



Hamilton

Making enumeration count: Conducting a PiTC/Registry Week

November 17, 2017

Presentation Overview

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3	Questions

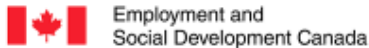
Enumeration in Hamilton



Aboriginal Point-in-Time Count (2015)
131 people surveyed



20K Homes Pilot Community (2015)
Registry Week
454 people surveyed



1st National PITC (2016)
Combined PITC / Registry Week
504 people surveyed

I survived...

Hamilton's Enumeration Objectives

- ✓ Connect with as many people as possible experiencing homelessness
- ✓ Understand the scope of need in our community and the levels of vulnerability
- ✓ Inform planning and prioritization of appropriate responses



Hamilton's Enumeration Strategy

- ✓ Driving your vision forward
- ✓ Strategic alignment with policy/practices
- ✓ Education and awareness
- ✓ Building a system



2016 Results

- **504** unique individuals surveyed
- Commitment to house **138** high acuity individuals experiencing chronic/episodic homelessness in 2016
 - ✓ **218** housed, exceeding target by **58%**





Registry Week Components

Project Mangement

- Have a point person (project manager function)
- Project team – who's on it, why, what's their role?
- Workplan
- Indigenous coordinator
- External support (e.g. consultant)

1. Stakeholder Engagement

Stakeholder	Timing	Method
Community Agencies	3 months in advance	Agenda items at standing meetings & events
Council	7 weeks in advance	Information Report
Volunteer Recruitment	6 weeks in advance	Established networks and broadly throughout community
Media	6 weeks in advance	We provided media releases for volunteer recruitment, the launch of surveying and the community debrief. We integrated social media at all events, by projecting live campaign-related tweets
Potential survey respondents	2 weeks in advance	Flyer posted and distributed broadly

...Stakeholder Engagement cont'd

What worked:

- Leveraging existing community networks/committees
- Designated Communications Focal Point
- Broad volunteer recruitment
- Promoting surveying to potential respondents

What we learned:

- Projecting live Twitter feed at events helped #20KHomes become the top trending item on Twitter in Hamilton
- Importance of highlighting the voice of lived experience
- Be strategic about who you engage (eg hospitals)

Working with Hamilton's Indigenous Community

- ✓ It's not a one size fits all approach
- ✓ Meaningful engagement
- ✓ Recognize self-determination and autonomy
- ✓ Financial commitments to support the work



2. Volunteer Recruitment



- Advertise and cascade widely
- Organizations with similar interests (schools, religious organizations, family/friends)
- Min. age requirements
- Non survey roles (registration, coordination)
- Training team leads and volunteers
 - ✓ Campaign overview
 - ✓ Roles and responsibilities
 - ✓ Engagement strategies
 - ✓ Overview of survey Q's

...Volunteer Recruitment cont'd

What worked:

- Designated person responsible for volunteer recruitment
- Administrative support to manage incoming applications
- Broad distribution of a recruitment poster
- Media release
- Volunteers who didn't want to participate in media



What we learned:

- Number of volunteer applications exceeded expectations
- Attrition rate was approximately 20%
- Consent for future communication
- Volunteer accessibility and vehicle usage

3. Surveying

- 4 shifts over two days (24hrs*)
- Streets, Shelters, Drop ins, Day programs, Transitional Housing, Community Health Centre, “neutral” space (e.g. library), hospitals, “magnet event”
- GIS Mapping for street surveys
- PiTC +VI-SPDAT + *Local Q’s* (10-15min)
- Honorarium \$10Tim Horton’s gift card
- Each team had their own: orientation package & box of supplies



Surveying cont'd

- Lived experience engagement
- One script and one consent (2 parts –PiTC, VI-SPDAT)
- Included name of volunteer
- Included location of survey (street intersection, agency etc)
- Volunteer training (engagement, package, sensitive questions, role play)



Surveying cont'd

What worked:

- Combined survey tool (PiTC/Registry)
- Team leads and Indigenous Advisors
- The use of different VI-SPDAT (e.g. youth, family)
- Data Management

What we learned:

- Clarity around consent
- Contact for person being surveyed
- Manual vs electronic
- Removing duplicates from data



4. Volunteer & Community Debriefs



Volunteer Debrief

- Volunteer debrief & evaluation
- Counselling support

Community Debrief

- City hall at the end of the Registry Week
- Call to Action: Urgent and Immediate Action to House

A Call to Action

- Driver for:
 - ✓ Urgent and immediate action to house
 - ✓ Transformational change at systems level
 - ✓ Prioritizing individuals for housing based on current system resources and work towards the ideal

<https://www.Hamilton.ca/social-services/housing/20000-homes-campaign>



5. Registry Week: Systems Influence



- Commitment to vision
- Strengthened partnerships (e.g. LHIN's)
- Community Self Assessment tool
- Targeted Funding – IAH, HFG
- Implementation of SPDAT
- Housing-based Case Management
- The role of the emergency shelter system
- Shelter Diversion
- Integrated priority list
- Building a system of care model
- Coordinated Intake and Assessment
- Rapid Rehousing

6. Common Questions & Concerns

- Nature of survey questions
- Ethical concerns around informed consent
- Use of volunteers
- Asking peoples' names
- Raising expectations
- Addressing needs without additional resources
- Next steps

Questions





Hamilton

Thank you

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