CAEH Canadian Alliance to End Homelessness

20,000 HOMES

Registry Week Training
For Ontario Communities
November 17, 2017

Logistics

20,000 HOMES CAMPAIGN

- Review agenda
- Review packets
- Washrooms etc.

20,000 HOMES

GETTING TO KNOW YOU & WHAT YOU WANT OUT OF THE DAY

CAEH

First Exercise

- Order yourself from largest community to smallest community as fast as you can.

- Introduce yourself to the group – what community you are from, your name, organization

Second Exercise

- Get into two groups:
  1. Have experience conducting enumeration
  2.New to conducting enumeration
- Now within those groups break down between those at PiT training and those not
- Work in your groups to identify what you want to get out of today's training
- Flipchart, scribe – report back with top 3

Third Exercise

- Get into two groups:
  1. Definitely conducting a Registry Week
  2. Thinking about it/here to learn more

- Marie will ask a few people from the definitely group to share why

OVERVIEW OF REGISTRY WEEKS

What is a Registry Week?

- A kick-off or acceleration event to end homelessness in your community
- A proven intervention, developed and tested in the 100,000 Homes Campaign
- A week long, community driven effort to learn every person experiencing homelessness by name
- A mechanism to collect actionable data on people currently experiencing homelessness & plan for moving them into permanent housing

Why Do A Registry Week?

- Option to meet Ontario's enumeration requirements
- Begin to know every person currently experiencing homelessness in your community by name
- Provides your community with data on history and needs of people currently experiencing homelessness in your community
- Public event that brings increased attention to the issue and current work you are already doing
- Opportunity to involve everyone in the process of ending homelessness in your community

Where Have Registry Weeks Been Done?

- 186 communities in the United States as a part of the 100,000 Homes Campaign
- 20 communities in Canada as part of the 20,000 Homes Campaign
- Communities in Australia – Advance to Zero
- Cities in Europe – End Street Homelessness Campaign

