MID-WILLAMETTE VALLEY HOMELESS ALLIANCE

MOVING TO END AND PREVENT HOMELESSNESS

Volunteer Training
2025 Point-in-Time (PIT) Count

1/21/25

Welcome! We will begin shortly!

In the meantime:

- Type your name/organization in the chat
- Download the Counting Us App from your device's App Store

PIT Training: Agenda

Purpose

- Why does PIT Count matter?
- How does PIT Count help our community?

Principles

- What are the principles of trauma-informed care?
- How should I engage and converse with people experiencing homelessness?

Logistics

- When is PIT Count?
- What will I do when I volunteer for PIT Count?
- What's the process to do the survey?

Purpose

Shanta' Frisbee
Northwest Human Services
sfrisbee@nwhumanservices.org

Principles

Sara Quick
Salem Housing Authority
squick@salemhousingor.com

Logistics

Marianne Bradshaw
Contractor with MWV Homeless Alliance
mpbradshaw503@gmail.com

Purpose

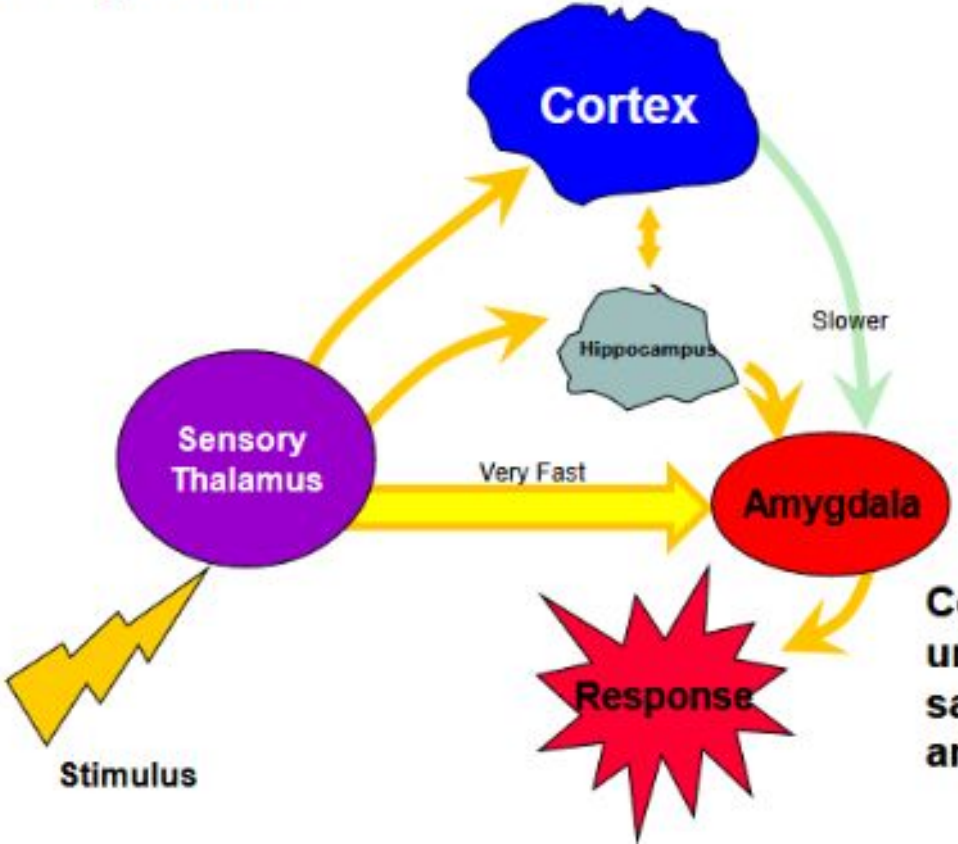
NO CAMPING
PROHIBIDO ACAMPAR
NO TRESPASSING
PROHIBIDA LA ENTRADA

What is Trauma-Informed Care?

Principles

Principles

The Homeless Brain: Abnormal Processing Between Stimulus & Response



Context and understanding are sacrificed for speed and survival.

