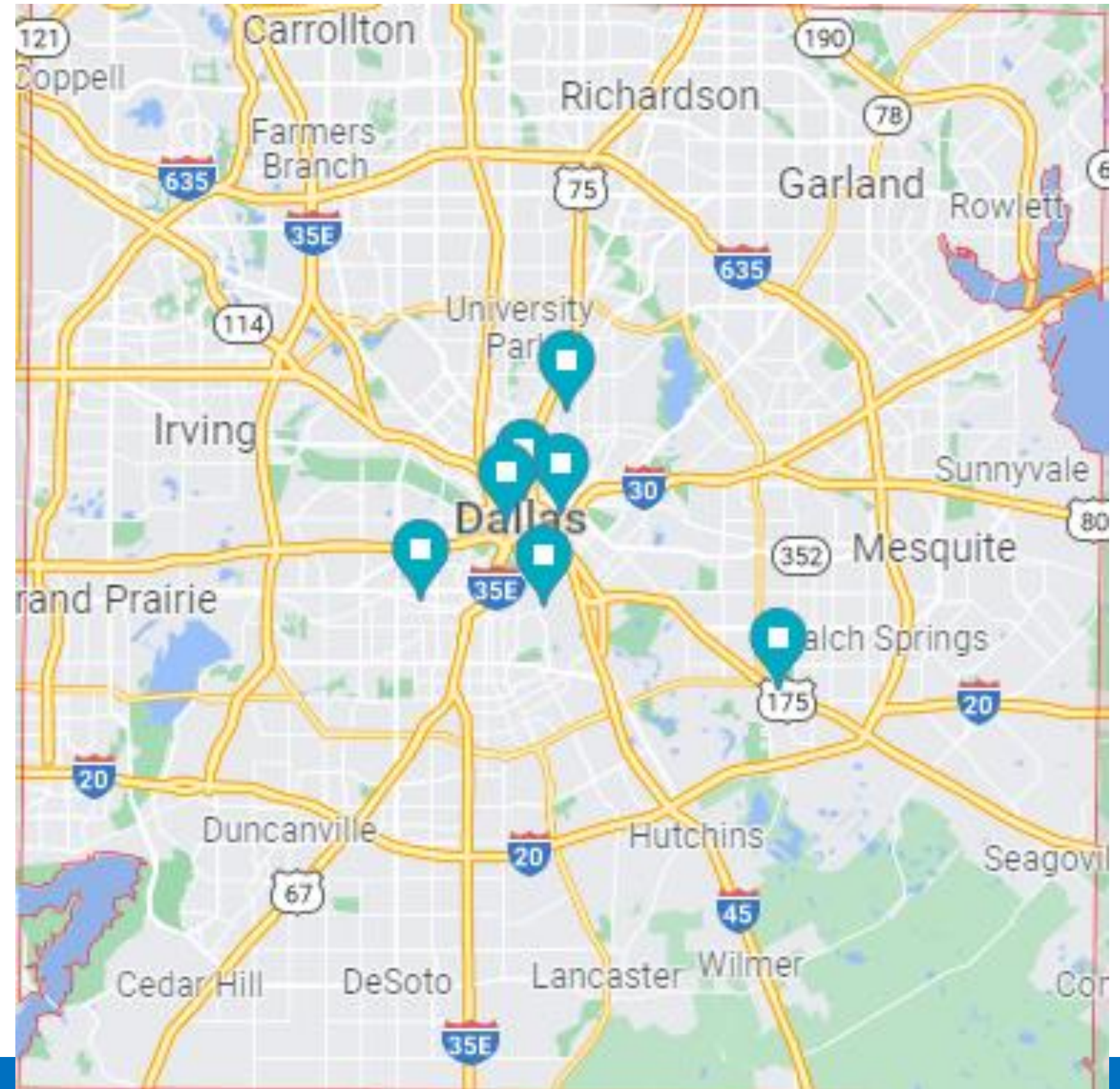
Your Agency will...

