

## **San Bernardino County 2013 Homeless Count and Subpopulation Survey**

### **I. Project Description**

The 2013 Point-in-Time Homeless Count (PITC) is a one-day street-based and service-based unduplicated count and subpopulation survey of sheltered and unsheltered individuals to identify how many people in San Bernardino County are homeless and their subpopulation characteristics on a given day.

The Department of Housing and Urban Development (HUD), the largest source of homeless program funding, requires that continuum of care (CoC) communities that receive HUD CoC funding (such as San Bernardino County) perform a “one-day, point-in-time” unduplicated count and subpopulation survey of sheltered (every year) and unsheltered (every other year) homeless individuals during the last week of January. Results of the 2013 Homeless Count and Subpopulation Survey will provide the County and local cities with benchmark numbers that will serve as the basis for developing local community and countywide strategies to help people exit life on the streets and by which the success of our efforts to provide effective programs serving homeless individuals and families can be measured.

The unduplicated count of homeless persons will consist of two components: 1) an unsheltered count; and 2) a sheltered count. Both components will include those persons who fall within the HUD definition of a homeless person, which is as follows:

“A person is considered homeless only when (s)he lacks a fixed, regular, and adequate nighttime residence and resides in one of the following places: 1) places not meant for human habitation, such as cars, parks, sidewalks, and abandoned buildings; 2) an emergency shelter; 3) transitional housing for homeless persons and who originally came from the streets or emergency shelter; or 4) a HUD-defined Safe Haven.”

In addition to the count, a homeless survey will be administered to a least 20% of the number of persons counted in shelters and on the streets which will serve as a representative sample of the entire homeless population. The survey will consist of questions from the County’s Homeless Management Information System (HMIS) that identify the eight subpopulations that HUD requires communities to identify. They are: 1) chronically homeless persons; 2) chronically homeless families; 3) persons with HIV/AIDS; 4) persons with mental illness; 5) substance abusers; 6) unaccompanied youth under age 18; 7) veterans; and 8) victims of domestic violence.

## I. Planning and Organizing Structure

The following activities will be implemented in order to ensure that the San Bernardino County 2013 Homeless Count and Subpopulation Survey will successfully meet the U.S. Department of Housing and Urban Development (HUD) requirements for local Continuum of Care (CoC) homeless counts and subpopulation surveys:

### A. Dividing the County into Organizational Regions

The County will be divided into the following regions in order to provide the overall organizational structure needed to conduct the activities below:

1. **West County** which shall consist of the area west of the City of San Bernardino and south of the San Bernardino Mountains including the cities of Chino, Chino Hills, Colton, Fontana, Montclair, Ontario, Rancho Cucamonga, Rialto, Upland and the surrounding unincorporated areas.
2. **East County** which shall consist of the City of San Bernardino and all areas east including the cities of Grand Terrace, Highland, Loma Linda, Redlands, Twenty-nine Palms, Yucaipa, Yucca Valley and the surrounding unincorporated communities along with the San Bernardino Mountain communities.
3. **High Desert** which shall consist of the area north of the San Bernardino Mountains including the cities of Adelanto, Apple Valley, Barstow, Hesperia, Needles, Victorville and the surrounding unincorporated communities.

### B. Dividing Organizational Regions into Planning Communities

Each of the three Organizational Regions will be divided into planning communities of incorporated cities and/or unincorporated jurisdictions in order to plan and implement the activities below. The County consists of 24 incorporated cities and over three dozen unincorporated communities. The table below lists the incorporated cities and identifies the surrounding unincorporated communities.

Incorporated City	Adjoining unincorporated communities
<b>Adelanto</b>	Kramer Junction (Four Corners), Red Mountain
<b>Apple Valley</b>	Johnson Valley (west), Lucerne Valley
<b>Barstow</b>	Baker, Daggett, Ft. Irwin, Hinkley, Hodge, Lenwood, Nebo Center, Newberry Springs, Searles Lake, Trona, Yermo, Zzyxx
<b>Big Bear Lake</b>	Baldwin Lake, Blue Jay, Cedar Glen, Crestline, Lake Arrowhead, Rimforest, Running Springs, Sky Forest, Twin Peaks
<b>Chino</b>	

