2018 Ontario Enumeration Registry Week Survey Packet

Information to Support Ontario Communities in Conducting a Registry Week to Fulfil Ontario Ministry of Housing Enumeration Requirements for 2018

February 2, 2018

(Most Recent Changes Highlighted in Yellow)

2018 Ontario Enumeration Registry Week Survey Packet

Introduction

The following information supports your community to prepare a Registry Week survey that meets Ontario's Homeless Enumeration requirements and your local needs. This packet was developed by the Canadian Alliance to End Homelessness – 20,000 Homes Campaign with support from Community Solutions and OrgCode, in consultation with the Ontario Ministry of Housing.   It is available from the 20,000 Homes Campaign website at www.20KHomes.ca under Resources (under "Ontario Specific Registry Week Materials for 2018") and is planned to also be included on the Community Workspace on Homelessness under Ontario.

The Registry Week survey for Ontario is conducted in phases, presenting the Ontario required questions first, followed by optional questions, followed by the VI-SPDAT Survey, and ending with follow-up questions. This packet will provide you the details for how to conduct this coordinated approach appropriately in your community with considerations for finalizing your local survey. **Note, Joint PiT/Registry Week surveys specifically for Ontario are also available** at www.20KHomes.ca under Resources ("Ontario Specific Registry Week Materials for 2018").

Registry Week Toolkit

The full Registry Week Toolkit is available on the 20,000 Homes Campaign website at www.20KHomes.ca. Remember, the Registry Week approach is flexible to meet your local needs. Beyond the approaches presented in the Registry Week Toolkit, you can use any of the ideas and approaches included in the PiT Count Toolkit and Period Prevalence Count Guide. The essential unique components of a Registry Week are that you collect people's names (with their consent) and conduct a common assessment (e.g., VI-SPDAT or other) allowing you to:

- kick-start your By-Name List; and
- follow-up with people to take action to end their homelessness – prioritizing housing support based on their depth of need and your own local priorities.

Script, Screening, Tally, and Consent Instructions

A customizable sample introductory survey script, screening questions, tally sheet and consent form are included in the Resource section of the 20KHomes website HERE (under "Ontario Specific Registry Week Materials for 2018"). These tools are samples for your reference and will need to be modified according to your individual community.

You may choose to keep the Ontario question component and the VI-SPDAT portion of your survey together or separate. Some of the potential advantages and disadvantages to each approach are outlined below:

	Advantages & Disadvantages & Approach
Keep Two Parts Together	• If you treat as one package and just require the full consent from all participants up front for both portions of the survey, it is potentially less confusing and cumbersome for surveyors and those being surveyed. • May be confusing to people as to why you are collecting names part-way through the survey – you may or may not want to highlight this in your survey script(s) or consent form. • Feedback from some of the Joint PiT/Registry Week communities in 2016 was to keep it together and keep it simple.
Separate the Two Parts	• While Registry Week survey refusals are generally less than 10%, there may be some people who are willing to answer the anonymous questions but not provide their names and complete the VI-SPDAT portion. • You would need to identify there are two parts of the survey. Complete the first part and put in a separate envelope to keep anonymous, then complete the consent that would be attached to the VI-SPDAT with the name included in another envelope. • You may know that some people have already had a VI-SPDAT completed and do not need to ask them for that portion again if a) circumstances in their life have not changed and/or you feel you have already obtained the proper consents to use that information as part of your Registry Week.

Survey Script

Every surveyor in your community, regardless of what organization they are from or if they are a volunteer, should use the same introductory script for the survey. Again, you may use one script at the beginning or have one part at the beginning and one part before the VI-SPDAT portion. Whichever way you organize it, you should be aware of and highlight (in the survey script and/or consent as appropriate) the following information:

- The name of the surveyor and their affiliation (organization that employs them, volunteer as part of Registry Week, etc.)
- The purpose of the survey, what the information is being used for and where it will be kept
- That the survey usually takes 15-20 minutes to complete (approximately 7-10 minutes for the Ontario questions and 7-10 minutes for the VI-SPDAT questions)
- That for the VI-SPDAT portion, only "yes," "no," or one-word answers are being sought
- That any question can be skipped or refused and they can stop at any time
- That if the participant does not understand a question, clarification can be provided
- The importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal

You will want to ensure both your script and consent are as brief and easy to understand as possible while covering all the necessary information. If you already use the VI-SPDAT in your community and have a common script, you can use and/or build off that for your Registry Week script.