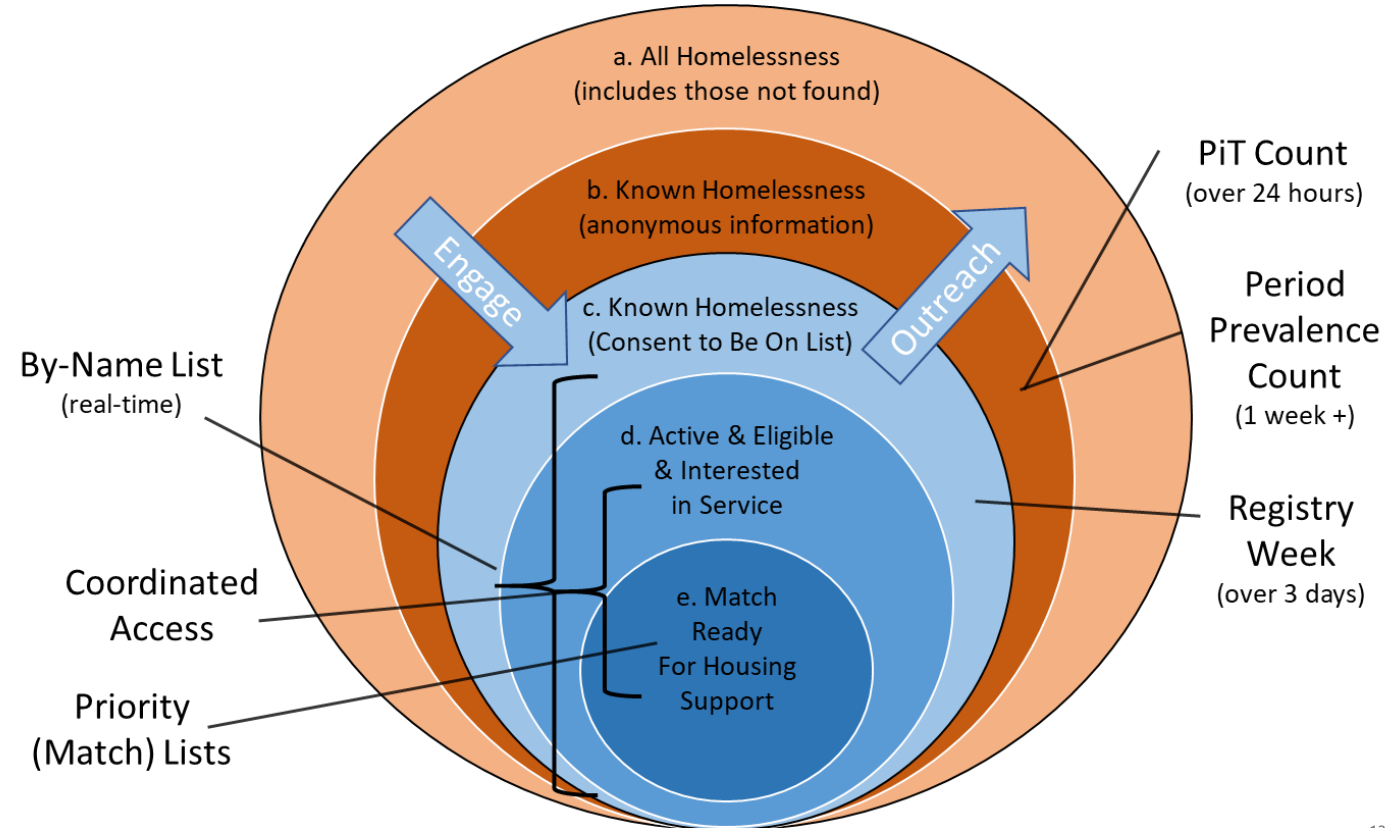
Count Similarities and Differences

	Is it a count?	Is it time-bound?	Does it have identifying info?	Does it include a common assessment?	What is Actionable?	Based on System Contact?
PiT Count	Yes	Yes	No	No	Aggregate	No
Period Prevalence Count	Yes	Yes	No	No	Aggregate	No
Registry Week (leads to By-Name List)	Yes	Yes	Yes	Yes	Aggregate & Individual	No
By-Name List	Yes	No – on-going	Yes	Yes	System & Individual	Yes

Agenda

- What is a By-Name List
- 10 Steps to Develop and Use a By-Name List
- BNL Quality Improvement Scorecard
- Next Steps
- Q&A

By-Name List - Nesting Concepts



What is Unique About a Registry Week?

- Asking people's names (with consent)
- Common assessment to understand acuity
- Community Debrief
- Focus on follow-up and action – housing people – engaging community
- Start of a By-Name List

Resources

The Musts:

- Ontario - Guidelines for Service Manager Homelessness Enumeration
- Federal - Everyone Counts: A Guide to Point-in-Time Counts in Canada

The Tools:

- Community Workspace on Homelessness & Ontario Page
- PiT Count Toolkit & Period Prevalence Guide
- Registry Week - www.20KHomes.ca
  - Registry Week Toolkit
  - Sample Introductory Script, Screening, Tally and Consent
  - 2018 Ontario Enumeration Registry Week Survey Packet and Joint Survey Tools
  - Joint PiT/Registry Packet and Joint Survey Tools
  - By-Name List Page