LeDoux, 1996

DE-ESCALATION 101

You have influence over another person's behavior because **you have influence over their brain.**

Principles

YOUR ACTIONS	THE OTHER PERSON'S BRAIN

ESCALATORS

Escalators are **things that you do** that engage "The Guard Dog" in the other person's brain.

TWO MOST IMPORTANT TYPES
- Threats
- Disrespect

"THE GUARD DOG"

- Fight/Flight
- Emotional
- Impulsive
- Increases fear

PART OF THE BRAIN
AMYGDALA

Related Neurochemicals

Adrenaline
Cortisol

DE-ESCALATORS

De-Escalators are **things that you do** that engage "The Professor" in the other person's brain.

TWO MOST IMPORTANT TYPES
- Safety
- Respect

"THE PROFESSOR"

- ✓ Rational decision-making
- ✓ Self-control
- ✓ Increases trust & empathy
- ✓ Reduces anger/aggression

PART OF THE BRAIN
PREFRONTAL CORTEX

Related Neurochemicals

Serotonin
Dopamine
Oxytocin

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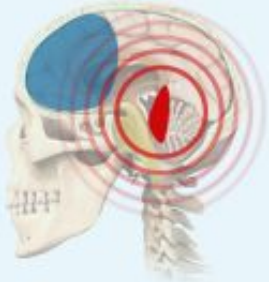
TRAUMA 101

The most vulnerable can be the most challenging because trauma **changes how the brain responds** to conflict.

Principles

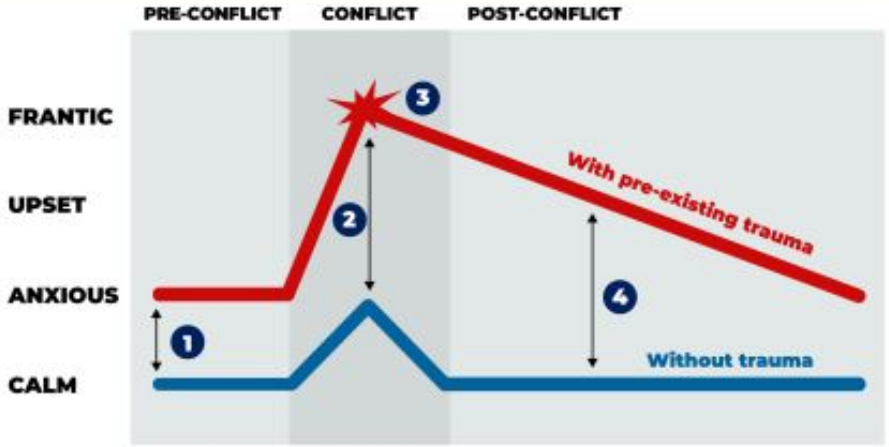
IMPACT OF TRAUMA ON THE BRAIN

"THE GUARD DOG"



"THE PROFESSOR"

IMPACT OF TRAUMA ON CONFLICT



1. **HYPERVIGILANCE**
   Already in a heightened state of tension before an issue arises.
2. **MISPERCEIVING THREAT STIMULI**
   Becomes upset quicker, easier and with minor issues.
3. **EMOTIONAL DYSREGULATION**
   Increased anger and "reactive" aggression.
4. **HYPERAROUSAL**
   Trouble calming after becoming upset.

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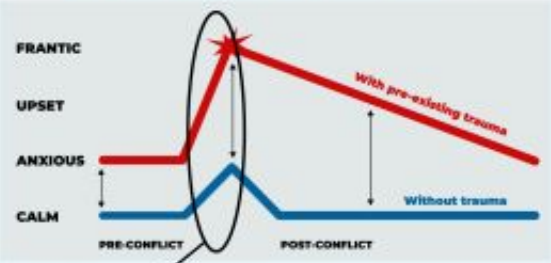
CONFLICT 101

If you get the **first five seconds of conflict** right, everything after is MUCH easier.

