

# AGENCY INSTRUCTIONS

## UNSHELTERED HOMELESS SURVEYOR INSTRUCTIONS

### JANUARY 27<sup>th</sup> to 31<sup>st</sup>, 2020 - HOMELESS POINT-IN-TIME COUNT

- Unsheltered canvassing begins Monday, January 27<sup>th</sup> and ends Friday, January 31<sup>st</sup>. The official night of the count is Sunday, January 26<sup>th</sup>, 2020.
- Please survey all unsheltered individuals and households that are normally outreached as well as individuals that are randomly encountered during the PIT Count week.
- If you have staff and/or volunteers assisting in the unsheltered canvassing or doing outreach during the week, please make sure that it is coordinated with the agency or person who is the lead coordinator for that region. Volunteers should be under the oversight of trained outreach personnel and trained prior to the canvassing week.
- Confirm that staff and volunteers helping with the surveying have filled out and signed the Contact and Confidentiality form. These forms should be collected and turned into your County lead.
- Ensure that proper channels are established so that all surveys completed by volunteers and agency staff are routed to the regional coordinators. Before entering survey data, regional coordinators should follow data quality protocols established prior to the count.
- Surveys must be cleaned before they are entered in to the HMIS. Volunteers can assist with cleaning the surveys; however, it is imperative that only skilled HMIS staff are involved in HMIS data entry. Data quality is an extremely important aspect of the PIT. Steps for updating client records, and cleaning and entering survey data in the HMIS will be provided before the 2020 PIT Count takes place.
- Ensure that staff/volunteers have been properly trained by personnel that have attended the PIT training and reviewed the surveyor instructions handout. Training materials will be delivered several weeks prior to the unsheltered canvassing.
- If you have any questions regarding the PIT, please contact your County lead coordinator:
  - **Maui:** Maude Cumming by email: [maude@flcmaui.org](mailto:maude@flcmaui.org)
  - **Kauai:** Makana Kamibayashi at (808) 212-0850 or by email: [Makana@flcmaui.org](mailto:Makana@flcmaui.org)
  - **Hawaii:** Brandee Menino at (808) 933-6013 or by email: [bmenino@hopeserviceshawaii.org](mailto:bmenino@hopeserviceshawaii.org)

#### **Safety Tips for Surveyors**

- Never survey alone – work in pairs and always stay within eyesight of others.
- Never survey in an isolated area.
- If there is an area that you do not feel comfortable surveying, do not survey and let the coordinator know that the area was not surveyed.
- It is recommended that surveyors wear white or brighter colors to be easily visible. Wear comfortable clothes and shoes. Limit the accessories worn, e.g. earrings, watches, chains, etc.
- Look for any suspicious or dangerous activities when arriving at a site and avoid these areas.
- Be observant of people around you and look up often while administering the survey.
- Stay out of enclosed or tight spaces.
- Do not pressure anyone to participate in the survey.
- In case of an emergency, immediately call or have another person call 911.