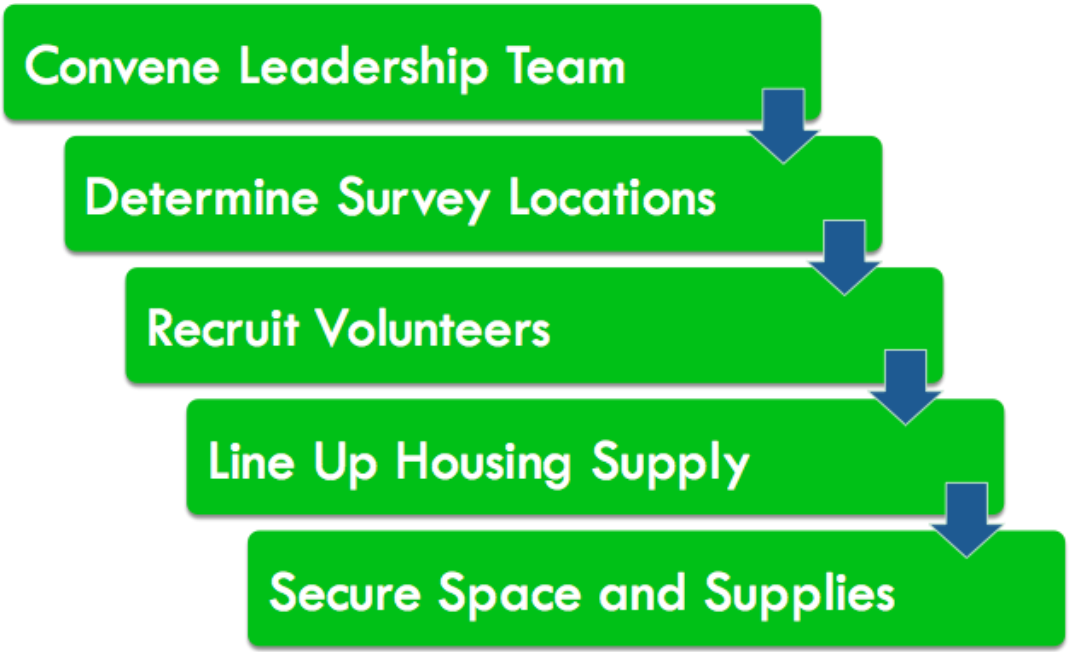
Office Hours and Webinars

- Registry Week Office Hours (call 1-866-458-2828)
  - Dec 14, 2017 1-2:30pm
  - Jan 25, 2018 10:30am-Noon
  - Jan 29, 2018 1-2:30pm

- Webinars:
  - Registry Week Oct 6 – Ontario MHO – access on Ontario Page
  - Joint PiT/Registry Intro – Oct 13, 2017 from 11:30am-12:30pm - access here
  - 20KHomes Update and HIFIS Dec 7 1-2:30pm – register here
  - Joint PiT/Registry Q&A - January 16, 2018 from 1-2:30pm – register here

REGISTRY WEEKS PLANNING & ACTION

Registry Week: The Planning



Registry Week: The Action

Registry Week Toolkit

Getting Started	Build Your Team	Clarifying Your Demand
Volunteer Planning and Recruitment	Mapping Survey Locations	Budgets and Supplies
Lining Up Housing	Training	Data
Registry Week Agenda and Headquarters	Survey Packet	Community Debrief