FIRST 5 SECONDS OF CONFLICT IS MOST IMPORTANT



FIRST 5 SECONDS

CONFLICT
Your only goal during the first 5 seconds is to use your actions to set the direction of conflict.

ESCALATORS engage the other person's **GUARD DOG** and make everything after harder.

DE-ESCALATORS engage the other person's **PROFESSOR** and make everything after easier.

DE-ESCALATORS FOR THE FIRST 5 SECONDS

Slow Down
Do not ignore/avoid the situation or try to rush de-escalation.
"Slow is smooth. Smooth is fast."

Introduce Yourself
Give your first name.
Then ask their name.

Less Public
Ask the person to speak to you away from others who can hear you.

15 Degree Stance
Pivot your body 15 degrees so your shoulders do not point directly at the person.

Give FULL Attention
Listen.
Make eye contact.
Use "backchannel cues" (nodding, 'uh huh,' 'ok,').

PRO TIP
Using these de-escalators is **essential** when working with individuals who have experienced trauma.

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Principles

Principles

Safety

-Remain Alert

-Stay with your team

-Remember you are the guest

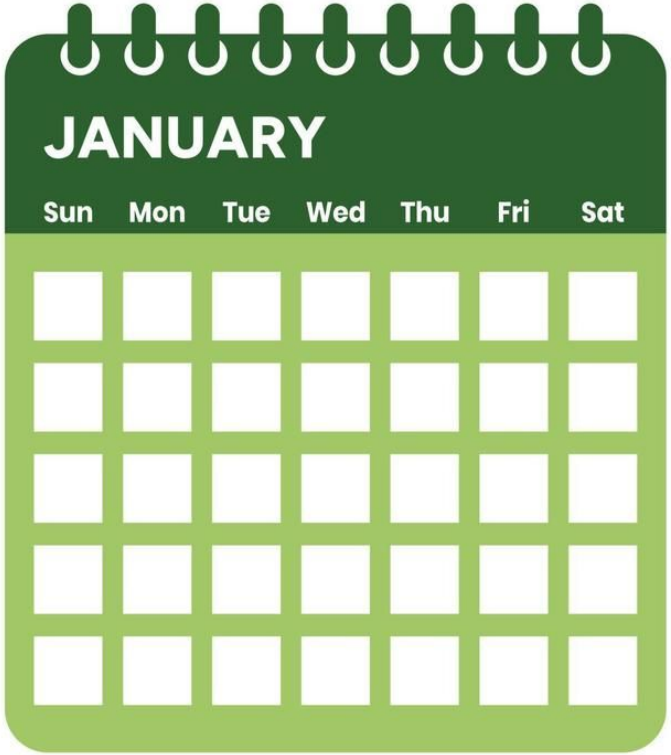
-Dress for the weather and the environment, have your phone charged, leave the “extras” elsewhere