Screening

Screening questions (that align with the PiT Core/Ontario and COH additional questions) inform the surveyor whether or not to begin the survey with each respondent. The "C" question is required, while C1 and C2 (capturing hidden homelessness) are optional depending on whether you want this information and/or to screen in or out hidden or provisionally accommodated homelessness). For those who are screened in, the surveyor starts the survey by noting the responses to question C, C1 and C2. Those who are not screened in are recorded on the tally sheet.

When someone screens in and agrees to participate in the survey, this is when it is suggested to share with them that you have (*an item*) to thank them for their participation. For guidance on selecting honoraria, refer to the Canadian Observatory on Homelessness Discussion Paper: Use of Honoraria in Point-in-Time Counts.

Tally Sheet

The tally sheet in this Packet is the same one that is available in the PiT Toolkit. At the top of the sheet, surveyors indicate their search area/location, the time of their shift, their name and a contact number. If there are any discrepancies with the entries, or missing data, surveyor may be contacted to provide clarity. This sheet is used when a respondent declines to answer the survey, has already answered the survey, has been screened out or has been observed only.

This sheet captures where the individual was encountered, the reason they were not surveyed; and whether they are included among observed homelessness (clearly homeless, but declined or are unable to respond to the screening questions), as well as observed gender, age and the indications of homelessness. You can use the information about observed homelessness to try to follow-up with that person to have them complete the survey at some other point during your Registry Week.

Consent Form

Privacy and confidentiality are of the utmost importance. Survey respondents are being asked to share identifiable information and must sign or provide verbal consent (acknowledged by signature of surveyor and ideally an additional witness) on a consent form.

You will want to ensure that people are providing informed consent and understand at a minimum:

- what information is being collected;
- what will be done with the information collected;
- who will have access to information collected; and
- who to contact if a participant has questions or wishes to withdraw consent.

All volunteers (including staff) must sign an Oath of Confidentiality. Without a signed Oath of Confidentiality, a volunteer cannot participate in your community's Registry Week. A sample customizable Oath of Confidentiality can be found here.

Surveys & Scoring Instructions

This section provides information on the customizable sample 2018 Ontario Registry Week Surveys. All Sample Surveys (Single Adult, Youth and Family) are included in the Resources section of the 20,000 Homes Campaign website (under "Ontario Specific Registry Week Materials for 2018") and are also included on the Community Workspace on Homelessness – Ontario section in the Registry Week Quick Links document.

Please note the following:

- Screening questions C1 and C2 (hidden homelessness) are optional for those communities who wish to survey hidden homelessness.

- The Ontario Registry Week survey is conducted in phases, presenting the Ontario required questions first, followed by other optional questions, followed by the VI-SPDAT Survey and wraps up with follow-up questions. Remember, only the VI-SPDAT questions are scored.

- In the samples surveys, the Ontario questions include information on where they originated (i.e., one PiT Screening Question, ten PIT Core Questions, three Canadian Observatory Questions and one Ontario specific health question). This is for your information only and can be removed.

- There are three optional questions included in the sample surveys that had been included in past Registry Weeks that were not covered through the Ontario Questions (with the corresponding national version of the same questions). Communities may or may not want to include these questions and/or may want to include additional optional questions being mindful of survey length and why questions are needed.

- Duplicate questions have a "strike-through" but are still included so you are aware of the complete set of questions. Surveyors do not need to ask these questions as they are conducting surveys. Please be sure to instruct your volunteers to not ask the questions that are stricken through.

- One of the follow-up questions asks to take the person's picture. Taking pictures has not been a regular practice in Canada and would only be used if it was necessary to support following up with someone.

- If your community is using HIFIS as your data system for the count, it will score your VI-SPDAT automatically – in this case, you can shorten the written survey by removing the VI-SPDAT scoring information. If you are not using HIFIS, you will need to leave the scoring information in and manually score the VI-SPDAT survey.