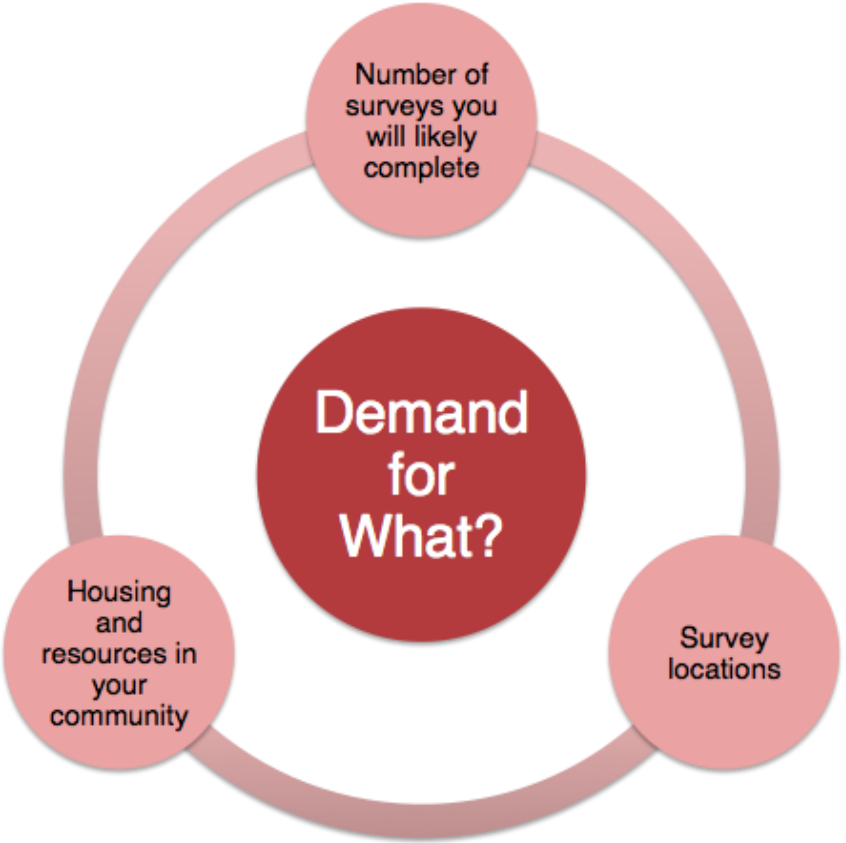
Getting Started

- **Checklist**
- **Work Plan Tools**
- **Let People Know What You Are Doing**
  - FAQ & Key Messages
  - Fact Sheets & Briefs

Building Your Team

The commitment of a group of important actors from different sectors to form a common agenda for solving a specific social problem

Clarifying Your Demand



Ontario Survey

- **PiT Core Questions**
  - 1 screen/count question and 14 survey questions
- **COH Questions**
  - Follow-up and stand-alone questions
  - 2 screen/count follow-up questions and 15 survey questions
- **Ontario Questions**
  - 1 screen/count and 14 survey questions
  - 10 PiT core plus four others (4 questions totalling 8 in HIFIS)
    - CO3 (racial identity), C09 (language) = 2
    - C02 (foster care - plus own follow-up “how long ago”) = 2
    - Own health care question (4 parts) = 4
- **VI-SPDAT Questions**
  - 26 questions with sub-questions – only 3 cross-over

Preparing Your Survey

- 2018 Ontario Enumeration Registry Week Survey Packet
- Sample Introductory Script, Screening, Tally and Consent
- Survey Templates
  - **Ontario 2018 Registry Week -VI-SPDAT Survey – Single Adults**
  - **Ontario 2018 Registry Week -TAY-VI-SPDAT Survey – Youth**
  - **Ontario 2018 Registry Week -F-VI-SPDAT Survey – Families**

Data System

- HIFIS
- GOS
- Other

Where to start...

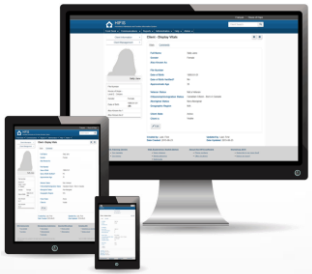
Why HIFIS?

- Readily available at hundreds of sites
- Easily obtainable at any site
- Can be used for PiT regardless of what tool a community usually relies on for operations (e.g. SMIS, ETO)
- If HIFIS is the current tool, minimal user training is needed
- Proven method of securely sending data
- No cost to obtain or to get support
- And, new in 2018…. Live, mobile surveys!