-Listen to your gut

-Review your volunteer manual

-Don’t make promises you cannot keep

Logistics



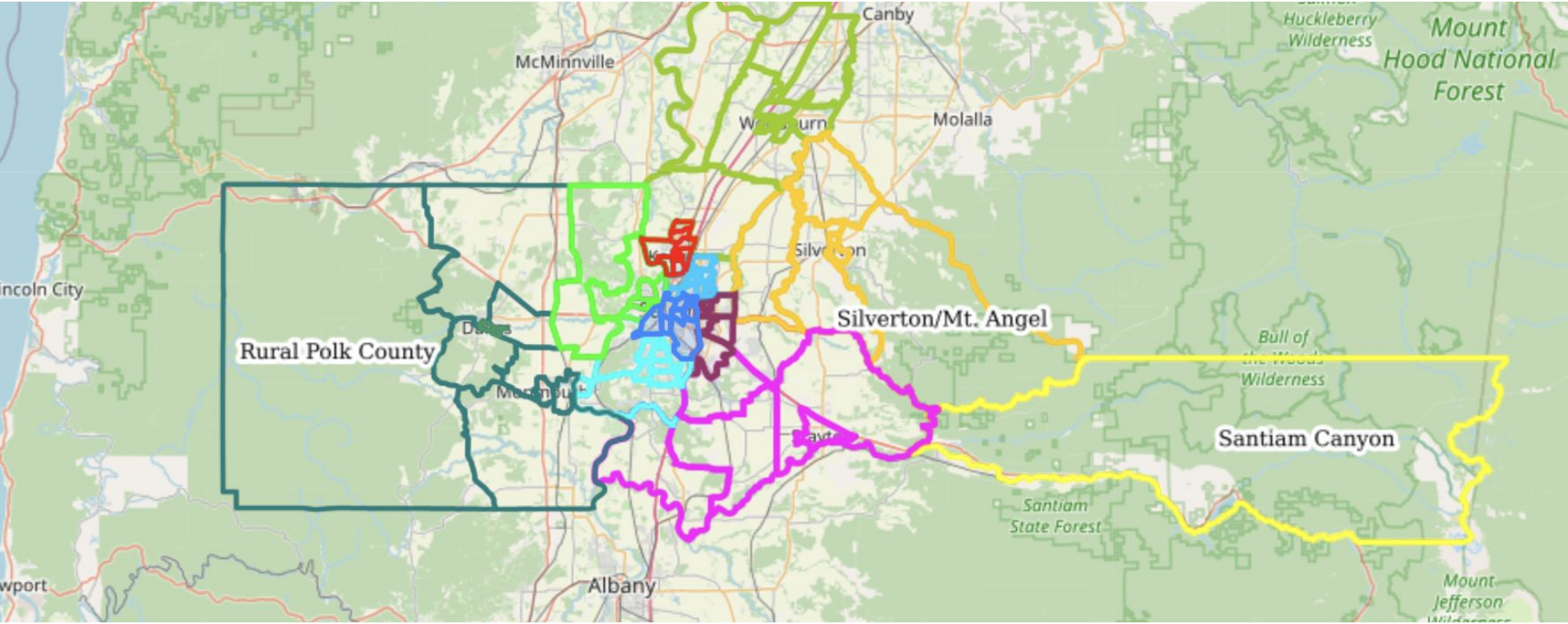
Marion-Polk 2025 Dates

Jan 22 = Night of the Count

Jan 23-29 = Data gathering window, front load activity

Marion-Polk Jurisdictions

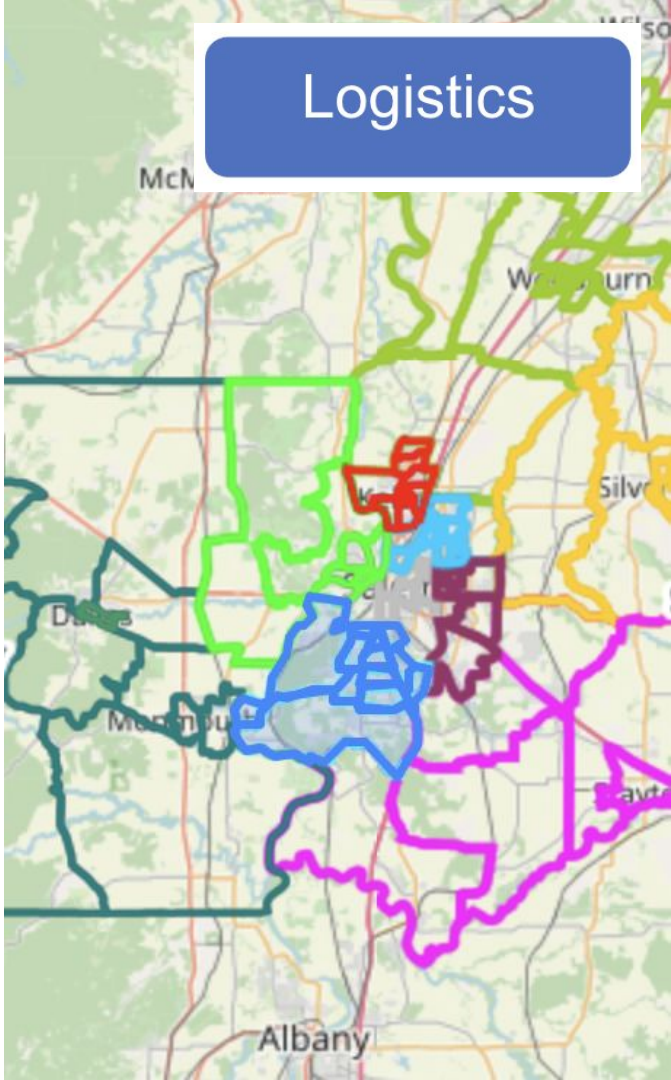
Logistics



Marion-Polk Jurisdictional Leads

Urban:
1- Salem: Gretchen Bennett
2- Keizer: Ben Crosby

Rural
1- Rural Polk: Ryan Pollard
2- Stayton/Santiam Canyon: Kim Dwyer
3- Silverton/Mt. Angel: Sarah White
4- Woodburn: Jesse Cuomo



Survey Settings

Logistics

1- Outreach/ Canvassing

2- Events (resource fair, meal site, etc.)

