APPENDIX D

Materials Generated for 2009 KPIT

Everybody Counts ***Team Leader Orientation*** Power Point

County Team Leader Check List

Considerations for Sectioning County Maps

Considerations for Team Assignments

Role Play Questions and Answers

Volunteers Supporting the Research Process

Everybody Counts ***Volunteer Orientation*** Power Point

Tally Sheet

Definitions Sheet

Definitions Sheet-Spanish

Frequently Asked Questions

Volunteer Mileage Tracking Form

Expectations of Volunteers

Generated but Not Included in Appendix D

Pre-recorded DVD of Review of Survey Form

Pre-recorded DVD of Considerations for Approaching People

Pre-recorded DVD of Survey Interview Role Play

Everybody Counts!

2009 Kansas Statewide Point-In-Time Homeless Count

January 28, 2009

Organized by

United Way of the Plains

Sponsored by

Kansas Housing Resources Corporation &
SRS-Disability and Behavioral Health Services

Team Leader Orientation

- Agenda
  - Welcome
    - Counties & Organizations represented
  - Overview of the project
  - Role of Team Leader
    - Support available
    - Checklist of tasks & details
  - Possible Reimbursements
  - County specific information

Overview of Project

- Why it is being conducted
- How it is being conducted
  - Coordinated approach using same structure, process & forms
  - Standardized survey form with shared interpretations of questions & prompts
  - Volunteers recruited to conduct 1:1 interviews with respondents

Overview of Project (Cont.)

- Volunteer Roles
  - Team Leaders to convene partners
  - Logistics Volunteers to help with preparations
  - Hospitality Volunteers to host the activities
  - Interviewers to survey respondents
- Standardized Orientation
  - Team Leaders
  - Volunteers

Volunteer Recruitment & Orientation Scheduling

- Volunteer Information Link

http://www.surveymonkey.com/s.aspx?sm=09I4Hy3PE2IApW6gN_2bAsvQ_3d_3d

- Volunteer Orientation Scheduling Link

http://www.surveymonkey.com/s.aspx?sm=EpJimh33NyM_2fcvxUV75SZA_3d_3d

(To open highlight link; right click and select "Open Hyperlink")

Overview of Project (Cont.)

- Structure
  - **Two-person Teams** of Interviewers
    - Everybody counted who is staying in emergency shelters, DV shelters, etc.
    - Everybody counted who is unsheltered, staying in cars, abandoned buildings, under bridges, etc.
  - **Home Base** for standardized processing of information

Overview of Project (Cont.)

Standard definitions for this project

- HUD Sheltered:
  - Persons residing in…emergency shelters, DV shelters, and transitional housing who originally came from shelter or streets
- HUD Unsheltered:
  - Persons residing in…cars, abandoned buildings, alleyways, parking garages, under bridges, etc.

Overview of Project (Cont.)

Standard definitions for this project

- HUD Chronic Homelessness:
  - An unaccompanied individual
    - who has a disability ***AND***
    - who has been continuously homeless for one year

      OR
    - who has been homeless four or more times during the last three years

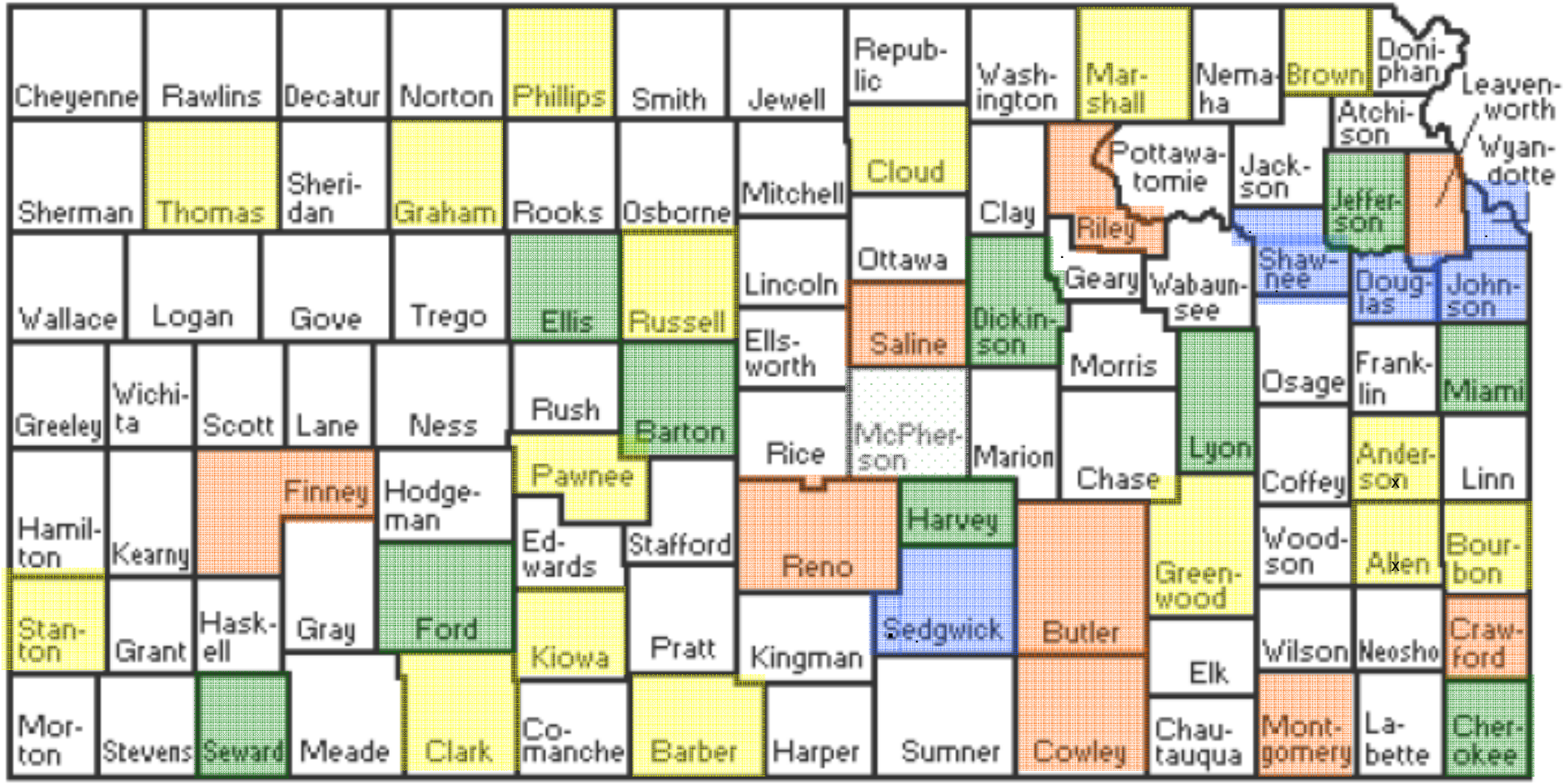
Two Things that can Make or Break Everybody Counts!