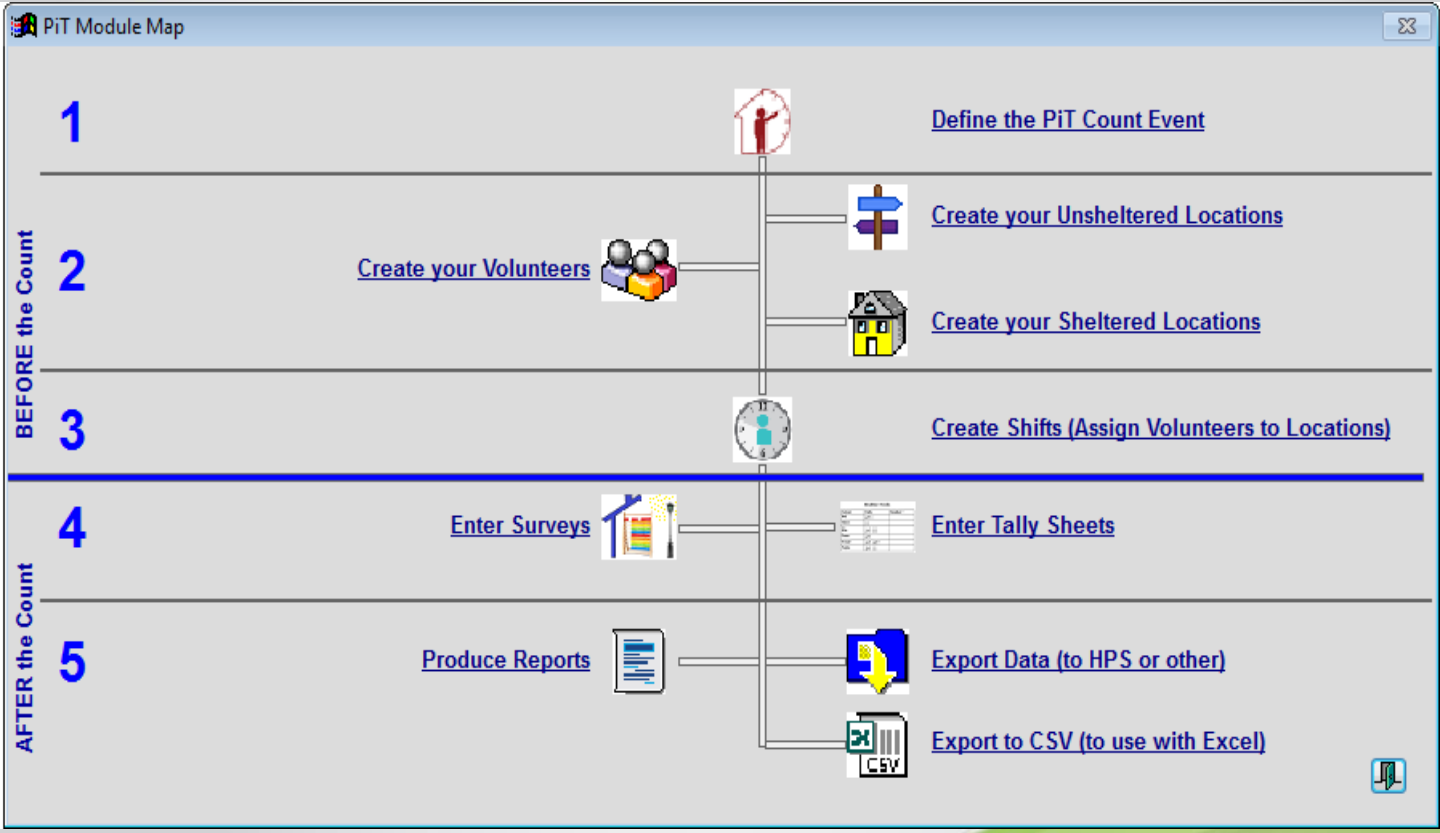
On PiT Day

- If using HIFIS 3:

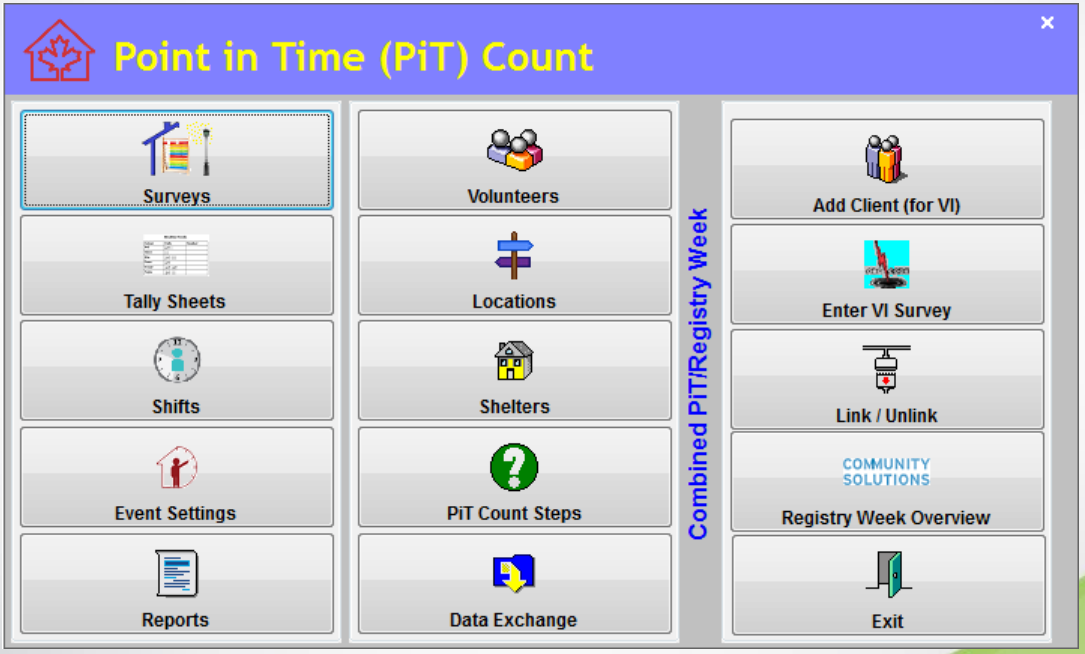
- If using HIFIS 4:



The Whole Process – in HIFIS 3



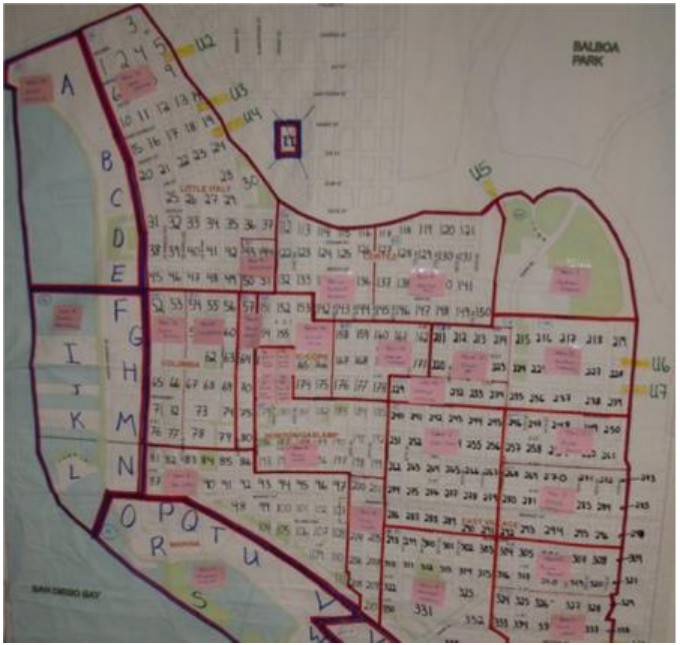
The PiT Sub-Menu

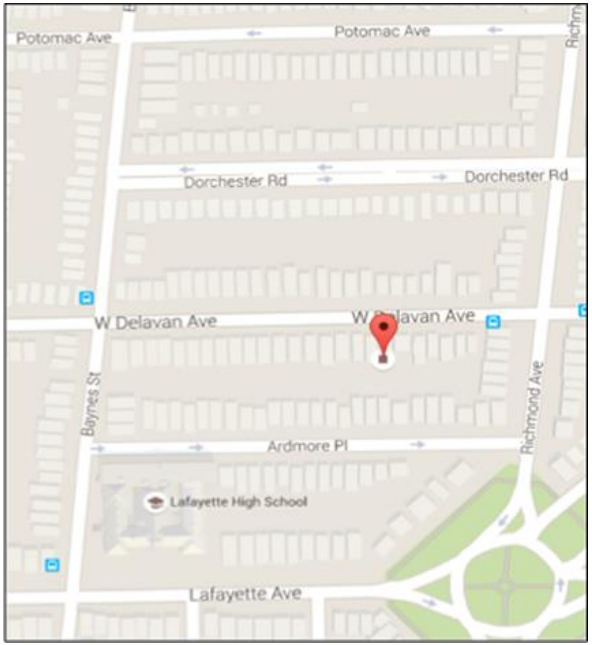


Mapping Survey Locations

- You will need to determine **when** and **where** you will survey
- **Strongly recommend** at least one session of early morning street surveying from **6:00 AM – 8:00 AM**
  - No question as to whether someone is homeless
  - As people are getting up for their day to access services
  - Before business owners begin moving people along
  - Most sober point in the day for active substance users
- Use **Google Maps** to plan your street surveying locations
- Use staff in the service sector to help **determine other locations** and **times** for surveying
  - Shelters
  - Drop-in Centers
  - Hospitals

Mapping Survey Locations





Webinar on Sampling – 26:40- min to 42 min

Volunteers: Planning & Recruitment

Why Volunteers?