3- Surveys with your caseload

Supplies to Give Away

General

"Thank you for doing survey" gift

Survey Tool: Counting Us App

Logistics

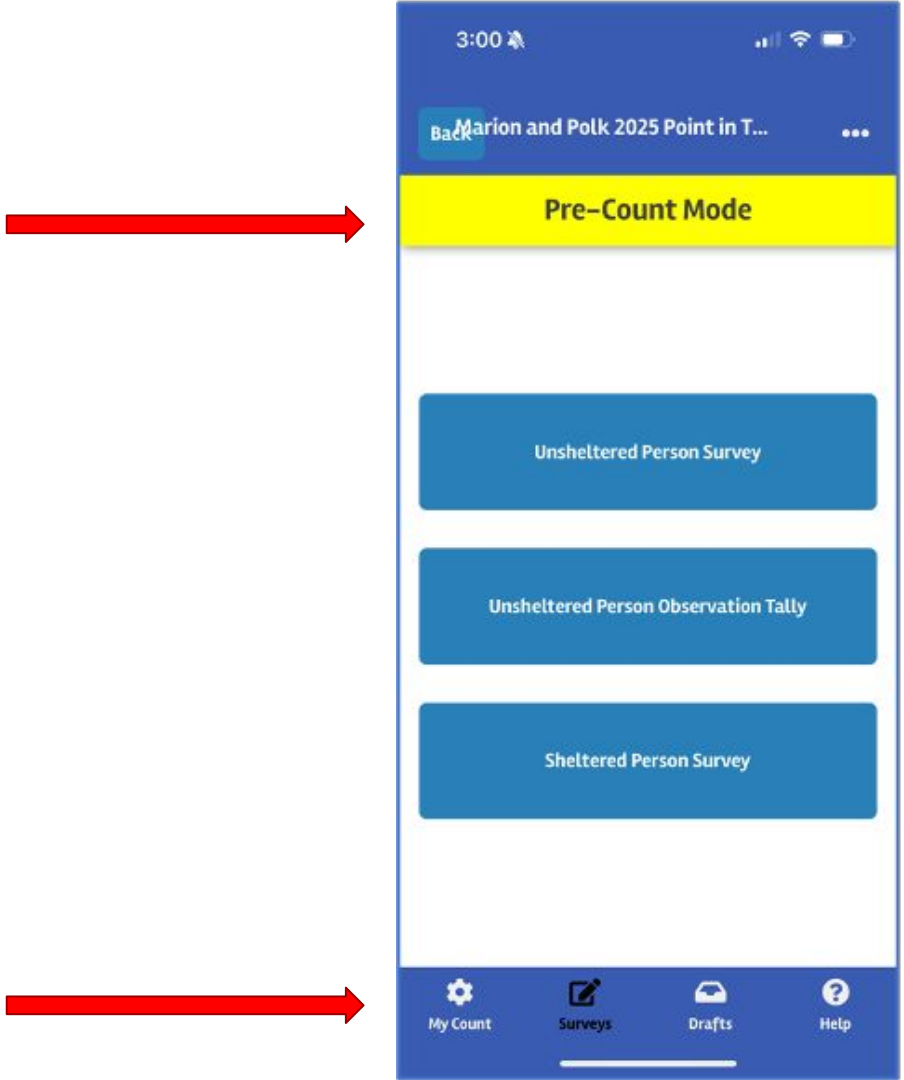
Download from your device's app store

Open it up now!
Explore … yes …
during the training!

Getting Started