- Assign smaller groups to specific hotspots & areas
- Choose dates to go out within the 2-week count
- Take and distribute Youth Packs as you survey

Dallas

County

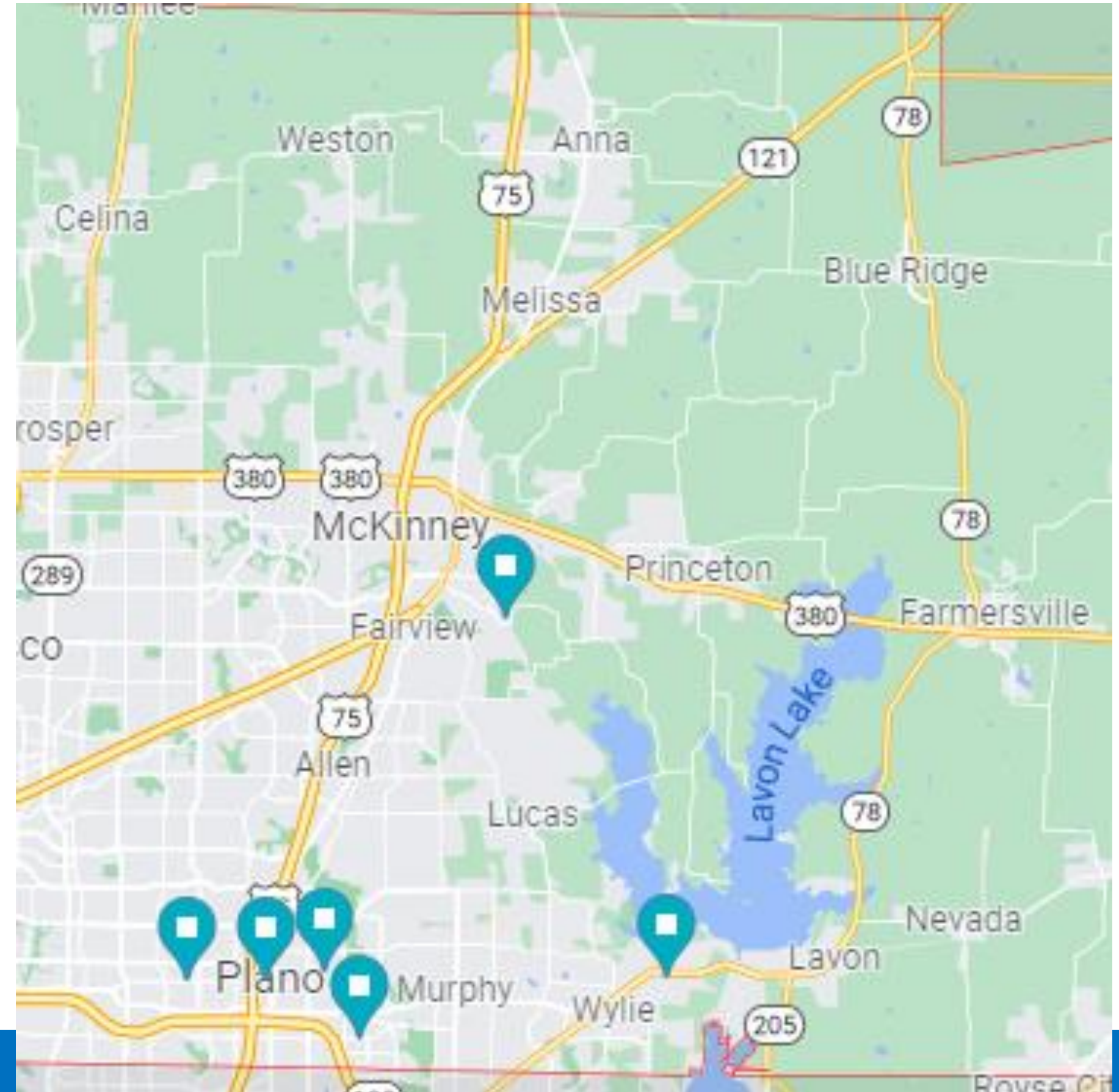
- 75206
- 75226
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- 75203
- 75201
- 75202
- 75208



Collin

County


- 75074
- 75075
- 75082
- 75098
- 75069



Schools

- **Provide** youth with the flyer to contact MDHA staff for phone survey
- **Answer** questions about what the Youth PIT Count is
- **Assist** youth in contacting MDHA staff when needed
- **Provide** Youth Pack after youth completes survey

Are you under the age of 25?
Is it hard for you to find a safe and stable place to sleep?