- **Mobilize** people around the issue
- **Recruit** new allies
  - Strategically **invite** people into the process
    - Business Improvement District Representatives
    - Politicians
    - Potential Funders
    - Opinion Leaders
    - Resource Holders
- **Increase** exposure and **build** support

Volunteers: Planning & Recruitment

For Surveying…

- *Minimum:* All teams should have **at least** 2 members
- One must be a team lead
- We recommend using an experienced outreach worker or frontline worker as a team lead
- *Maximum:* All teams should be able to fit in **1 vehicle** for transportation ease
- Determine how many teams you need by **estimating # of surveys** you will conduct in **# of areas**

Volunteers: Planning & Recruitment

For Data Entry…

- Determine the **# of surveys** you will be entering during the week
- It takes about 8-10 minutes to enter a VI-SPDAT into a data system
- You want to complete your data entry by the end of the week for your Community Debrief

Budgets & Supplies

- Budgets for the pilot Registry Weeks in Ontario ranged from less than $1,000 to $18,000

- Sample Budgets available in Tool Kit

- Keep your costs down by asking for in-kind donations

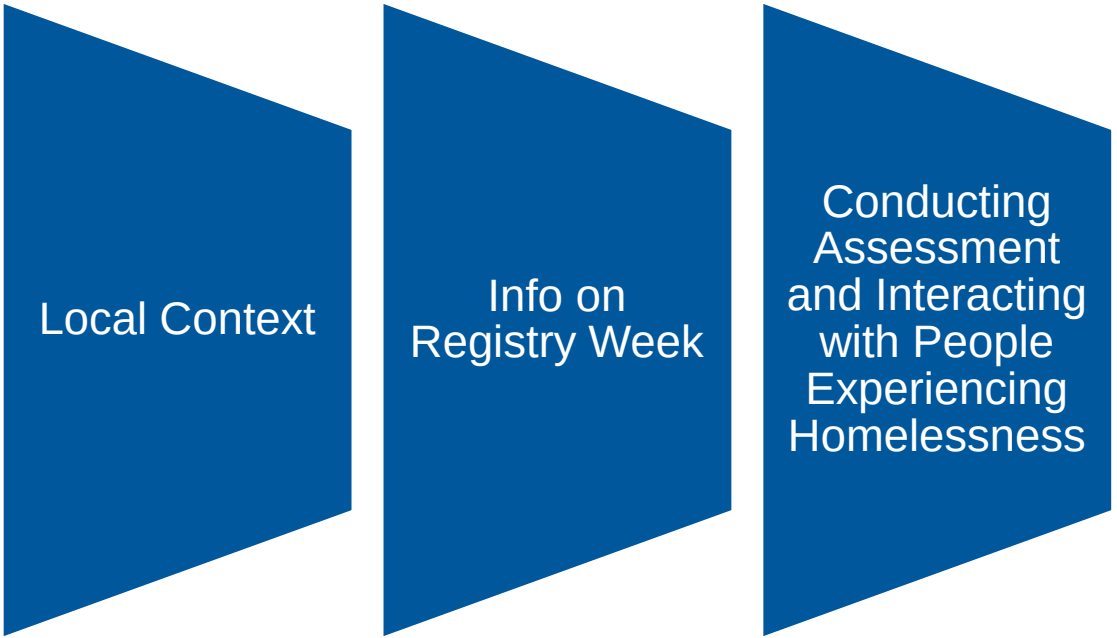
Budgets & Supplies

- Communities have asked for people to sponsor:
  - Breakfast and dinner for volunteers
  - Gift cards for survey participants
  - Office Supplies
  - Pens
  - Clipboards
  - Flashlights
  - Printing of surveys and other materials
  - Move-in kits for people that are housed off of the priority list
  - Rental assistance
  - Security deposits
  - Rent payments
- Publically thank your sponsors!