Pre-Count Mode

“My Count” in the bottom left corner

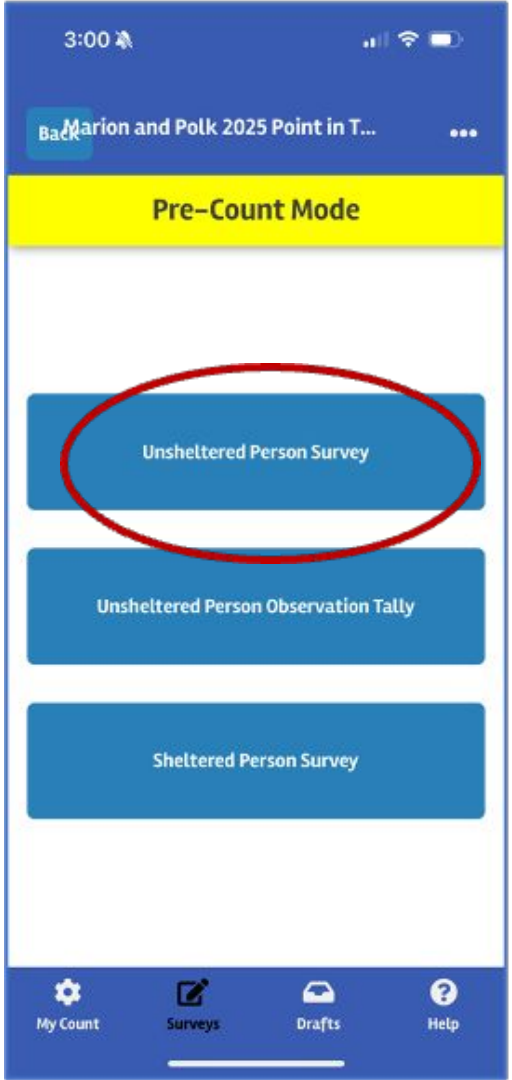


Unsheltered Person Survey

Language: English or Spanish (Chuukese, Marshallese also available in hard copy)

Household: Individual or Family

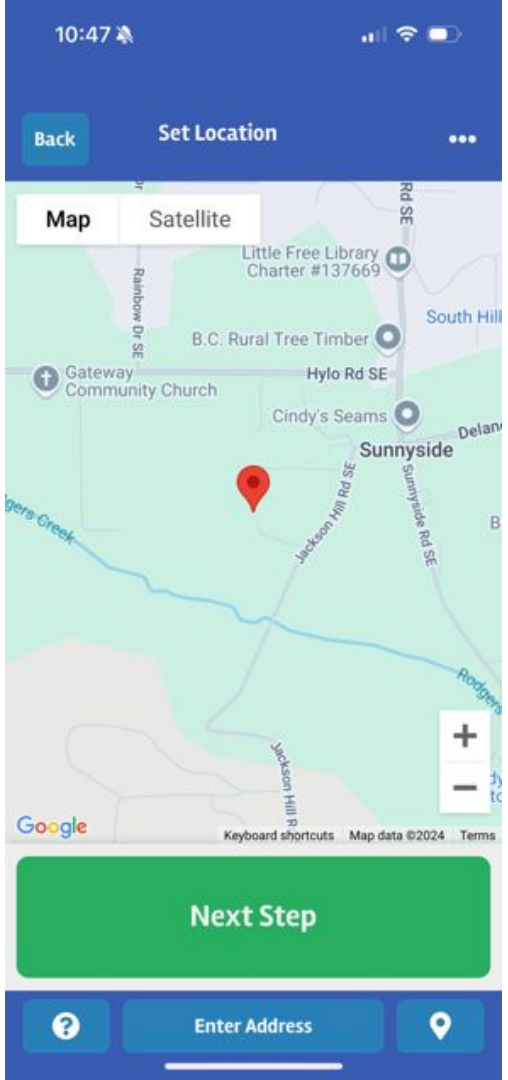
Already done survey?