<b>Chino Hills</b>	
<b>Colton</b>	
<b>Fontana</b>	Bloomington, Declezville, Lytle Creek
<b>Grand Terrace</b>	
<b>Hesperia</b>	Oak Hills, Phelan, Pinon Hills, Summit Valley, Wrightwood
<b>Highland</b>	
<b>Loma Linda</b>	
<b>Montclair</b>	
<b>Needles</b>	Amboy, Bluewater, Big River, Cadiz, Earp, Essex, Goffs, Havasu, Rice, Vidal, Landing (reservation)
<b>Ontario</b>	
<b>Rancho Cucamonga</b>	Alta Loma
<b>Redlands</b>	Crafton, Mentone
<b>Rialto</b>	
<b>San Bernardino</b>	Arrowhead Farms, Del Rosa, Devore, Devore Heights, Muscoy
<b>Twentynine Palms</b>	Johnson Valley (east), Landers
<b>Upland</b>	Mt. Baldy, San Antonio Heights
<b>Victorville</b>	Baldy Mesa, Helendale, Mountain View Acres, Oro Grande, Spring Valley Lake
<b>Yucaipa</b>	Angelus Oaks, Forest Falls, Mtn Home Village, Oak Glen
<b>Yucca Valley</b>	Joshua Tree, Morongo Basin, Pioneer Town

### C. Dividing Planning Communities into Implementation Areas

Each of the Planning Communities will be divided into Implementation Areas in order to accomplish the activities below. Implementation Areas will be designated as Red, Yellow, or Green Areas which are defined as:

1. **Red Areas** are defined as implementation areas where there are no homeless persons as determined by local community representatives;
2. **Yellow Areas** are defined as implementation areas in which a small number of homeless persons have been identified at times however local community representatives have determined that it is too difficult and/or unsafe for homeless counters and consist of only a few, if any, homeless persons, at this time;
3. **Green Areas** are defined as implementation areas where homeless persons can be found as determined by local community representatives.

### D. Dividing Implementation Areas into Count Zones

Implementation Areas in each planning community will be designated as Red, Yellow, or Green as defined above. Green Areas in each community will be divided into Count Zones. Teams of Counters will only be deployed to designated count zones in the

Green Areas. Local community representatives will determine the number of homeless persons in Yellow Areas, if any, and verify that there are no homeless persons in Red Areas. Teams of Counters will not be deployed to Yellow or Red Areas.

#### **E. Identifying Verifiable Places in which Homeless Persons Live or Visit in Green Areas**

Local community representatives will identify verifiable places within each Green Area in which homeless persons live and/or spend time that will include abandoned buildings, encampments, parks, sidewalks, streets, vacant lots, and vehicles. Representatives will also identify non-residential locations where homeless persons receive services in the community including domestic violence, health care, mental health, substance abuse, transportation, and veteran services as well as food and clothing distribution sites, meal programs, and showers and laundry services.

#### **F. Engaging Community Key Persons**

Community Key Persons shall be engaged from throughout the county to help organize and conduct the homeless count and survey. A Key Person is someone who is knowledgeable about homelessness and where homeless people live, spend time and receive services in the community. Key Persons include representatives of local government, social service providers, law enforcement, municipal agencies, educational institutions, faith-based organizations, local business, civic groups, neighborhood associations, nonprofit agencies, and current and formerly homeless individuals.

- **Community Key Person Teams**

Each Planning Community will establish a Key Person Team made up of local Key Persons who will meet at least monthly in order to ensure the execution of the following activities:

1. planning and implementation of the count and survey in their designated community;
2. identifying locations where homeless persons live, spend time and receive services in their community;
3. division of their Planning Community into Red, Yellow, and Green Areas and specific count Zones as defined above;
4. outreach to raise public awareness and community involvement in order to engage participation from representatives from all appropriate public and private entities including businesses, civic groups, educational institutions, faith-based

- organizations, homeless and formerly homeless persons, local government, neighborhood associations, nonprofit agencies and social service providers;
5. recruitment of homeless counters and other volunteers that will include representatives from each of the groups listed above;
  6. coordinating project logistics and day-of-count deployment activities.

