**Thank you for volunteering to assist with this year’s Point in Time Count!**

We appreciate your time and energy, as well as your compassion for our community’s neighbors who are experiencing homelessness. To prepare for the PIT count, please refresh yourself on these tips.

**CONDUCTING THE SURVEY**

* **GREET KINDLY & see if they need anything**
* **OFFER RESOURCE LIST & NEED ITEMS you have available**
* **EXAMPLE SCRIPT**: “Hi, my name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, and I’m working with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to hand out some resources and items people might need since it’s so cold out. We’re also conducting a survey that will help us bring more money into our community to address homelessness and to learn more about the conditions of people experiencing homelessness, what kinds of problems they face, and to see what services are needed. Participation is voluntary, responses are confidential, and all questions are optional. Do you know anyone who is experiencing homelessness and might want to participate?” **OR** alternatively “Would you like to participate?”
* **ADDRESS & ANSWER any questions or concerns**
* **ENSURE THAT YOU HAVE VERBAL CONSENT TO PROCEED**

**PIT COUNT DOs and DON’Ts**

|  |  |
| --- | --- |
| * **DO** lead with respect for the person and their dignity
 | * **DON’T** take safety risks
 |
| * **DO** have a conversation with the people you encounter
 | * **DON’T** assume you know the answer to survey questions
 |
| * **DO** keep professional boundaries (e.g. don’t bring someone home with you)
 | * **DON’T** force people to answer questions if they don’t want to
 |
| * **DO** remember that you may be entering into someone’s personal space
 | * **DON’T** make promises you can’t deliver, such as promising services or housing resources
 |
| * **DO** respect people’s time
 | * **DON’T** insert yourself into the person’s story
 |
| * **DO** provide commonly needed items (e.g. socks) and information on local resources
 | * **DON’T** take photos of or with the people you survey
 |
| * **DO** stay safe and practice social distancing
 |  |

**SAFETY**

|  |  |
| --- | --- |
| * **Practice social distancing & wear a face mask**
 | * Don’t take risks-prioritize your own safety
 |
| * Stay with at least one other person
* Maintain awareness of space around you
 | * If you use a flashlight be respectful (don’t shine it in anyone’s face)
 |
| * Stay in places that are lit
 | * Call 9-1-1 if you or someone else is in danger
 |
| * If someone is non-responsive, apologize for bothering & ask them to say something so you know they are ok
 | * Bring flashlight, cell phone, and weather appropriate clothes
 |

**If you have any questions or need assistance or PPE, please contact one of our regional team leaders,**

each of whom have experience assisting homeless individuals in the area and connecting people to services:

* Berkshire–North: Kathy Keeser [KathyKeeser@gmail.com](file:///C%3A%5CUsers%5CKateB%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CJDVWM3IE%5CKathyKeeser%40gmail.com) Franklin–North Quabbin: Michele LaFleur mlafleur@communityaction.us
* Berkshire–South: Jane Ralph jralph@constructberkshire.org Hampshire–East (Amherst/Ware): Jay Levy [JLevy@eliotchs.org](file:///%5C%5Chilltown-dcfs.hcdc.local%5Chomes%5Ckateb%5CDocuments%5CCoC%5CPIT%5CJLevy%40eliotchs.org)
* Berkshire–Central: Erin Forbush [EForbush@servicenet.org](file:///%5C%5Chilltown-dcfs.hcdc.local%5Chomes%5Ckateb%5CDocuments%5CCoC%5CPIT%5CEForbush%40servicenet.org) Hampshire–West: Jay Levy [JLevy@eliotchs.org](file:///%5C%5Chilltown-dcfs.hcdc.local%5Chomes%5Ckateb%5CDocuments%5CCoC%5CPIT%5CJLevy%40eliotchs.org)
* Franklin–East: Andy Klatka aklatka@eliotchs.org Hampshire–Hilltowns: Dave Christopolis [DaveC@hilltowncdc.org](file:///%5C%5CSERVER%5CUser%20Folders%5CKateB%5CPIT%5CDaveC%40hilltowncdc.org)
* Franklin–West County: Michele LaFleur mlafleur@communityaction.us