- For more information on using HIFIS for enumeration, see the **HIFIS PiT/Enumeration Module Information (from Community Workspace on Homelessness – includes User Guide, tips sheets and videos) -** https://workspaceonhomelessness.ca/pitcounts/forum~2/hifis_pit_count_module_training_video
- Communities should keep in mind that the VI-SPDAT is a pre-screen triage tool. The full SPDAT (and/or other assessment tools) would need to be conducted to provide a more fulsome understanding of acuity.
- Communities may choose to use only the VI-SPDAT for Single Adults for their Registry Week for everyone they survey or may choose to use all three tools (Single Adults VI-SPDAT, Youth TAY-VI-SPDAT, and Families F-VI-SPDAT). Regardless of which tools you use, it is important to keep in mind that you can't compare acuity levels between adults, youth and families – each can only be compared within their own population group.
- The HIFIS PiT Module includes the ability to generate graphs and charts in real-time from the VI-SPDAT Single Adult survey only (NOTE this does not include the youth and family versions of the VI-SPDAT – these would need to be analyzed separately using your raw data).

Further information about the VI-SPDAT tools can be found on the OrgCode website. Short on-line training and training videos are available for the following (could be shortened as some information relates to scoring which may not be applicable):

- VI-SPDAT On-Line Training (20 minutes – information to read and includes a quiz)
- VI-SPDAT Single Adult Video Tutorial (21 minutes)
- VI-SPDAT Family Video Tutorial (30 minutes)

Further details on questions and scoring for each survey:

1. **Registry Week Survey – Individual Adults – Detail**

    - Question C (homeless screening) is an Ontario required Question

    - Questions C1 and C2 (hidden homelessness screening) are optional for communities who wish to survey hidden homelessness

    - Ontario Q1 (family members) – age and gender of children is optional

    - The number of times experiencing homelessness question (Q#5 in Joint Pit/Registry and Q#3 for Ontario Registry) should not be repeated in the VI-SPDAT portion of the survey and should instead be factored into the scoring for VI-SPDAT Q3 based on the scoring methodology for this question.

- Use VI-SPDAT Basic Information on Date of Birth and Age to populate Ontario Q5

- Ontario Q14 (source of income) should be used to populate VI-SPDAT Q11, and if an individual answers that they receive no money, factor this into the scoring of the VI-SPDAT based on the scoring methodology for this question

Registry Week Survey – Youth - Detail

- Question C (homeless screening) is an Ontario required Question

- Questions C1 and C2 (hidden homelessness screening) are optional for communities who wish to survey hidden homelessness

- Ontario Q1 (family members) – age and gender of children is optional

- ==The number of times experiencing homelessness question (Q#5 in Joint Pit/Registry and Q#3 for Ontario Registry) should not be repeated in the TAY-VI-SPDAT portion of the survey and should instead be factored into the scoring for VI-SPDAT Q3 based on the scoring methodology for this question.==

- Use TAY-VI-SPDAT Basic Information on Date of Birth and Age to populate Ontario Q5

- Ontario Q14 (source of income) should be used to populate TAY-VI-SPDAT Q12, and if a youth answers that they receive no money, factor this into the scoring of the TAY-VI-SPDAT based on the scoring methodology for this question

Registry Week Survey – Family Detail

- ==If a Service Manager is using a Family VI-SPDAT, every adult (aged 18 and over) in the family who is present at the time of the survey should be asked to complete the Ontario enumeration questions.==

- Question C (homeless screening) is an Ontario required question

- Questions C1 and C2 (hidden homeless screening) are optional for communities who wish to survey hidden homelessness

- Ontario Q1 – age and gender of children is optional and is answered in F-VI-SPDAT Basic Information

- ==The number of times experiencing homelessness question (Q#5 in Joint Pit/Registry and Q#3 for Ontario Registry) should not be repeated in the F-VI-SPDAT portion of the survey and should instead be factored into the scoring for VI-SPDAT Q7 based on the scoring methodology for this question==

- Use F-VI-SPDAT Basic Information on Date of Birth and Age on head of household to populate Ontario Q5

- Ontario Q14 (source of income) should be used to populate F-VI-SPDAT Q15, and if a head of household answers that they receive no money, factor this into the scoring of the F-VI-SPDAT based on the scoring methodology for this question

For questions or further information, contact Marie Morrison, Director of the 20,000 Homes Campaign at marie@caeh.ca**.**