- **Regional Key Person Task Forces**

Each Organizational Region will have a Key Person Task Force that will include representative(s) from each Planning Community and will meet monthly with DPSS Homeless Program Unit staff and the project consultant to:

1. Receive important project updates and implementation instructions;
2. Designate Red, Yellow and Green Areas throughout the Region;
3. Participate in overall project planning and implementation;
4. Identify sources and opportunities for recruitment of homeless count volunteers;
5. Questions and answers on project planning and implementation;
6. Share information concerning progress, challenges, and creative initiatives in their Planning Community.

## II. Organizing the Count in Local Planning Communities

The following activities will be implemented in each local Planning Community: 1) establishing a key person team; 2) distinguishing areas within the planning community where homeless people live; 3) identifying places where homeless people live within the identified areas; 4) identifying places where homeless people receive social services; 5) raising public awareness and community involvement; and Implementing the Count and Subpopulation Survey.

### 1. Establishing a Community Key Person Team

A Community Key Person Team will be established and consist of representatives of public and private organizations who are knowledgeable about homelessness and where homeless persons live. Such key persons will include representation from business, civic, educational, faith-based, local government, neighborhood, and nonprofit organizations. Homeless and formerly homeless persons will also be encouraged to join. Key persons include:

<b>Business Representatives:</b>		
<b>First Name</b>	<b>Last Name</b>	<b>Organization</b>
<b>Civic Group Representatives:</b>		
<b>First Name</b>	<b>Last Name</b>	<b>Organization</b>
<b>Educational Representatives:</b>		
<b>First Name</b>	<b>Last Name</b>	<b>Organization</b>
<b>Faith-Based Representatives:</b>		
<b>First Name</b>	<b>Last Name</b>	<b>Organization</b>
<b>Homeless and Formerly Homeless Representatives:</b>		
<b>First Name</b>	<b>Last Name</b>	<b>Organization</b>

<b>Local Government Representatives:</b>		
<b>First Name</b>	<b>Last Name</b>	<b>Organization</b>
<b>Neighborhood Representatives:</b>		
<b>First Name</b>	<b>Last Name</b>	<b>Organization</b>
<b>Non-Profit Organization Representatives:</b>		
<b>First Name</b>	<b>Last Name</b>	<b>Organization</b>
<b>Service Provider Representatives:</b>		

## 2. Distinguishing Implementation Areas within the Planning Community

The Community Key Person Team will distinguish implementation areas within their planning community where homeless people can be found. Such areas may include a quadrant or section of a city or unincorporated area or an entire community. Those sections of the planning community where homeless persons can be found will be designated as green areas. Conversely, those sections where homeless persons are known not to live or spend time will be designated red areas.

## 3. Identifying Verifiable Places where Homeless People Live/Spend Time

The Community Key Person Team will also identify specific locations where homeless people live and/or spend time within the designated green areas. Such places will include abandoned buildings, commercial areas, parks, sidewalks, vacant lots and vehicles. Known encampments will also be specifically identified within green areas. Other places may include a whole neighborhood or a specific length of a street. Such information will remain confidential.

<b>Location Type</b> (encampment, park, alley, vacant lot, commercial location, etc.)	<b>Location</b> (address, cross-streets, other identifiers)



and county employees, homeless service providers, other social service agencies, non-profit organizations, faith-based institutions, local businesses, civic organizations, educational institutions, currently and formerly homeless individuals and other interested community stakeholders.

Flyers and other materials will be developed for distribution at community meetings and forums, media outlets and various public facilities, service locations, churches, college campuses and other public locations. A project website will be established with general project information and volunteer outreach materials. Social networking services will also be used to recruit volunteers such as Facebook and Twitter as well as outreach through local media outlets. Volunteer registration shall be taken throughout the months leading up to the day of the count.

Community involvement will include creating teams of volunteers to count homeless persons in designated green zones. Teams will likely include persons who are involved in community service or are interested in community service. Teams will also likely include persons who may have had a lot of exposure to homelessness or little exposure. As a result, community involvement may continue beyond the count and survey concerning homeless issues.

### III. Implementing the Homeless Count and Subpopulation Survey

#### A. Implementing the Unsheltered Count

The homeless count will be carried out during one of the last ten (10) days in January. At least one count deployment headquarters will be established in each planning community from which local count leaders will coordinate all day-of-count activities. Street count teams will be formed and should include a cross-section of volunteers such as a member of a public agency, a member of a private agency, and a homeless or previously homeless person. Street count teams will use their own means of transportation when necessary to get to and back from their assigned count areas. Within their areas, they will likely travel by foot.