Lining Up Your Supply

- **Remember: This is about housing**
  - Immediately following your Registry Week, your community will begin to **house** people off of the by-name list
- **Don't wait** to line up your supply of housing until Registry Week is over
- Use the **Current System Map** document in the Registry Week Tool Kit to **compile a list** and **prompt thinking** about current resources existing in your community
- **Ask** housing providers **for commitments**
- **Engage private landlords**
- Use the **Abundance Index** to track housing, services and resources in your community
- **Think outside the box!**

Volunteer Training



Volunteer Training: Survey Tool

- Surveying Dos and Don't's
- Review Consent Form & Introductory Script
- Review Survey Question by Question with Volunteers
- Have Volunteers Practice Survey in Pairs

Volunteer Training: The Paperwork

Each volunteer must sign:

- **Oath of Confidentiality**
- **Media Release Form**
- **Waiver and Release Form**

Examples are available in the Tool Kit Training Section

Data: Privacy and Consent

- Privacy and confidentiality are of the utmost importance
- Volunteers must sign an Oath of Confidentiality
- Without a signed Oath of Confidentiality, a volunteer cannot participate in your community's Registry Week
- Survey respondents must sign a consent form
- Without a signed consent form, no person's information can be collected or stored
- We have sample consent forms and Oath of Confidentiality for communities' to use as a template

Oath of Confidentiality

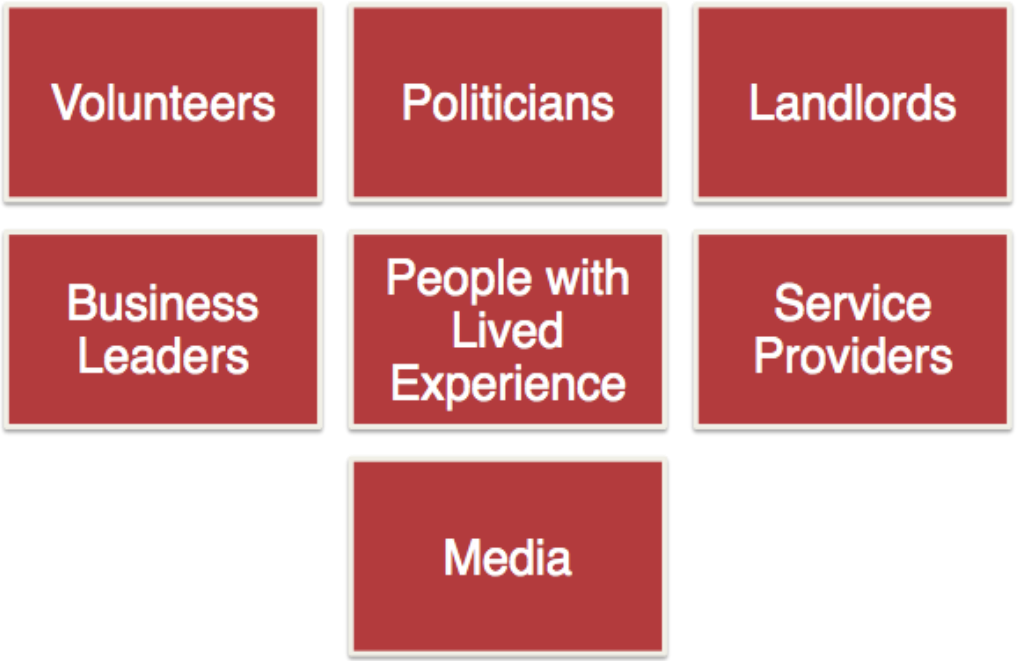
- Customizable for your community
- Provides for agreement on:
  - Not disclosing any information unless legally authorized to do so
  - Protocol for a person who leaves their job
  - Protocol for deleting information
- States that breaching this agreement can be grounds for termination from employment
- Must be signed by all volunteers and employees participating in your community's local effort

Consent Form

- Customizable for your community
- Provides information to survey respondents:
  - Personal information will be collected
  - Where data will be stored
  - What data will be used for
- Legally binding disclosure of information
- Option to have data removed from database
- Consent form **MUST** be signed before any volunteer can administer the VI-SPDAT on a person currently experiencing homelessness
- Respondent can either sign their name or can verbally consent
- Verbal consent requires a signature of a witness

Community Debrief

Share your results, and cast a wide net!



Community Debrief

Make an ask!

- Donate to a Move In Kit
- Throw a Move In Party
- Provide a Security Deposit

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Contact

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