YOUTH COUNT!

Dallas and Collin County are doing a count of how many young people are without a safe and stable place to sleep in our community. We need your help to make sure all youth are counted.

Taking part in the count is safe and we will keep everything you share with us private. You will receive a bag filled with snacks, water, hat, gloves and hygiene items for your participation. Please scan the link below to sign up to be contacted by one of our staff and be counted.

TEXT OR CALL LEXI WILKINS FOR ANY QUESTIONS
214-920-9869

SCAN THIS CODE TO SIGN UP TO RECEIVE A CALL FROM OUR STAFF



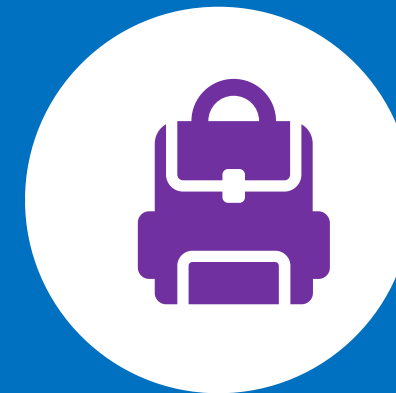
Shelter/Site-Based



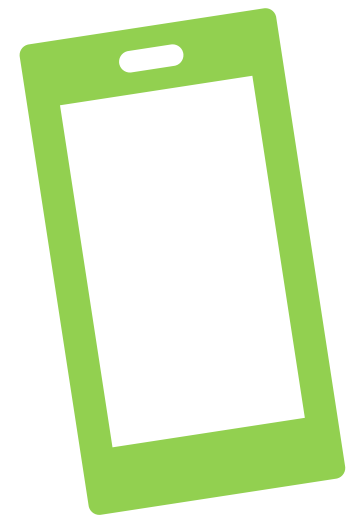
**ONLY count on
night of October 7**



**Survey all
youth in your
area**



**Hand out Youth
Packs**



Supplies

- Mobile Device or Computer with access to data or WIFI
- Mask
- Youth Packs
- Resource list
- Cleaning wipes and hand sanitizer

Who and How?

Use your mobile device to count you who agree to participate who are...

**Homeless or
Unstably Housed**

+

Under age 25

Who and How?

Some best practices and safety reminders:

- If any youth who were counted leave the area or go into a building, do not attempt to follow them
- Make sure to ask youth before approaching them if you
- Give at least 6 feet of space between you and the youth you are surveying
- Make sure to wear your mask the entire time you are conducting surveys

Survey

Outline

This is only a list of topics covered.
Use the survey guide for a detailed
list of questions!

Birth Date and Initials

Current Living Situation

Characteristics

**History of Foster Care or
Detention/Jail**

Currently Pregnant or Parenting

**Current School Enrollment &
Employment**

Health History

Survey

Process

Screen

Never approach if sleeping

Never approach if unseen (i.e. in tents)

Ask

Read script to ask youth to participate

Get verbal consent

Read

Read all questions aloud

Skip any questions youth does not want to answer

Offer clarification when needed

Thank

Thank youth using script if necessary

Offer Youth Pack

Survey Guide

- General Tips & Overview
- Confidentiality & Privacy
- Obtaining Consent
- Respect & Courtesy
- Asking Sensitive Questions
- Suggested Survey Script



2021 Unsheltered Youth Point in Time Survey Guide

General Tips:

Confidentiality and Privacy:

- No youth should be made to feel guilty for not participating or coerced into providing information, they do not feel comfortable sharing.
- The youth can choose not to take the survey, not to answer any question within the survey, or to stop taking the survey at any time.
- The youth does not need to answer all questions for their survey to be counted.
- No information will be released about a single person

Obtaining Consent:

You must ask the people you approach if they are willing to participate in the survey. If they say no, do not push them further. Thank them for their time and make sure to count them using the "Observation" survey. Also, know that an individual can refuse to participate in the survey at any time. If you have already answered questions for the individual, respect their decision and thank them for their time, delete the survey answers and complete an "Observation" survey.