- Standardized Volunteer Orientation
- Volunteers who view Jan. 28th as their full-time job that day

Counties Invited to Participate

- Stratified sample of 40 counties
  - Population size
  - Percentage of people living in urban vs. rural
  - Percentage of people living in poverty
  - Other considerations, such as HUD funding

Counties Invited to Participate in the 2009 Kansas Statewide Point-In-Time Count



Tier 1 = N=5 5:5

Tier 2 = N=9 9:9

Tier 3 = N=10 10:18

Tier 4 = N=16 16:73

Revised 1/9/09

Support for Team Leaders

- Routine updates on county-specific lists sent to Team Leaders
- County Mapping
  - Logic for sectioning into areas
  - Exceptions
- Team Assignments for Interviewers
  - Logic for assignments
  - Exceptions
- Area Assignments for Interviewers
  - Local expertise

Team Leader Checklist

- Volunteer Recruitment & Orientation
  - Volunteer Information Link
  - Volunteer Orientation Scheduling Link
- Prepare Community
- Home Base for Jan. 28th
  - Arrange for needed resources
  - Oversee & report on process

Volunteer Orientation

- Format for Volunteer Orientation
  - Power Point with filmed segments imbedded
    - Welcome & Introductions **(Local)**
    - History, Purpose & Importance of the KPIT **(Local)**
    - Structure & Process **(Local)**
    - Survey Form with prompts (Filmed)
    - Q & A **(Local)**
    - Tips from the Field—Considerations When Approaching People (Filmed)
    - Role Play of the Interview Process (Filmed)
    - Discussion Questions on Role Play **(Local)**

Prepare the Community

- Distributing information to Service Providers, the Faith Community & Others
  - Assess for type of participation (computer vs. paper survey completion)
- Follow-up with Local Newspapers & Newsletters
- Other strategies to increase awareness of the KPIT among general public & homeless persons

Home Base for Jan. 28th

- Host HOME BASE *(8:00 a.m. - 8:00 p.m.)*
  - Volunteers sign-in at start of their shift
    - Pick up needed materials (clipboards, Survey Forms, etc)
  - Provide team assignments & area assignments
    - Areas will include Sheltered & Unsheltered locations
  - Staff phone-line support for Volunteers
    - Local calls to county Home Base
    - Team Leaders maintain on-going communication with State Home Base via 2-1-1

Volunteer Support

- Track Team Coverage
- Volunteers return to Home Base at end of shift (30 minutes before end of shift)
  - Review completed Survey Forms
  - Review areas covered & their experience
  - Complete Mileage Reimbursement Request for Interviewers whose mileage is not reimbursed by employer
  - If 1st shift, suggestions/alerts for 2nd shift
  - Complete Volunteer Evaluations via Survey Monkey

Follow-up

- Day After: Contact & pick up any Survey Forms from 24-hour Shelters who had residents arrive after 7:30 p.m. and before 11:59 p.m. on 1/28/09
  - Not necessary if they use Survey Monkey
- Have all Survey Forms in the mail to UWP by Friday (1/30)
- Team Leaders will have opportunity to review data before finalizing report
- Have Reimbursement Requests completed and mailed to UWP by Friday (1/30/09)

Possible Reimbursements

- Mileage for Team Leaders to Orientation
- Stipend to be Shared with County Co-Team Leaders (18 hours x $11.25 per hour x up to 2 people) for Team Leaders not already reimbursed by KSHC, etc.
- Reimbursement for refreshments on day of the Count, with receipt (up to $200 per county based on # of volunteers assisting with KPIT)
- Stipend for Interviewers whose mileage for Count is not reimbursed by employer
  - Based on # of Interviewers who use their cars, # of miles covered for KPIT, # who receive reimbursement from another source

Possible Reimbursements (Cont.)

- Stipend for Team Leader & Team Leader mileage reimbursement--processed as soon as able to draw down funds
- Reimbursement for refreshments for day of the Count, with receipt—processed upon presentation through Feb. 6th
- Stipend for Interviewers who drove their cars during the Count—processed following Feb 6th when totals calculated

Input Needed from Counties

- Schedule Volunteer Orientations
  - Range of 20 -100 volunteers depending on:
    - population density, coverage area & use of computer surveys
- Review tentative county sector divisions
- List of "Hot Spots" that will require volunteers to intensely canvas areas
- Confirm list of shelters in each county w/abbrev.
- Add other sites to be included either with volunteer coverage and/or computer
  - Resources such as:
    1) computers with internet access
    2) staff that can go through Orientation and assist at their sites

Input Needed from Counties (Cont.)

