



# Butte Countywide Homeless Continuum of Care

## Point in Time Committee

Wednesday, February 1<sup>st</sup>, 2023 3:00 p.m. – 4:00 p.m.

**Zoom:** <https://us02web.zoom.us/j/85225143003?pwd=MzZZa1NQZ3NKN3IVL1NFZGVmUW11dz09>

**Phone:** +1 669 900 9128

**Meeting ID:** 852 2514 3003 **Password:** 408525

### PIT COMMITTEE MEMBERS:

Aimee Decker, Nation’s Finest	Erin Murray, DESS HH	Marie Demers, City of Chico
Amanda Gaylord, CHAT	Hilary Crosby, Safe Space	MaryJo Alonzo, City of Chico
Amber Abney-Bass, Jesus Center	Ian Clement, DESS HH	Meagan Meloy, BCOE
Annie Terry, ORM	Isabel Alaniz-Alvarado, DESS HH	Pahua Thao, DESS HH
Benson, GCHTF	Jay Coughlin, DESS HH	Patrizia Hironimus, DESS HH
Briana Harvey-Butterfield, DESS HH	Jennifer Wilking, Chico State	Shelly Forbes, Nation’s Finest
Brittany Brown, OSCIA	Josh Jamison, OHC	Shelly Storkan, BCDBH
Charles Withuhn, NSSST	Kaitlyn Sherrill, DESS HH	Shelly Watson, Jesus Center
Codie McCormack, Caminar	Keesha Hills, OSCIA	Susan Roll, CSU, Chico
Dawn Blackhorse, Butte College	Kevin Thompson, OSCIA	Taylor Storey, TNHA
Deborah Taylor, VA	Leslie Johnson, CHAT	Tami Ritter, Board of Supervisors
Denver Nash, DESS HH	Lisa Currier, CHAT	Tracey Stogsdill-Gillihan, 211
Elisa Rawlinson, DESS HH	Lorena Reed, BCDBH	Troy McClanahan, DESS HH
Emily Pereira, Youth for Change	Lyndall Ellingson, Chico State	Vern Hartman, Gridley Lions
	Maisue Thao, Butte College	Wendy Lo, DESS HH

<b>Chairperson:</b>	Jay Coughlin	<b>Recording:</b>	Jay Coughlin
<b>Second Chairperson:</b>	Briana Harvey-Butterfield		

### AGENDA

- |  |             |
|--|-------------|
| 1. Call to Order   | J. Coughlin |
| a. Thank you!  |             |
| 2. PIT Debrief   | J. Coughlin |
| a. Input from the committee on things that went well and things to improve on. |             |
| 3. PIT Volunteer follow up survey to be sent to gather input.                  | J. Coughlin |
| 4. Announcements/Adjourn   | All         |

## **PIT Survey Results – 61 Responses**

### **How did you hear about the event?**

Employer (28)	Co-worker (3)	Friend (3)
Chico State (3)	Nation’s Finest (1)	Chico Enterprise Record (1)
Internet (2)	Butte Co Behavioral Health (2)	CHAT (3)
Butte County CoC (7)	PIT Committee Member (1)	Gridley Lions Club (1)
Facebook (2)	True North (1)	Oroville Hope Center (1)
Caminar(1)		

### **Did you feel the training provided prepared you for the event?**

YES – 86.89%

NO – 13.11%

### **If not, how could the training be improved?**

More specific information about homeless locations

Better understanding of the assigned area

In person training

Let surveying people know the true purpose of the PIT

Make slides available

Prior experience with homeless population

Clear instructions re who can be surveyed

Prior familiarity of the staff with homeless population

Create a movie clip and distribute to each agency that can be shown to their members and members can complete training completion form/submit. Then meet with HUB leaders for Q&A one week prior to PIT.

More info for how to approach people, where to look, whether to call out to tents/cars, etc.

More time slots offered after work and evening hours; training further in advance and more advanced notice for when the training will be held.

Experienced trainers

More hypothetical “live” examples to work through on phone or device

More training on finding and approaching remote camps

Increase text size on the app

Better HUB supervisor prep

Add a special training session for less technologically inclined

Suggest bringing something to charge phone

Training specific to assigned areas

**Did you feel you were provided the resources needed to participate in the event?**

YES – 77.05%

NO – 22.95%

**If not, what would have been helpful that was not provided?**

Larger balance on gift cards

Maps on paper were unclear

Signage for HUBs

Directions to where the unhoused specifically reside and send teams there

Preliminary scouting for homeless population / shared knowledge of where to find people to survey

Use on HUB for better communication

Outreach packets – water, socks, etc

GPS map instead of paper map

Breaks

More time – 3 days

**Were you satisfied with the Counting Us app used for the event?**

YES – 83.61%

NO – 16.39%

**What went well on the day of the Point in Time?**

Meeting and listening to the unhoused population

Communication was really effective considering the amount of activity going on

Everything went well

Organized, gift cards helped get interaction

Respondents were positive and engaging, no negative reactions noticed.

Enjoyed the person I was partnered with

Organization of routes

People were willing to be surveyed to get a gift card

Questions were easy to answer

Weather was lovely and met some good people – both PIT volunteers and people who were homeless.