Respect and Courtesy:

While the interview is generally only lasts approximately 5-10 minutes there is still an opportunity to develop feelings of trust.

You can do this by:

- Avoiding judgement
- Showing participants that you are interested in what they have to say. Maintain eye contact, have open body language, and listen to their answers.
- Using familiar, everyday language that will be easily understood. Ask survey questions as written, but feel free to provide clarification if the participants has questions.
- Make sure to practice social distancing while asking the survey questions and wear your mask at all times

Asking Sensitive or Seemingly Obvious Questions:

There are a few questions that could be deemed to be very sensitive or obvious, for example questions about gender and ethnicity. **While you are conducting the survey, do not assume any characteristics about a person including ethnicity, gender, age or any other qualities.**

If you are uncomfortable asking certain questions, you may want to start the survey with something like:

"I need to ask every person the same set of questions using the same language. As a result, I will be asking you a number of questions that you may think are obvious. We ask these questions to gather important information. I don't want to make any assumptions."

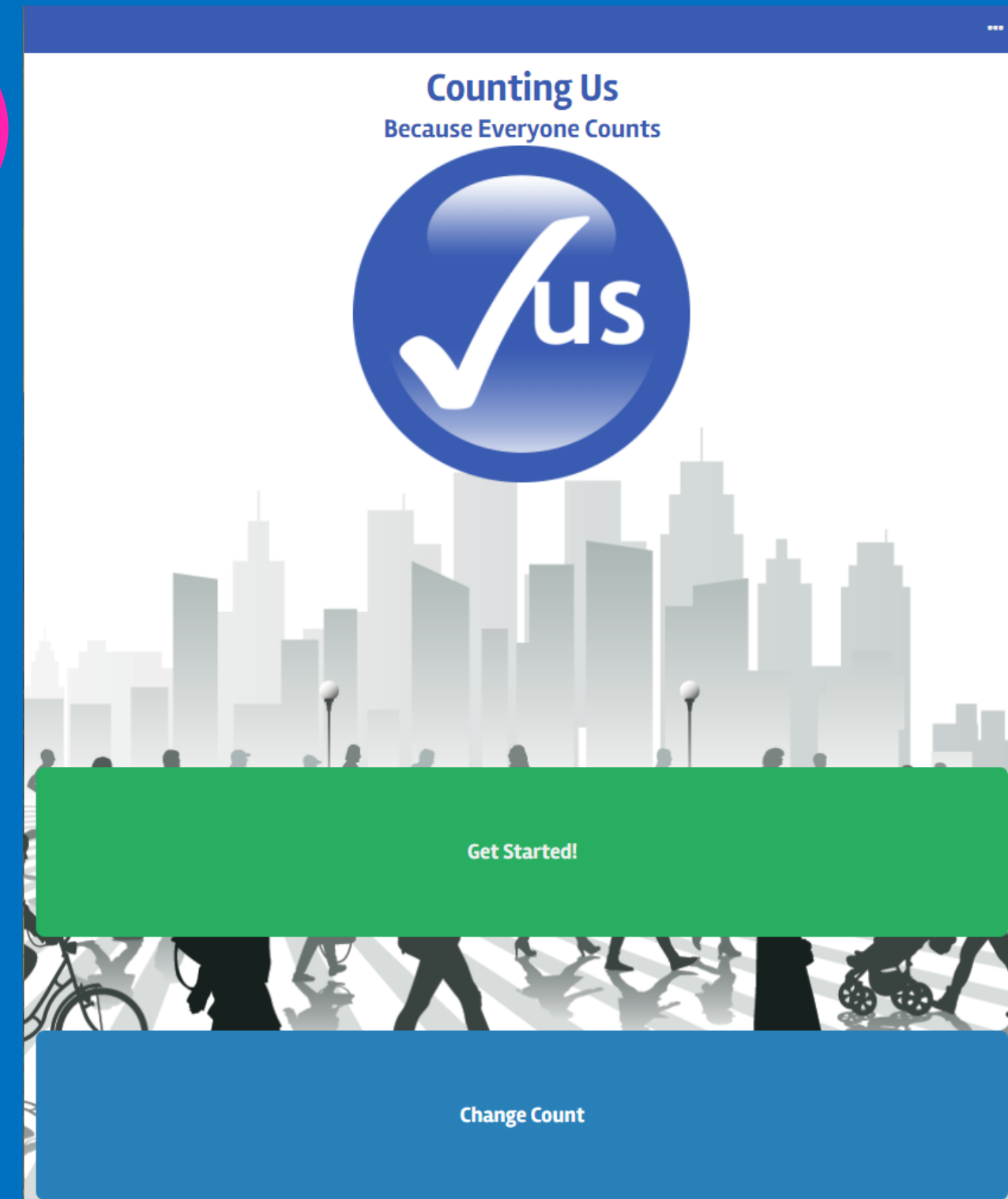
Be aware of your surroundings:

You and your team should be aware of your surroundings. Pay close attention to the body language of everyone that is near. If you feel uncomfortable, nervous or threatened in a shelter, service or on the street, let your PIT Leader know and withdraw from the situation.

Please note this document is multiple pages. Pg 1 for reference.

Counting Us App

- Online, go to Counting.us
- On mobile device, download app
- Create an account if you don't have one
- Join Count or Change Count
- Enter Setup Key:
- "Get Started" to begin survey



Common Questions

A youth who took the survey wants to take it again?

Youth cannot take the survey more than once.

A youth walks away or stops responding in the middle of taking the survey?

Select “refused to answer” for the rest of the questions and submit the survey on the app.

A youth feels uncomfortable answering a question?

The survey is completely voluntary, and youth can refuse to answer any question they feel uncomfortable answering.

Youth Packs

- Drawstring bags that include hygiene supplies, socks, gloves, beanies, granola bars, tuna packets, and other snacks
- List of housing resources for youth in each pack
- We will be coordinating with each group on the distribution of the packs

Youth Packs

On October 7th-21st, 2021, dedicated staff will count the youth in Dallas and Collin County experiencing homelessness. The data and information collected will help us to identify community needs and create strategies to end youth homelessness.

We NEED your help in sponsoring Youth Packs to be distributed to youth experiencing homelessness during the Youth Point In Time Count:

Youth Packs may include:

- socks
- gloves
- beanie hats
- band aids
- quarters for laundry
- protein bars
- granola bars
- tuna
- hygiene packs
- gift cards



Protocols & Best Practices



Voluntary Participation

- Never make youth feel guilty for not participating
- Youth can choose
 - Not to take the survey
 - Not to answer any question
 - To stop taking the survey at any time



Respect & Confidentiality

- Never coerce youth into sharing information they do not feel comfortable sharing
- Youth do not need to answer all questions for their survey to be counted
- No information released about a single person

Protocols & Best Practices



Approach calmly and respectfully

- Explain you are with MDHA doing a youth count
- Ask if they know any young people staying outside or have seen anyone around who could take the survey
- Remember: they are people who deserve respect and dignity
- Be kind and non-judgmental



Offer resources

- Offer the Youth Pack
- Highlight resource list in pack

Building Trust

Your words and actions can help to build rapport as you approach and survey youth



Avoid judgement



Be aware of
your body
language



Use familiar,
everyday words



Keep your mask
on and practice
social distancing

Asking Questions



**Be conversational
and natural**



**Allow youth to
skip any or all
questions**



**Complete an
observation if
unable to ask**

Discussing Sensitive Topics

- Questions may be sensitive or seem obvious
- Do not make assumptions
- Youth have the option to “prefer not to answer” any question
- No judgment! Respond with kindness to any answer
- Show kindness and offer resources.



“I need to ask every person the same set of questions using the same language. I may ask you several questions you think are obvious. We ask these questions to gather information. I don’t want to make any assumptions.”

Remember...

We are here to:

- Understand more about our community
- Provide resources to young people who need and want them

We are NOT here to...

- Get youth in trouble
- Call the cops
- Give them advice or judge their choices

Potentially Difficult Questions

“What is your gender?”