- County specific questions would like to add to core survey
- Team Assignments
  - Exceptions to applied logic
- Preference for collecting Housing Inventory data for HUD funded THP and PSH programs
  - Capacity, occupancy, sub-population information

Questions?

Break.

County Team Leader Check List

✓ Recruit People

- ☐ Co-Team Leader with which to share responsibilities
- ☐ Everybody Counts! Volunteers
  - ☐ Logistics Volunteers
  - ☐ Hospitality Volunteers
  - ☐ Interviewers
- ☐ Community Champion who can help Team Leaders access resources

✓ Prepare Community

- ☐ First Responders
- ☐ Service Providers
  - ☐ Homeless Service Providers
  - ☐ Social Service Providers
  - ☐ Other Organizations/Groups
    - ☐ Faith Community
    - ☐ Civic Organizations
    - ☐ Educational Facilities (i.e., Universities, Colleges, Jr. Colleges)
- ☐ Homeless Persons/Network
- ☐ General Community

✓ Prepare for the Event

→ <u>People</u>

↳ Organize Logistics Volunteers and/or Staff to:

- ☐ Contact/Follow-up with providers not in 2-1-1 Kansas
- ☐ Confirm arrangements with Service Providers & Other Organizations
- ☐ Assemble Interviewer Packets

→ <u>Places</u>

↳ Orientation(s) (facility and computer access)

- ☐ Hospitality Volunteers (one-hour unique to each county)
- ☐ Interviewer Volunteers (two-hours—structured and standardized across counties)

↳ Facility: HOME BASE

- ☐ Identify & procure needed resources
- ☐ Set-up

→ <u>Things</u>

↳ Organize

- ☐ Materials and Maps—sort through materials provided by United Way of the Plains
- ☐ Handouts –make copies of volunteer handouts; one per volunteer
- ☐ Snacks for January 28th

County Team Leader Check List (Cont.)

✓ During the Event

- ☐ Assist Interviewers as they **report in** for their assignment & **depart** to the field
  (Please refer to detailed event checklist)
- ☐ Set-out food & monitor/replenish
- ☐ Take photos during the day
- ☐ Assist Interviewers as they **return** from the field
  (Please refer to detailed event checklist)
- ☐ Take time to savor the moment of camaraderie & shared focus

✓ Subsequent to the Event

→ People

↳ Follow-up with:

- ☐ Emergency Shelters that chose not to use the computerized form
- ☐ All Volunteers--distribute thank you messages
- ☐ Service Providers & Other Organizations—distribute thank you msg
- ☐ Disassemble Interviewer Packets as requested by UWP

→ Places

↳ Facility: HOME BASE

- ☐ Take Down

→ Things

↳ Forms, Materials & Supplies

- ☐ Mail all Survey Forms to UWP **no later than 1/30/09**
- ☐ Inventory all remaining materials & supplies

Everybody Counts!

Considerations for Sectioning County Maps

Heavy Coverage ⟷ Light Coverage

Preponderance of Walking Areas	Preponderance of Driving Areas
Presence of Homeless Service Sites	Few Homeless or other Social Services
Presence of Parks, Riverbanks, Railway Yards, Parking Garages, Abandoned Buildings, Construction sites, etc.	Mainly Residential Neighborhoods
Heavily Populated Areas	Lightly Populated Areas
Presence of Highways, Restaurants, Hotels/Motels, 24-hr convenience stores, etc.	Few Stores or Other Places to get Food, etc.
Smaller Sections with More Interviewers (12 – 15 block areas)	Larger Sections with Fewer Interviewers (10 – 20 mile areas)

Walking Areas ⟷ Driving Areas

Pull out areas that fall under Heavy or Walking Areas so surrounding areas can be sectioned into larger chunks.

Everybody Counts!

Considerations for Team Assignments

Experienced ⟷ Not Experienced

First Responder	Not in a Public Service Field
Homeless Street Outreach Provider	Little or No Experience with People Who are Homeless & Unsheltered
Other Homeless Service Provider	Little or No Experience with People Who are Homeless
Previous Volunteer with a PIT Count	No Experience with a PIT Count
Able to Pair with Experienced Volunteer or First Responder	Not Able to Pair with First Responder
Preference to be an Interviewer	Prefers Not to be an Interviewer
Physically Able to Walk for 12 – 15 Blocks and/or Walk & Drive	Prefers a Volunteer Role that is Not Physically Demanding
Has Warm Clothes for Being Outdoors	Prefers Not to Be Outside in Cold

Interviewer ⟷ Hospitality or Logistics Volunteer

Created: 11/15/08

DVD Role Play
Discussion Questions

1. What did you notice about the Interviewer's approach to the Interviewee?

   Point to make: *The Interviewer announced himself and why he was there even before getting close enough to be in view of the camera. Please attempt eye contact and voice contact as a means of greeting.*

2. How was the clipboard used to help engage the Interviewee into the process?

   Point to make: *Once the Interviewer had assessed the situation he "shared" the questions with the Interviewee, by angling the clipboard so it could be seen by both of them at once.*

3. On which question did the Interviewee hesitate, taking more time to answer and, with his body language, communicate to an astute Interviewer that the question had struck a personal cord with him?