Able to connect with people we serve

Supplies all accounted for, plenty of volunteers

Well organized and timely

The Counting Us app made asking questions and inputting answers straightforward and easy

Support from organizers / app

Communication between teams

App worked well

Effective communication between participants and volunteers

Set up was easy and materials extremely well organized

### **What did not go well on the day of the Point in Time?**

App did not have service, had to write everything client said down on paper and then transfer it all afterwards

Questions were too personal

Volunteers were given different / wrong times to show up

Devis did not read location correctly

Unsure where to go, even with a map

A lot of driving

Concerned about undercounting

### **Is there anything you would like to add?**

Glad to have participated but would like the zones to be drawn based on previously known information on the location of the encampments, adequate surveyors for larger areas, time of day is important

Cultural knowledge about the groups you are seeking. Someone in each group that knows the community in question in order to be able to find where people live

Really enjoyed being part of the PIT count!

Enjoyed the process and hope it helped some members of our community that need help

I feel like the organization, Butte County, is out of touch. The questions, the timeframe, the organization of the PIT really lacked the input of folks who work in the field with the unhoused. If the purpose of the pit is to collect numbers of unhoused then focus on that. If asking people rude personal questions is the point then make that clear. If you are asking an unhoused person a question be sure that is a question you would ask a housed person you just met. Many of the questions are dehumanizing. Show some care, concern, empathy and respect for the folks who are already navigating a very challenging living experience.

Many people were asking where they could receive services. Perhaps make a list/brochure available with the different services available with addresses and descriptions.

Gift cards to fast food ended up being problematic for folks because the actual restaurants are closed and they can't walk up through the drive through. That night, I was at McDonald's and happened to run into one of the women we had surveyed. She was trying to figure out how to get food. I was able to order it for her, but it made me realize that as nice as the gift cards were, they weren't actually user friendly for folks.

Some were told not to speak to us because their lawyer told them not to.

Much greater familiarity of the staff with the homeless and their encampments before the event next time.

I think it had a lot of great ideas, just survey may need to be shortened some as it took a long time to go through surveys.

In the future there should be one meeting place where all workers meet to connect, collaborate and organize.

More clarity on why people were assigned to different locations. It appeared some requests for a specific location were honored while others were not.

Process should have gone in a different order to more accurately count the population of people that we were trying to count.

Between the too-long app, the inability to find encampments in our huge area, and the inability to count people who didn't want to respond, we were not able to accurately count the homeless people in our designated area. Our count was low by at least 100%.

The survey is way too long! Imagine your census takers crouched under an overpass, straining to hear a homeless person with a speech issue, reading a list of...whatever. It's TOO LONG. I understand some grants are funded regarding particular issues but it has to be shorter.

People who participate need to sign an agreement that they will not falsify data. WE had homeless "haters" doing the survey with complete control of what was entered.

I had really wonderful support throughout the day!

It was great.

Thanks for supporting the homeless and trying to make the situation better.

The teams who went out in the afternoon were probably more successful; it only took about two hours to walk all the areas in our assigned section and could have had time to complete another section, but when we returned we were told all sections had been completed.

Perhaps have the count for a few days and at different times. I do look forward to next year. I think we missed so many people in Magalia and Chico.

Understanding the population areas and communicating it to the volunteers would be helpful. Please don't ask us to start at 6:00am (0 dark 30) - my time is valuable - we wasted over 4 hours in the dark before any of the homeless people woke up for the day.

Better mapping out of the areas to include where encampments are located.

I think it would be wise to remind volunteers that certain areas are only accessible on foot, and then try to ensure that people are willing to walk/hike, possibly in more remote areas, if necessary to complete the count. If volunteers are uncomfortable with this they could instead be given an area that doesn't include this type of participation.

I have high concerns over possible undercounting by individuals that volunteered and held ulterior motives in ensuring that numbers were not captured accurately. I feel that each team should have someone knowledgeable and invested in accuracy onsite at all times, and possibly considered some screening questions before accepting just 'any' volunteer. Accuracy is important and not all community members support accurate representation or support services meant to help the unhoused population.

Give more information about how long the day was going to be or what is the expectation.

Maybe consider shortening the length of the survey on the app. It became quite lengthy for the participant as far as numbers of questions asked.

Most of the people that stopped by our HUB had already been counted. Library in Oroville. If we have a better idea of where people are likely to be it may be easier to speak to them. Just heading out with no general areas to look made it a little more difficult. Maybe just scout a day or two ahead of time of likely areas or asking the community somehow of places they are aware of homeless camping.

Halfway through the day we were informed that everyone living in a trailer in Paradise (which is a lot) was considered unsheltered. When we would talk to these people they seemed offended by the unsheltered statement as they believe living in a trailer is a home. They were very adamant that they were not homeless. We were able to talk it through and they would participate, but it is hard to consider people affected by the fire living in trailers while their house is being built as truly considered homeless/unsheltered.

I don't think people should have been allowed to pick the location they were sent to and in large areas, people from different groups should have been sent out to make sure the most accurate information was being captured.

Tell HUD, or whoever will listen, if you want any credibility you need to reduce the number of questions and expand the number of days to collect the data. Otherwise, City Counselors laugh at the PIT. The PIT is a lie.

Although many people were willing to give their name and DOB at the beginning, when we started asking questions later regarding substance use they stopped answering questions since we had their identity. Also we did not find out about capturing people who refused to talk to us until the end of the day which was unfortunate because we had already encountered people who would have qualified to be entered but we didn't know that was an option.

Homelessness looks different to each individual. If a person does not have a place to call their home they should be considered homeless. Couch surfing for one night should not count as not being homeless when the majority of a person's nights are spent outdoors.

I think the gift cards should be more than \$5 because you can barely purchase anything with \$5 anymore. Inflation was not considered.

I think people should be assigned to areas that they are familiar with in order to do the best job possible.