- Things to Consider
 - Gender expansive youth often face judgment for their gender identity
 - They may not feel comfortable disclosing their gender identity to you
- Suggestions for Surveying
 - Ask this question kindly
 - Become familiar with the response options and what they mean
 - Do not act surprised or confused by their answer

Potentially Difficult Questions

“Which of these has contributed to your situation?”

- Things to Consider
 - People experiencing homelessness face a lot of shame around their experience
- Suggestions for Surveying
 - Ask without judgment or shame
 - Do not imply that their situation is their fault

Potentially Difficult Questions

“Do you have any children that live with you?”

- Things to Consider
 - They may be ashamed if they feel they can't provide for children or siblings
 - They may worry about CPS if they answer honestly
- Suggestions for Surveying
 - Do not push or require an answer

Potentially Difficult Questions

“Are you currently pregnant?”

- Things to Consider
 - Youth may feel judged for being young and pregnant
 - Youth can be pregnant regardless of gender identity
- Suggestions for Surveying
 - Ask without judgment or shame
 - Ask every youth

Potentially Difficult Questions

“Were you ever in foster care?”

- Things to Consider
 - Youth may not have had their experience explained to them
- Suggestions for Surveying
 - Do not act surprised or question them if they say they do not know

Potentially Difficult Questions

“Do you have any source of income?”

- Things to Consider
 - If they do not have income, there could be shame associated with that answer
 - They may not want to share some sources of income
- Suggestions for Surveying
 - Ask kindly and without judgment
 - Refrain from suggesting things or questioning their choices

Potentially Difficult Questions

“Have you ever received treatment for HIV/AIDS?”

- Things to Consider
 - Having HIV/AIDS is still stigmatized in our society, and the people living with HIV/AIDS feel that.
 - The young person you are speaking with may assume you are going to judge or back away if they disclose that they have received treatment.
- Suggestions for Surveying
 - Be careful of your reaction to this question-it could destroy the trust and make this youth feel that they cannot seek support or services

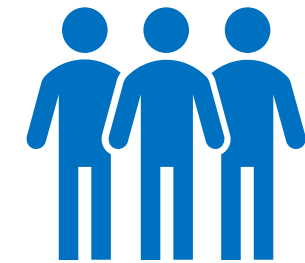
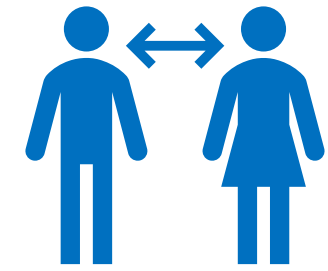
Potentially Difficult Questions

“Are you experiencing homelessness because you are feeling domestic violence, sexual assault, stalking, or human trafficking?”

- Things to Consider
 - This question can be re-traumatizing or shame-inducing
 - It is not your job in this moment to save them or move them somewhere safe
- Suggestions for Surveying
 - Ask kindly and with respect
 - Do not push for answers
 - Remain calm if they answer yes
 - Ask if they need resources or support for their situation

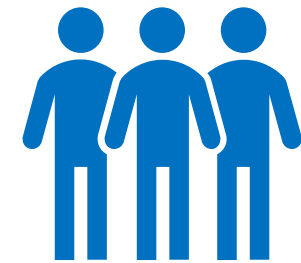
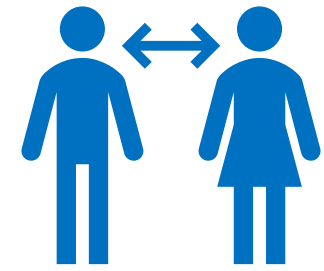
COVID Safety Protocols

- Practice social distancing
- Clean hands (by washing or using hand sanitizer) after every interaction
- Clean mobile device regularly with cleaning wipes
- COVID test all SO workers prior to outreach (MDHA has tests available)
- Keep a change of clothes available in your vehicle



Other Safety Protocols

- Stay in groups of 2+
- Do NOT enter an area that is inaccessible for safety or access reasons
- Allow youth to leave or decline, do NOT follow them





Supported by:



Questions?

Use the chat!

We'll answer questions submitted in the chat and provide a compiled list of FAQ with the video recording.