

POINT IN TIME (PIT) PLANNING TEAM
OAKLAND, BERKELEY/ALAMEDA COUNTY COC

PIT Planning Team
Minutes
December 12, 2023
2:30 – 4:00pm

Present: Charles Harris, Shaina Ford, Elsa Castillo, Shatae Jones, Carol Lee, Lynette Ward, Lucy Kasdin, Amy Cole-Bloom, Laurie Flores, Phil Clark, Tunisia Owens, Suzanne Campillo, Andrea Zeppa, Alex Baker, Katie Alducin, Moe Wright, Frank Rogers, Jennifer Pearce, Riley Wilkerson, Josh Jacobs, Darlene Flynn

Staff: Kim Natarajan (Homebase), Matt Simmonds (Simtech), Jackie Gardner (Simtech)

<p>1. Welcome / Introductions</p>
<p>2. Roles and Responsibilities (Kim Natarajan)</p> <ul style="list-style-type: none">a. EveryOne Home (CoC): Designation of OHCC to complete PIT Count and Leadership Board approval of planb. Alameda County OHCC: PIT funding and contract oversight of Simtech Solutions, Homebase, and PIT Planning Teamc. Simtech Solutions: Project management, app technology, data analysis and final reports, including dashboards.d. Homebase: Project support and coordination with the CoC Committees.e. PIT Planning Team: Community leaders' input
<p>3. Community-Led Planning (Kim Natarajan)</p> <ul style="list-style-type: none">a. PIT Planning Team has lead input of community leaders in the process.b. We have also had surveys and focus groups for community input on survey questions and volunteer compensation.c. The Volunteer Training materials Workgroup is holding 3 sessions, beginning on December 7, 2023.
<p>4. Centering Racial Equity in PIT (Kim Natarajan)</p> <ul style="list-style-type: none">a. Methodology: Larger percentage of people receiving full survey including greater compensation (larger sample size)b. Volunteer Recruitment<ul style="list-style-type: none">i. Tracking demographics of volunteers and setting intentional recruiting goals to more closely match demographics of the population surveyedii. Language access – survey translations and targeted volunteer assignmentsc. Volunteer training on cultural competency and anti-racism content.d. Data analysis in post-Count reports will include making raw data available and comparing 2024 data to historical contexts.

5. Methodology (Kim Natarajan)

- a. Unsheltered Methodology:
 - i. Relies on collecting pins of “known locations” in advance. Volunteers will be sent to census tracts with pins.
 - ii. Methodology video is available online:
- b. Known Location Data:
 - i. Known locations need to be identified in several jurisdictions.
 - ii. Email has been sent to Outreach Team leads from Simtech Solutions on December 12, 2023 to ask for assistance in identifying known locations.
- c. Survey Questions:
 - i. Volunteers are using the “Counting Us” app.
 - ii. Approximate survey time is 15 minutes for up to 39 questions, which includes:
 - 1. 19 HUD required questions
 - 2. 13 additional questions used locally
 - 3. 7 youth addendum questions
 - iii. In the Survey Question survey responses, 80% were okay with moving forward with the question list as is, including all 9 people with lived experience who responded. Focus group provided feedback that will be incorporated into the next version of the survey.
- d. Sheltered Methodology:
 - i. Sheltered Count Process versus Unsheltered Count Process
 - 1. All shelters are “known locations”.
 - 2. Shelter staff will be trained to count and complete surveys with people who slept in the shelter beds on the night of January 24, 2024.
 - 3. Volunteers will be sent to assist shelter staff in getting a large sample.
 - 4. Both HMIS and non-HMIS participating shelters will be asked to provide data.
 - ii. Information will be combined with Unsheltered Data and Housing inventory Count (HIC) later for a full report.
- e. Questions and Discussion:
 - i. Attendees asked why the survey question was changed to ask for an address rather than just a city.
 - 1. Kim explained that we’re going to ask, but not require that level of detail. That was discussed at the focus group and we will be doing specific volunteer training around that question. We’re going to ask for address, but if we only get city then that is acceptable. The more data that we have in this category, the more data analysis we’ll be able to do in this category.
 - ii. Attendees asked about the sexual health questions that were included in the youth addendum and what the goals of the questions were. Attendees also asked about healthcare questions in the general survey.
 - 1. Kim shared this question has been discussed in the Survey Question focus group, as well as the Youth Action (Board). Based on their feedback, the question was broadened to ask

instead about healthcare access and less about sexual health specifically.

