



Volunteer Position Descriptions Everyone Counts - Point in Time 2020

All volunteers interviewing individuals are required to attend an in-person Point in Time training scheduled throughout January across the region.

- Those signing up through the MDHI website and Give Pulse will be automatically prompted to sign up for a required training.
- Volunteers may also be recruited by local communities, through faith communities and other websites like sign-up genius. They will be made aware of the trainings held in their area.

Agency staff who have experience engaging people experiencing homelessness are asked to sign up in the locked Agency Staff shifts if possible. These shifts are created to provide extra support and skills, such as some street outreach shifts.

Other agency staff that do not regularly engage in direct services are also highly encouraged to sign up as volunteers! Especially administrative staff that do not have this opportunity often. For code or other questions.

Email PIT@mdhi.org For agency staff code or other questions.

Surveys will be completed on mobile devices whenever possible to support more accurate location and data collection. Surveyors are reminded to bring fully charged phones to your shift and have practiced the survey multiple times – even practicing with other people – so it is easier during your PIT shift.

1. Overnight Shelter (may be congregate living, churches, or motel style sheltering)

At a smaller/medium sized shelter volunteers can expect to see a variety of households, that include both individuals or adults with children. The point of contact will tell you how surveying will happen at the location. Depending on the shift time, people may be checking in, hanging out, or eating a meal, or getting ready for bed. These shifts will be on Monday evening only. Examples: Severe Weather Shelter Network or VOA Family Motel.

2. Magnet events

Magnet events will have several types of volunteers. The point of contact on site can help with any questions. Some volunteers will be trained to complete survey interviews with those attending the event. Others may be serving food, handing out incentives or providing other operations support. Some volunteers or staff will be providing services such as haircuts, shower attendants, healthcare or testing, benefits information, etc.

At a magnet event volunteers can expect to see people attending throughout the duration of the event. Some may have planned to attend this event and want to stay and hang out. Others may have stumbled upon the event but want to utilize services, resources or other incentive items.

Please keep in mind that everyone who comes to the event may access services and incentives, regardless of their participation in the PIT survey, though we hope to encourage their participation through incentives and the layout of the event.

There are a variety of magnet event positions across Denver, Adams, Arapahoe, Boulder and Jefferson Counties.

3. Street Outreach

Street outreach is completed alongside trained outreach staff. Often those currently experiencing homelessness may be part of your outreach team, and very helpful in identifying camps and lending credibility to the team. Volunteers will travel in pairs or groups.

Outreach can be unpredictable, and volunteers should be prepared for a variety of situations. People may be camped out in tents, under blankets, street corners, under bridges, in parks, alleyways, etc. Many also will be living in vehicles, such as cars and campers.

Be prepared to walk a few miles – wear layers, very comfortable shoes, have a flashlight if needed, and an extra phone battery/portable charger if possible.

Always Trust your gut! Safety is the most important thing. Follow instructions from your team lead. You will not go into situations that may be unsafe, nor will you be waking anyone. Keep in mind that not everyone will be interested in doing the PIT survey or want to engage with teams.

Additional Outreach training and materials will be available prior and on the day of the event.

4. Day shelters

In the metro area, most people are not able to stay in their overnight shelters throughout the day. Those who utilize overnight shelter, are living outside in unsheltered situations, and those unstably housed in need of resources and services all go to day shelters for a variety of reasons, sometimes it may be something as basic as a warm/safe place to rest. Points of contact will have a plan to best survey considering the flow set up of the service site.

Examples include: Father Woody's, St Francis, Senior Support Services

5. Community locations

There are many other locations and agencies those experiencing homelessness may utilize to meet needs throughout the day. We hope to be at many of these to encounter folks that may have been missed or not surveyed during street outreach efforts, in order to have a more comprehensive count.

Libraries are well known to be a place people hang out and access internet services, restrooms, or a quiet place to relax. Other locations include food banks, employment agencies, healthcare clinics, and more. Points of contact will be helpful in determining the best way to survey and approach people in these settings. It's possible you may have a table near an entrance/exit or walk around engaging with people.