

Registry Week Training For Ontario Communities November 17, 2017







- Review agenda
- Review packets
- Washrooms etc.





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



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:

Have experience conducting enumeration
 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:

Definitely conducting a Registry Week
 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 |

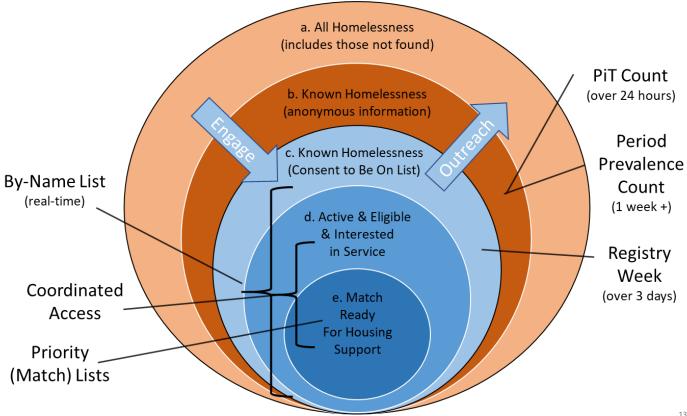




- What is a By-Name List
- 10 Steps to Develop and Use a By-Name List
- BNL Quality Improvement Scorecard
- Next Steps
- Q&A



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 <u>Guidelines for Service Manager Homelessness Enumeration</u>
- Federal Everyone Counts: A Guide to Point-in-Time Counts in Canada

<u>The Tools:</u>

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

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



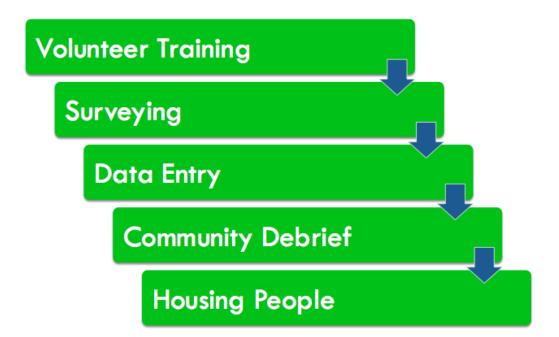
REGISTRY WEEKS PLANNING & ACTION



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

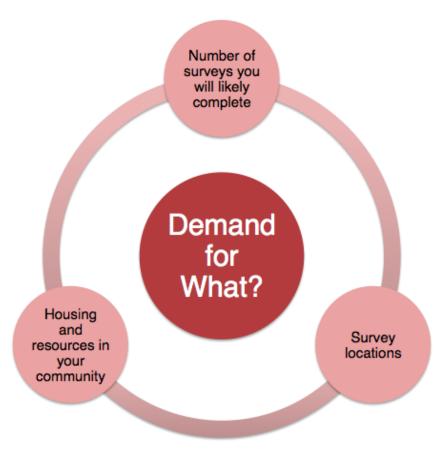
Let People Know What You Are Doing
 FAQ & Key Messages
 Fact Sheets & Briefs

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), CO9 (language) = 2
 - CO2 (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

- <u>2018 Ontario Enumeration Registry Week</u> <u>Survey Packet</u>
- <u>Sample Introductory Script, Screening, Tally</u> <u>and Consent</u>
- 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