   Point to make: *When asked Question #7 regarding domestic violence, the Interviewee paused and shifted his body closer to the wall, then answered, "Yes."*

4. Which question provided an example of when the Interviewer reflected a previously answered question?

   Point to make: *Question #4, "You said you stayed here last night so that would mean that on January 27th you stayed in a public building" [accurate response option].*

5. Which question provided an example of when the Interviewer did not reflect a previous answer when asking the next question?

   Point to make: *The Interviewee's response to Question # 4 held the answer to Question #6.*

   a. What was the Interviewee's response when the answer was not reflected back?

   Point to make: *When Interviewer asked "In which county/state did you stay last night?" The Interviewee responded with a tone of voice and body language that suggested the Interviewer should have known the answer, Interviewee: "Where are we?"*

6. What question did the Interviewer miss during the interview?

   Point to make: *The Interviewee overlooked the number in Household as a follow-up to the response to Question #14. As a result there was no opportunity to cross-check the amount of information provided about others in household when Interviewer asked Question #15.*

2009 Kansas Statewide Point-In-Time Count
Volunteers Supporting the Research Process

Step 1 **Preparation**	Step 2 **Information**	Step 3 **Scheduling**	Step 4 **Orientation**
	Potential Volunteer completes Volunteer Information Survey in Survey Monkey via: http://www.surveymonkey.com/s.aspx?sm=09I4Hy3PE2IApW6gN_2bAsvQ_3d_3d	**Potential Volunteer** schedules attendance at desired orientation session in Survey Monkey via: http://www.surveymonkey.com/s.aspx?sm=EPJimh33NyM_2fcvxUV75SZA_3d_3d	**Potential Volunteer** attends orientation session for Interviewer or Hospitality volunteers and signs Check-In sheet provided by UWP.
UWP Staff provides template for Check-In Sheet for use at volunteer orientation sessions	**UWP Staff** reviews potential volunteers; provides County Team Lead with volunteer contact information	**UWP Staff** reviews and compiles orientation session scheduling information and forwards to County Team Lead	**County Team Lead** sends Check-In Sheet to UWP
County Team Lead advises UWP of dates, times and locations for Interviewer and Hospitality Volunteer Orientation Sessions, as scheduled	**County Team Lead** provides link to qualified volunteer to schedule attendance at available orientation session (Interviewer or Hospitality)	**County Team Lead** confirms scheduled attendance with volunteers.	**UWP Staff** compares Check-In List to Volunteer Information Survey and Volunteer Orientation Schedule, to assure volunteers have completed Steps 2 and 3.

STOP

In order to serve as Interviewer Volunteers, volunteers **must complete** Steps 2, 3 and 4.

United Way of the Plains staff is available to assist at every step in the process.

Everybody Counts!

2009 Kansas Statewide Point-In-Time Homeless Count
January 28, 2009

Sponsored by
Kansas Housing Resources Corporation &
SRS-Disability and Behavioral Health Services

Organized by
United Way of the Plains

Agenda

- History & Purpose of project
- Overview of Everybody Counts!
  - Definitions to be Used
  - Structure
  - Process
- Survey form
- Considerations When Approaching People
- Role Play of Interview Process

History & Purpose of Point In Time

- To gather community data to get a snapshot of how many people are homeless
- Department of Housing & Urban Development (HUD) requires it for HUD funding
- To measure gaps or needs in the community
- To better understand the scope and needs of people who are chronically homeless
- To provide reliable data for making decisions

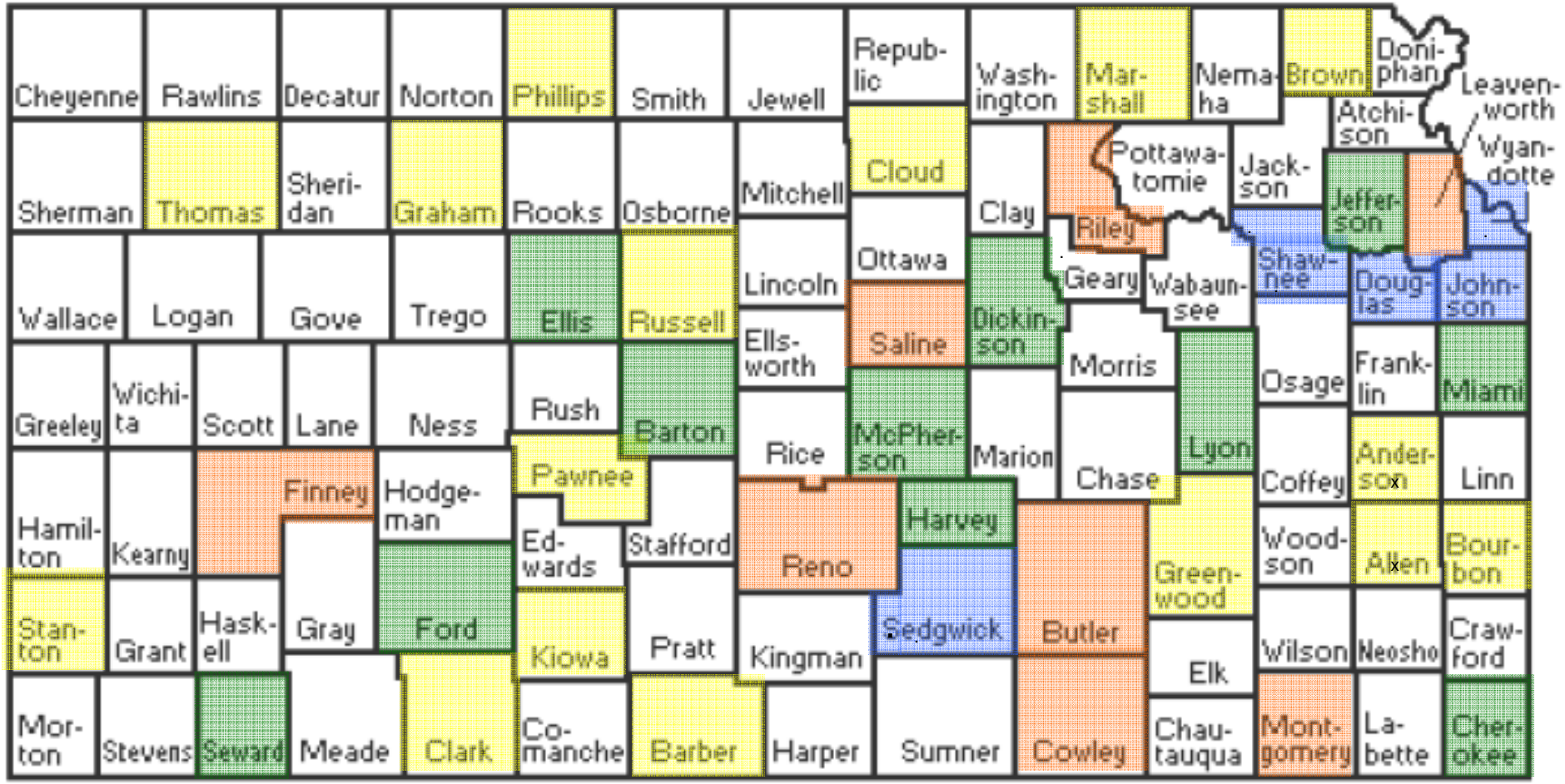
History & Purpose (Cont)