The count instrument that will be used will require counters to collect the following information concerning every homeless person counted: first initial of first name, first initial of last name, gender, ethnicity, age by code<sup>1</sup>, and state born as noted below. All information will remain confidential. The count instrument will be available in English and Spanish.

	<b>First Initial</b>	<b>Last Initial</b>	<b>Gender</b>	<b>Ethnicity</b>	<b>Age Code</b>	<b>State Born</b>
Example:	J	H	F	W	6	CA

This enumeration activity will create an identifier that will prevent a person from being included in the final tally of the count more than once. During the enumeration, counters will record the initials, gender, ethnicity, age code, and state born of each individual homeless person encountered. If the same person is encountered again, counters would establish the same code. However, this person will only be counted once in the final tally.

The information for every person encountered every time will be loaded into a data base. The information will then be used to code each person. For example, a homeless person may have the following code of "WTMW6CA." This means that this person's first name began with "W", last name began with "T", he was male "M", he was White "W", in the age range of 50-61, and born in California.

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<sup>1</sup> The code for age included: 1=under age 18; 2=18-24; 3=25-29; 4=30-39; 5=40-49; 6=50-61; 7=62-69; 8=70-79; and 9=80+.

An example to illustrate how the above process will work is demonstrated in the table below. Numbers 6 and 7 (shaded in gray) would be considered the same person. If for some reason there was doubt that numbers 6 and 7 were the same person, other data collected on the same two people would be used to address the doubt.

Number of Person	First Initial	Last Initial	Gender	Ethnicity	Age Code	State Born
1	J	H	F	W	6	CA
2	H	T	M	L	7	CA
3	R	K	F	L	5	TX
4	K	N	M	AA	4	CA
5	F	A	M	A	3	CA
6	J	F	M	W	5	CA
7	J	F	M	W	5	CA
8	S	G	F	L	2	NY
9	D	T	M	W	6	CA
10	O	R	M	W	7	CA

In addition, this data will also provide the opportunity to break down the number of homeless persons counted by gender, ethnicity, age range, and state born. Generally, questions concerning gender, ethnicity, age are asked anyways. Thus, the questions serve two purposes—basic demographic information and duplication prevention.

Community volunteers will be required to attend an orientation, which will focus on how to use the count instrument. The orientation will also focus on safety issues while conducting the count. A packet of materials will be given to each volunteer during the orientation. The materials will be reviewed during the orientation and volunteers will be encouraged to review them again afterwards. Volunteers will begin and end their day-of-count activities at the local count deployment center. A refresher orientation will be conducted prior to street deployment to ensure that volunteer participants are familiar with all count procedures and safety protocols.

In addition to the count, a homeless survey will be administered to at least 20% of the number of persons counted in shelters and on the streets which will serve as a representative sample of the entire homeless population. The survey will consist of questions from the Homeless Management Information System (HMIS) that identify the eight subpopulations that HUD requires communities to identify. They are: 1) chronically homeless individuals; 2) chronically homeless families; 3) persons with HIV/AIDS; 4) persons with mental illness; 5) substance abusers; 6) unaccompanied youth under age 18; and 7) veterans; and 8) victims of domestic violence.

## **B. Implementing the Sheltered Count**

As required by HUD, the sheltered count shall include the number of persons and households sleeping in emergency shelters (including seasonal shelters), transitional housing, and Safe Haven programs on the night designated for the count. In addition, any person staying in a hotel or motel room as a result of receiving a voucher from a social service agency will be included in the sheltered count per HUD's instructions. All programs included in the above categories that are identified in the County's Housing Inventory Chart (HIC) should be included in the sheltered count.

HUD encourages the use of HMIS data to generate sheltered count data for programs with 100% of beds participating in HMIS. Also, per HUD's instructions, HMIS staff must verify that data entered into the HMIS system for these programs is complete and correct for the night of the sheltered count and that Program Exit Dates have been entered for all persons who have exited on or before the date of the count. A "Data Collection Instrument" will be used to collect sheltered count data (number of occupied beds) for non-participating HMIS programs and for HMIS participating agencies that do not have complete and correct data entered in the HMIS. Thus, sheltered count data will be collected for all HUD required program components either through HMIS or a data collection instrument.