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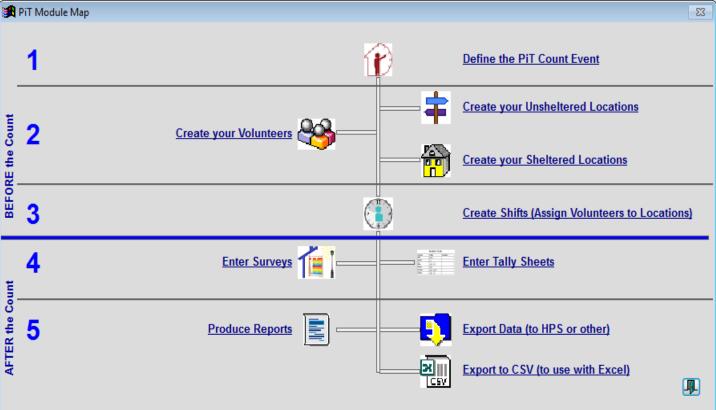
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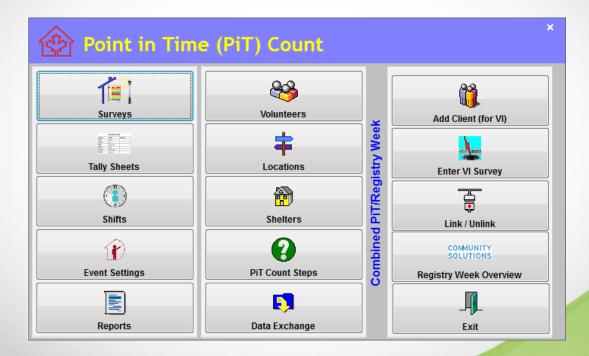
Canada

The Whole Process – in HIFIS 3



Canada

The PiT Sub-Menu

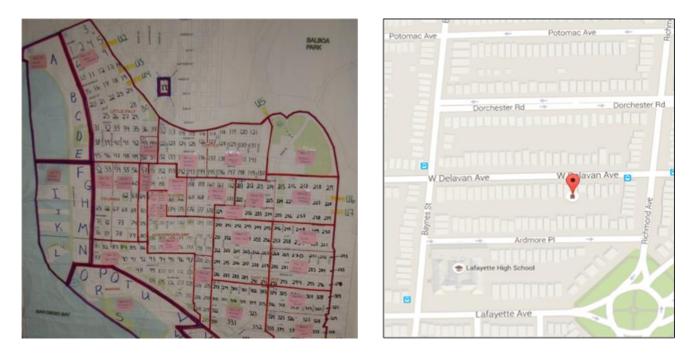




Mapping Survey Locations

- 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
 - \circ As people are getting up for their day to access services
 - \circ Before business owners begin moving people along
 - \circ 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
 - \circ 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:

- \circ Breakfast and dinner for volunteers
- \circ Gift cards for survey participants
- Office Supplies
- o Pens
- \circ Clipboards
- \circ Flashlights
- \circ 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!

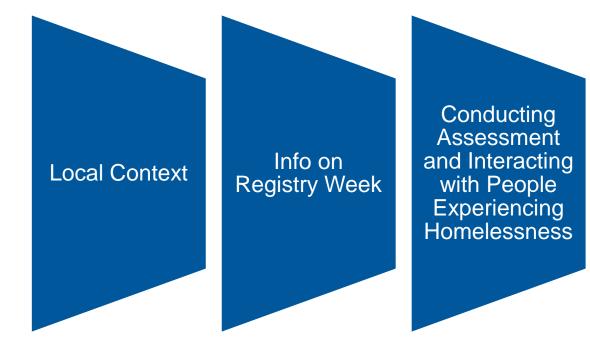


Lining Up Your Supply

• 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

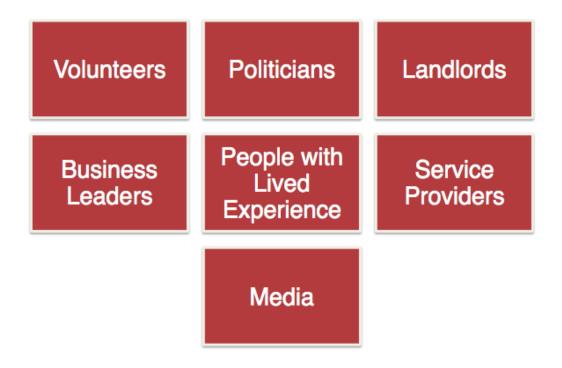
- Customizable for your community
- Provides for agreement on:
 - Not disclosing any information unless legally authorized to do so
 - Protocol for a person who leaves their job
 - Protocol for deleting information
- States that breaching this agreement can be grounds for termination from employment
- 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









Contact

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