- How has it been done it the past?
- Why has it changed?
- Why your participation is important to the process?
- Why is the survey important compared to strictly a number count of homeless?

Counties Invited to Participate

- Stratified sample of 40 counties
  - Population size
  - Percentage of people living in urban vs. rural
  - Percentage of people living in poverty
  - Other considerations, such as HUD funding

Counties Invited to Participate in the 2009 Kansas Statewide Point-In-Time Count



Tier 1 = N=5 — 5:5

Tier 2 = N=8 — 8:9

Tier 3 = N=11 — 11:18

Tier 4 = N=16 — 16:73

Revised 11/3/08

Overview of Project — Who

Standard definitions used for this project--

- HUD Sheltered:
  - Persons residing in…emergency shelters, DV shelters, and transitional housing who originally came from shelter or streets
- HUD Unsheltered:
  - Persons residing in…cars, abandoned buildings, alleyways, parking garages, under bridges, etc.

Overview of Project (Cont.)

Standard definitions for this project

- HUD Chronic Homelessness:
  - An unaccompanied individual
    - who has a disability ***AND***
    - who has been continuously homeless for one year

      OR
    - who has been homeless four or more times during the last three years

Overview of Project — How

- Each County Has a Home Base
- County Team Leader on-site at Home Base
- Interview Hours
  - Between 8:00 a.m. and 8:00 p.m.
- 2-person Teams for Interviews
  - Some Interviews at Sites, such as Shelters
  - Some Interviews in Community with People who are Unsheltered
- Goal is to Include all Sheltered & Unsheltered

Overview of Project (Cont.)

- Types of Volunteer Help Needed
  - Preparation/Logistics Volunteers
    - Assist with assembling packets, set-up & take-down
  - Hospitality Volunteers
    - At Home Base to Greet Volunteers, Provide Support & Track Team coverage throughout the day
  - Interviewers
    - Emergency shelters
    - Public facilities, such as the Library, restaurants, etc., in the geographic areas
    - "Hot Spots" in specific geographic areas
    - 1) Walking, 2) Combination walking and driving, or 3) Combination driving and checking in with businesses/sites

Overview of Project (Cont.)

- At Time Designated to Volunteer-- all Interviewers asked to start at Home Base to:
  - Meet Team mate
  - Get Everybody Counts! identification button
  - Get assigned map sections
    - Addresses and/or sites to cover in your section
      - Site contact information, if applicable
  - Get Survey Forms & Tally Sheet
  - Get Instruction Sheet for access to translators

Overview of Project (Cont.)

- Work as Team during your shift to:
  - Travel to each site/location
    - Check in with site contact person, if applicable
  - Ask people you encounter to complete the survey
    - Ask if they have completed a survey already
  - Work with the respondents to complete the survey
    - Be sensitive to issues--such as literacy, privacy, etc.
  - Keep completed forms secure in the envelope provided
  - Keep track of people who declined on Tally Sheet
  - Alert Team Leader of any issues or support needed

Overview of Project (Cont.)

- At the end of each shift return to Home Base to:
  - Turn in completed forms
  - Alert Team Leader of any site/location issues, etc.
  - If continuing for another shift, may get paired with new Team mate
  - If continuing for another shift, get additional forms anticipated to need
  - If not continuing, please complete evaluation in Survey Monkey

Survey Form

Everybody Counts! Survey Form

Filmed Segment With:

Luella Sanders
2009 Everybody Counts! Statewide Coordinator
United way of the Plains

What You May Encounter & Considerations When Approaching People

- While being proactive in talking with persons at your location about taking the survey you may encounter:
  - Persons who may be hesitant or resistant to talking
  - Persons who may be very talkative
  - Persons may ask for additional help or resources
  - Persons may not look at you when they answer
  - Persons who may ask to fill out the survey w/o hel

Considerations When Approaching People

Handout & Filmed Segment

Filmed Segment With:

Marisela Bell
COMCARE of Sedgwick County – Homeless Program
Homeless Outreach Case Manager/PATH Provider

Applying What You Learned Today

- Watch role play of the Interview process
  - Some Things to Watch for in the Role Play
    - How to **alert the person of your approach**
    - **Use of clipboard** to facilitate the interactive process
    - Perfection not required but do watch for example's of Jon's **flexibility and adaptability** while assisting Mark to complete a survey
- Q & A

Applying What You Learned Today

Filmed Segment With:

Jon Cliburn (Interviewer)
COMCARE of Sedgwick County – Homeless Program
Homeless Outreach Case Manager/PATH Provider
&
Mark Argaubright (Interviewee)
Wichita Inter-Faith Ministries
Homeless Street Outreach Case Manager

Applying What You Learned Today (Cont.)

- Practice assisting with the survey and answering the survey within small groups
- Q & A
- Look for County Specific Questions that may be added before on Jan. 28th

Wrap-Up

- Final questions?
- Evaluation at the end of the Count on Jan. 28th
- Will receive participation reminders leading up to the Count

Thank you!

Remember--

I Count,

You Count,

Everybody Counts!

Tally Sheet

Below, please note numbers only (by making tick marks ex. ~~IIII~~) for any person you approach but who does not compete a KPIT Survey.

Referred to Translator Service	**Had Previously Completed a Survey**	**Declined**	
		Reported Was Not Homeless	Did Not Indicate Why

Definitions

*__Case Management__-A collaborative process that assesses, plans implements, coordinates, monitors, and evaluates the options and services required to meeting the clients health and human service needs. It is characterized by advocacy, communication, and resource management and promotes quality and cost-effective interventions and outcomes.

*__Life Skills Training__-Service to assist clients, develop and/or enhance skill sets required to meet daily living needs, such as teaching personal hygine, or home health and safety skills, etc.

*__Representative Payee__-A person or organization that receives SSI or other payments for someone who cannot manage or direct the management of his/her money. Payees use the funds for current funds of the person and save remaining funds for their future use. They may also help the person learn money management skills.

*__Episode as Defined by HUD-__A separate, distinct, and sustained stay on the streets and/or in an emergency homeless shelter.

***Episode as Defined by the Addiction Treatment Field-**The period of time from admission to a service through the discharge from that service.

***Developmentally Disabled**-A disability that inhibits 2 or more aspects of daily functioning and is caused by cognitive impairment. Cognitive impairment is not mental illness, but it may co-occur with mental illness.

SSI-Supplemental Security Income*-It is designed to help aged, blind, and disabled people, who have little or no income and it provides cash to meet basic needs for food, clothing, and shelter.

SSDI-Social Security Disability Insurance-i*s designed to provide income to people who are unable to work because of a disability.

****TAF-** Temporary Assistance for Families*- A program that provides cash assistance to low-income families with children while they strive to become self-sufficient. The program's goal is to reduce the number of families living in poverty, through employment and community resources

***Section 8 Housing**-This voucher program is the federal government's major program for assisting very low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing in the private market. Since housing assistance is provided on behalf of the family or individual, participants are able to find their own housing, including single-family homes, townhouses and apartments.

***Permanent Supportive Housing-**A program to offer homeless people with disabilities, including mental illness, an assurance of permanent housing and appropriate supportive services. There is no time limit to the length of stay.

***Transitional Housing Program**-A program aimed to help homeless individuals and families make the transition from homelessness to more independent living, and its residents are limited to a maximum stay of 24 months.

***Emergency Shelter**-A facility that provides homeless persons with basic shelter and essential supportive services.

***Medicare-**A health insurance program for people age 65 or older, people under age 65 with certain disabilities, and people of all ages with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

***Medicaid-**A joint Federal and State program that helps with medical costs for some people with low incomes and limited resources.

***Halfway House-**A rehabilitation center where people who have left an institution, such as a hospital or prison, are helped to readjust to the outside world.

***Domestic Violence Shelter-**An emergency shelter that provides a safe, supportive, and condidential environment for victims of abuse These shelters help victims survive the immediate crisis caused by leaving the abuser, while helping them to secure independent housing and financial stability.

***Diagnosable Substance Abuse Disorder**-A primary diagnosis for disabling condition that may include a severe chemical addiction such as alcoholism or drug abuse.

***Race vs. Ethnicity-**Race and Hispanic origin are two separate concepts in the federal statistical system. People who are Hispanic may be of any race, people in each race group may be either Hispanic or Not Hispanic, and each person has two attributes, their race (or races) and whether or not they are Hispanic.