Counting Us: GPS

GPS captures the exact location of each survey interaction

If no internet: proceed with survey, save as draft, upload once have service



Unsheltered Person Survey

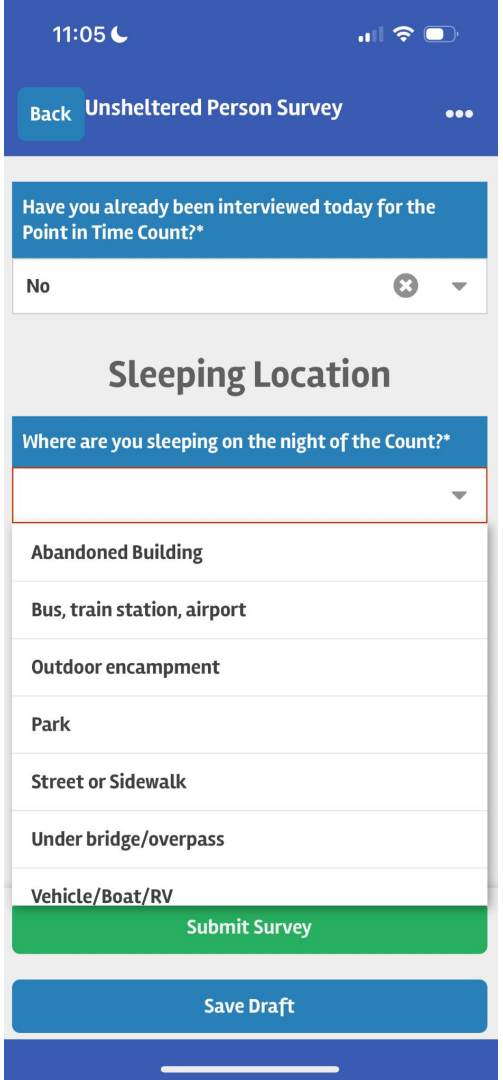
Where did you sleep the night of Wednesday, Jan 22?

Survey Continues:

- Abandoned building
- Bus/Train station
- Outdoor encampment
- Park
- Street or sidewalk
- Under bridge/overpass
- Vehicle/Boat/RV
- *With friend/family member (couch surfing)*

Survey Ends:

- Emergency shelter
- House or apartment you own or rent
- Hospital
- In a place being evicted from (within 2 weeks)
- Jail
- Motel/Hotel
- Transitional housing
- Treatment program