2. Simtech also shared that they do not ask healthcare questions in other parts of the survey beyond the required HUD questions.
 3. Alameda County also clarified that the PIT Count is just a one-time survey for demographics and we'll not be following up with services. So while more healthcare questions are asked when individuals are enrolling in a program, we're not asking them here to keep the survey from being too long and because we're not providing any services or case management.
- iii. Attendees shared they have received questions from volunteers who are concerned that they may not get a sufficient survey response on the day of the PIT Count.
1. Simtech said there is a willingness from HUD to let us revisit certain locations, particularly encampments, up to 7 days after the actual day of the Count. There will most likely some follow-up for encampments and people living in vehicles. This is also the importance of jurisdictional leads engaging with outreach teams in each of the communities.
 2. Incentives and compensation will also encourage individuals experiencing homelessness to engage with volunteers and complete the survey.

6. Volunteer Update (Kim Natarajan)

- a. Estimated 600 volunteers will be needed, approximately 300 in Oakland.
- b. We are at 41% of our volunteer recruitment goal.
- c. Volunteer Demographics:
 - i. A special consideration this year is recruitment of volunteers by demographic. We will be able to see the disparities between the demographics of people volunteering and the demographics of the people experiencing homelessness who are being surveyed.
 - ii. This topic has been discussed by the EveryOne Home Racial Equity Committee, who have provided recommendations on how to improve the recruitment strategy.
- d. Volunteer Training:
 - i. Workgroup is currently developing the volunteer training materials.
 - ii. Sharing resources from existing City and CoC trainings.
 - iii. Consultants assisting include Chloe Green and Homebase.
 - iv. Racial Equity Committee will review drafts and confirm the final content.
- e. Questions and Discussion:
 - i. Attendees asked about how the volunteer demographics looked last year but this is a new change being adopted in this Count so we don't have historical data.
 - ii. Attendees shared that many volunteers are housed or employed by the City, so their demographics may not match. They asked whether there has been outreach to service providers, particularly those who make an effort to hire and recruit individuals with lived experience who would reflect the population being surveyed.

- iii. Attendees also noted there may be challenges recruiting this time of year due to the holidays, time off, and even just fatigue. There may be opportunities for more recruitment in January.
- iv. Attendees asked about outreach to service providers to partner for volunteer recruitment.

7. Implementation and Logistics (Kim Natarajan):

- a. Jurisdictional Leads:
 - i. Each of the 16 sections of the County has a jurisdictional lead with access to a command Center, where they can view data including volunteer recruitment, known locations, designating team leads, securing deployment centers and local onsite coordination day-of the PIT Count.
- b. Compensation:
 - i. The County has set aside a budget for compensation during the 2024 PIT Count. This fund is significantly larger than in 2022.
 - ii. Compensation has doubled for surveyed persons. Four times more people will be compensated than in the 2022 PIT Count.
 - iii. Individual jurisdictions may add resources to supplement compensation.
 - iv. Compensation for those serving as volunteers with lived experience:
 - 1. \$100 flat payment
 - 2. Estimating 4-5 hours for the PIT Count, which is the equivalent of \$25/hour
 - v. Compensation for those being surveyed:
 - 1. \$10 gift card per person
 - 2. Additional supplies based on donations received with food and cold-weather relief prioritized by focus groups.
- c. Questions and Discussion:
 - i. Attendees asked whether the compensation numbers had been confirmed with the County and Kim confirmed that they have been.

8. Communications Plan (Kim Natarajan):

- a. Communications Plan Leading Up to Count:
 - i. Next Week: Volunteer Recruitment
 - ii. During the holidays: Volunteer Recruitment
 - iii. January: Weekly Updates for CoC mailing List and registered volunteers. Volunteer training begins.
 - iv. Week of Count: Count reminders and training reminders
 - v. Day of the Count: Count reminder
 - vi. Post-Count Follow-up: Report updates on initial data, final data, and written reports, and published dashboards.
- b. PIT Count Reporting Timeline:
 - i. January 25, 2024: Raw data will be available to Jurisdictional Leads in the Command Center live during the Count and remains available afterwards. Extrapolated data will be added during data analysis.
 - ii. January – April 2024: Data analysis and extrapolation phase. Initial preview of data will be available.

- iii. April 2024: Clean data uploaded to HUD. Written draft reports in progress.
- iv. May 2024: Full County-level written report. Interactive dashboards with jurisdictional drop-down menus. Full city-level written reports for all cities. Will include racial equity perspectives.
- c. Questions and Discussion:
 - i. Attendees asked about press releases or how to coordinate a media response, including preparing politicians or other leaders who may be interviewed by the press. Simtech says that materials will be forthcoming and they are working with key stakeholders on the timing of press engagement.
 - ii. Attendees asked about notifying people who will be surveyed in advance. Simtech confirmed that is part of the communications strategy that is being developed. They are focused on providing enough advance notice, but without triggering or encouraging a sweep.

9. Adjourn

- a. Before adjourning, the PIT Planning Team gave approval to the plan that will be submitted to the CoC Leadership Board on Thursday for approval.