Glosario de Terminos

1. **Gestión de Casos**: Proceso colaborativo que evalúa, planea, implementa, y vigila las opciones y servicios necesarios para la salud del cliente. Se caracteriza por la abogacía, la comunicación, y la administración de recursos; y promueve intervenciones y resultados rentables y de alta calidad.
2. **Capacitación de conocimientos útiles para la vida:** Servicio que asiste al cliente en el desarrollo y el mejoramiento de conocimientos útiles para la vida, como la higiene personal, o la salud y seguridad personal.
3. **Representante del Beneficiario:** Persona u organización que recibe pagos de SSI u otros pagos a nombre de una persona que no puede administrar o dirigir la administración de su dinero. El representante usa los fondos monetarios para gastos presentes así como para ahorros que se usaran en el futuro. El representante también podrá capacitar al beneficiario en la administración de su dinero.
4. **Episodio, definición de la HUD:** Un episodio distinto y de larga duración de una estadía en la calle o en un albergue de emergencia para personas sin hogar.
5. **Episodio, definición del Campo de Tratamiento a la Adicción:** El periodo de tiempo desde que se admite a una persona en un servicio hasta que se le da de alta.
6. **Discapacidad de Desarrollo:** Una discapacidad que inhibe 2 o mas aspectos del funcionamiento normal diario y es ocasionado por un impedimento cognitivo. El impedimento cognitivo no es un trastorno mental pero puede ocurrir junto con un trastorno mental.
7. **SSI (Seguridad de Ingreso Suplementario):** Este servicio esta diseñado a ayudar a los ancianos, a los ciegos, y a los discapacitados que no tienen o tienen pocos recursos. Provee dinero en efectivo para adquirir alimento, vestimenta, y alojamiento.
8. **SSDI (Seguro de Incapacidad del Seguro Social):** Este servicio esta diseñado para proveer dinero a la gente que no pueden trabajar por causa de una discapacidad.
9. **TAF (Asistencia Temporal Para Familias):** Este programa provee dinero a familias de pocos recursos con niños mientras las familias buscan independencia financiera. La meta de este programa es de disminuir el número de familias en pobreza a través del empleo y recursos públicos.
10. **Alojamiento Titulo 8:** Este programa de vales es el programa federal principal para asistir a familias de pocos recursos, a los ancianos, y a los discapacitados a obtener alojamiento sanitario, decente, y seguro en el mercado de bienes raíces. Las familias y los individuos en este programa pueden buscar por sus propias viviendas, incluyendo departamentos y casas unifamiliares.
11. **Vivienda Asistida Permanente:** Un programa que ofrece a las personas discapacitadas, incluyendo a personas con trastorno mental, vivienda con acceso a servicios. No hay límite de tiempo en el hospedaje.
12. **Hogar De Paso:** Un programa para individuos y familias sin hogar para ayudarles a hacer la transición de estar sin hogar a un modo de vida mas independiente. El límite de tiempo en la estadía en un Hogar de Paso es de 24 meses.
13. **Albergue de Emergencia:** Una instalación que provee a las personas sin hogar con alojamiento y servicios básicos.

14. **Medicare:** Un programa de seguro de salud para personas con de 65 años de edad o mas, personas discapacitadas de menos de 65 años, y personas de cualquier edad que sufren de Insuficiencia Renal que requiera diálisis o transplante de riñón.
15. **Medicaid:** Un programa a nivel Federal y Estatal que ayuda a mitigar los costos médicos para algunas personas de bajos ingresos o recursos limitados.
16. **Centro de Rehabilitación:** Un centro de rehabilitación donde personas que acaban de salir de una institución como la prisión o el hospital pueden recibir ayuda para reintegrarse a la sociedad.
17. **Albergue para victimas de la Violencia Domestica/Intrafamiliar:** Un albergue de clase de emergencia que provee un ambiente seguro, con apoyo, y con confidencia para victimas de abuso. En este albergue, se le ayuda a las victimas a sobrevivir la crisis inmediata al proveer un lugar para que huyan del abusador mientras al mismo tiempo se les ayuda a obtener alojamiento y estabilidad financiera.
18. **Síndrome diagnosticable de Abuso a las Drogas:** Una diagnosis principal de una condición debilitante que puede incluir una adición química seria como el alcoholismo o la drogadicción.
19. **Raza y Etnia/Etnicidad:** La raza y la etnicidad son dos cosas distintas en el sistema estadístico federal. Las personas de etnia Hispana pueden ser de cualquier raza y gente en una raza pueden ser hispano o no hispano. En el sistema estadístico federal cada persona tiene dos partes, la raza y su etnicidad (hispano, no hispano)

Frequently Asked Questions and Common Responses for Everybody Counts!

What is the best way to approach an individual?

- Hi, (Hello) my name is (first name only). I'm assisting with Everybody Counts. We are asking people if they have a place to stay **or** if they know of anyone who is without a place to stay? I won't ask your name and the results are all confidential. The information you provide will only be reported as part of the community's information. May I ask you a few questions?

Why is this survey being conducted?

- The survey information will be used to assess needs and gaps in the community to help those who are homeless. All information will be reported as a group of people who responded.

Who wants to know?

- There are many people and agencies who want the information and who will use it to benefit people experiencing homelessness—funders of housing and homeless services, community groups and organizations.

Will we get more housing?

- The information is to help keep the housing programs that already established and to provide the information needed in order to ask for more.

I don't have time to talk to you.

- It will only take 3 – 5 minutes to complete the survey. I can walk with you, if that would help.
- **Remember** that even though they are homeless, the person may have a schedule that they need to keep, i.e. picking up kids from school, job searching, or an appointment with case manager.

I'm not gonna tell the government, the government hasn't done anything for me.

- (*Enter your county name*) refers to the geographic area and not the government body. This is a community informational survey. The information is used by different organizations to help make decisions about what is needed in the community, such as whether more rent subsidies are needed to end homelessness.

I'm not filling this out for anyone or any agency - I can't get housing…

- This information is for the whole community. It helps get resources for other community providers and it helps keep what we do have, such as funding for transitional housing programs or permanent housing.

Where can I get or sign up for housing (other resources)?

- Give respondent the United Way of the Plains 2-1-1 Kansas Info Line card and the 1-800 SRS card to help connect him/her to services and supports.

I don't want my worker to know (ex: mom in car with kids).

- The information is confidential, we aren't asking for your name, just your birth date and initials, so we don't count someone twice.

I've got friends by the river…

- Can you tell me where, so someone can go to them? After the interview, call a Team Captain and give them the location.