Unsheltered Person Survey

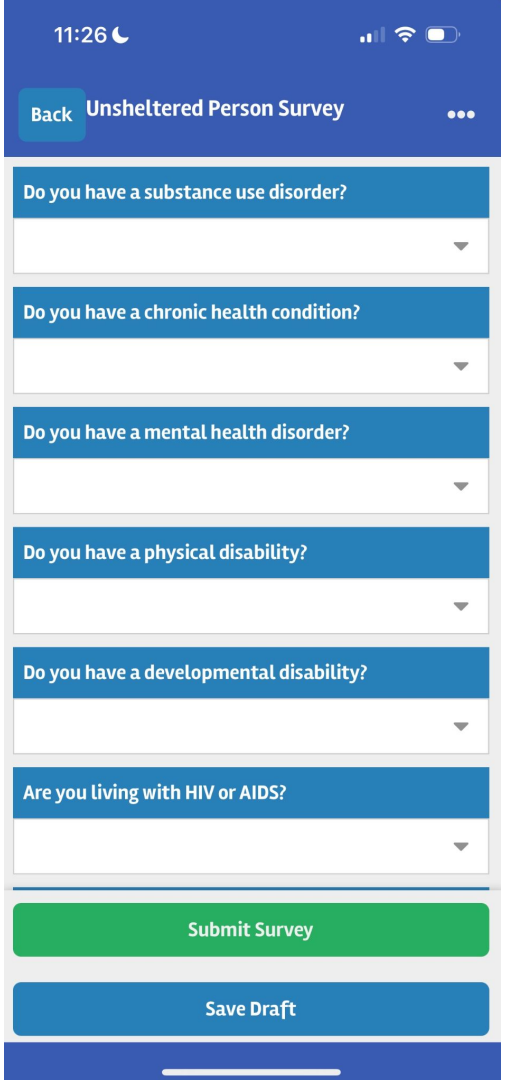
Do you have a …

- Substance Use Disorder
- Chronic Health Condition
- Mental Health Disorder
- Physical Disability
- Developmental Disability

Are you living with HIV/AIDS?

Are you a survivor of domestic violence?

Ok for respondent to skip questions!
Only ask these questions of 18+



Unsheltered Person Observation

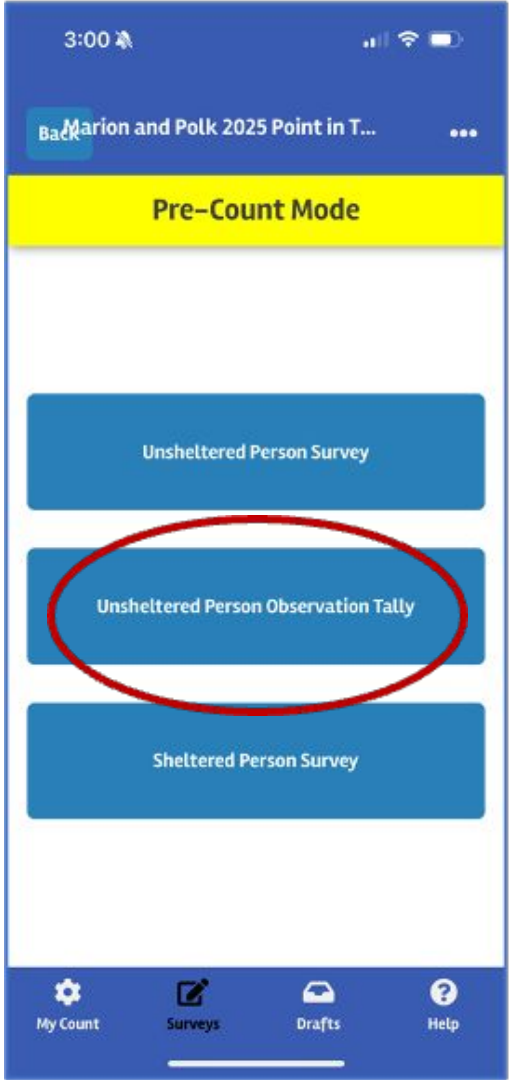
First two days: Jan 23-24

WHY: sleeping, incapacitated, safety concerns, language barrier, person declined, lack of time

OBSERVE: age, gender, race

NOTES: please add details for de-duplication (color of jacket, describe dog, etc.)

Use sparingly! The expectation is to do the Count primarily with surveys and an occasional observation … only as needed.



Prepare to Help with PIT

Logistics

Sign up

Volunteer portal:

marion-polk.pointintime.info

Tell us where and when you can volunteer

Download App

Counting Us App

Free in your device's app store

Attend Training

On Zoom (pick one):

12/16 Mon at 12pm

1/8 Wed at 5:30pm

1/21 Tue at 12pm

Logistics

What's Next?

More Info?

https://mwvhomelessalliance.org/2025-point-in-time-count/

When and Where is my Shift?

Watch for an email from the Counting Us Command Center

Thank you for attending!
Thank you for volunteering!
Questions?

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