What if someone takes the form away and wants to fill it themselves?

- DO NOT ARGUE. Say "thank you" and give him/her the option of completing it him/herself. Please hand the person only one form and not the clipboard with the envelope of all completed forms, just in case it is not returned.

What to do if someone walks away?

- Let them walk away and then record that they declined on the Tally Sheet.

What do I do if they've been drinking/using?

- Stand outside their personal space (4 feet) and remember safety for you/your belongings, the following wording may be helpful. "Would you mind answering a few questions for me?" go slow, repeat questions as needed.
- Offer to read the questions to them.
- If ever in doubt, error towards caution and don't continue. The person may have another opportunity to be interviewed at better time later that day.
- Remember that a person's attitude may change rapidly if they are under the influence.

How many surveys should each person complete?

- Only one survey should be completed per person.

Why do we need a date of birth?

- For two reasons 1) so that we have an age range of respondents and 2) so that we can use the initials and dates to un-duplicate numbers in the event someone has forgotten that they had already completed a survey in the 2009 KPIT.

Does being in the Reserves count as Military duty?

- It is not necessary to know active duty, wartime, etc. only whether self-report having been in the military at all.

What is the difference between race and ethnicity?

- All races can be either Hispanic or Non-Hispanic depending on their ethnic background. See additional information on the Definition Sheet.

What are the definitions the disabling conditions listed in Question #12?

- Rather than try to remember, please refer to the Definition Sheet. If the person says "don't know" it would be helpful to ask him/her whether that means the answer would be "None of these."

What constitutes a family in Question #14?

- Family refers to either two adults without children or, one or more adults who have children living with him/her/them in their current situation. To be included in the definition of family, the two adults could be a married couple, but "family" could also include common-law adult partners. Friends who are not considered family would not be counted, and they would need to complete their own survey.

Who should be counted as children?

- On question #15, "Child" refers to the respondent's son or daughter. Other options include a grandchild, or another relative. If "Other Relative" is checked, the date of birth will be used to clarify whether the "Other relative" is a child or adult who is living in the household.

What should I do if someone refuses to answer a question?

- Please draw a line through any question the respondent chooses not to answer to indicate it was not inadvertently missed.

What do you mean by "personally pay to stay" in question #3a?

- "…personally paid to stay there" refers to money and not chores or work hours. It should be checked if the respondent paid any amount of money to stay even a discounted or subsidized amount.

Everybody Counts!
2009 Kansas Point-In-Time Homeless Count
Volunteer Mileage Tracking Log

Volunteer Name (Print): _____

County Covered for KPIT Count: _____

Did you drive your car during our coverage of assigned sectors on January 28th?
☐ YES ☐ NO

Odometer at Start of KPIT Volunteer Shift: _____

Odometer at End of KPIT Volunteer Shift: _____

Total Miles Covered During KPIT: _____

Are you eligible for mileage reimbursement from an employer, or other applicable source, for these miles? ☐ YES ☐ NO

Funding from Kansas Housing Resources Corporation and Social and Rehabilitation Services (SRS) will allow United Way of the Plains to offer a stipend as a way to thank volunteers who drive their vehicles as part of the areas s/he covered in Everybody Counts!

The amount available for each driver is dependent on the number of volunteers who helped across the state; the number of miles covered during KPIT; and the number of volunteers who are eligible for mileage reimbursement from an employer, or other applicable source.

This stipend should not be considered a "per mile reimbursement."

Address to send check: _____

_____

Signature: _____

Created: 1/23/09

County:_____

Everybody Counts
Kansas Statewide Point-In-Time Homeless Count (KPIT)
Expectations of Volunteers

Thank you for volunteering to assist with the 2009 KPIT Homeless Count. Your participation is one of the most important elements of the 2009 KPIT effort. To quote one volunteer, **"It is the right thing to do."** To ensure reliable data, it is important that all volunteers present the information in the same way with each person they encounter.

Signing below confirms you attended the required KPIT orientation and understand the importance of the following expectations to please:

1) Review the revised **Frequently Asked Questions** document before going into the community**.**
2) Review the Survey form to **check for any additional Supplemental Questions** added since Orientation.
3) Keep the completed surveys separate and **return all completed forms at or before the end of each shift** to Home Base.
4) **Stay within the Sector** to which your team has been assigned to complete your mission.
5) **Call HOME BASE** when you have covered your assigned sector **before moving to your next sector.**
6) **Please do not give respondents money, food, transportation or resources other than the resource brochures included in the KPIT Volunteer packets**. Please call the KPIT HOME BASE for help with any specific respondent concerns you are not able to resolve.
7) Respect the diversity of the respondents you encounter and **please do not advocate for any one agency, nor proselytize on behalf of any one faith or religious belief.**
8) **Acknowledge appreciation** for the agencies/organizations who are inviting KPIT Volunteers into their "home" to help the community in this important project—remember we are their guests.

_____ _____
Name Date

Did you complete the computerized, Everybody Counts! Volunteer Information Link? ☐**YES** ☐**NO**
If no, please provide the following:

E-mail Address:_____ Phone:_____

Important---Please Note:

- Please put an "x" for any letter of the person's name he/she does not provide.
- Please draw a line through any question the respondent declines to answer to indicate it was intentionally left blank.
- If in doubt in which category a response best fits, ask a clarifying question, but if necessary, please note the response verbatim.
- Please remember to use your Tally Sheet to record people with whom you talked but did not complete a survey. Talking with people you encounter about what you are doing and why is an important part of the Project, you are creating community awareness of the issues surrounding homelessness!

Together we can make the 2009 KPIT the most thorough and accurate one to date.