# 500 LIVES 500 HOMES

Ending homelessness in Brisbane one person, one family at a time

**500 Lives 500 Homes** - a coalition of government and non-government agencies supported by the Queensland Government's **Home for Good** initiative and Brisbane City Council

# 50 LIVES 500 HOMES

Ending homelessness in Brisbane one person, one family at a time

Coalition to
# End Homelessness in Brisbane

- Australian Red Cross ● **Big Issue** •
● **Brisbane Youth Service** • Centacare •
● CheckUP • Churches of Christ Care Housing Services ●
● Common Ground Queensland • **Footprints in Brisbane** ●
● Greater Metro South Brisbane Medicare Local •
• Homeless Health Outreach Team, Queensland Health •

● Institute for Urban Indigenous Health ● **Kyabra Community Association**
● Local Government Association of Queensland •
• **Mater Health Services** ● Micah Projects ●
• New Farm Neighbourhood Centre ● Nextt ● Ozcare
● **Queensland Council of Social Services** •
• Queensland Department of Housing and Public Works •
• Queensland Injectors' Health Network •
• **Queensland Police Service** •
● Queensland Public Interest Law Clearing House •
• Salvation Army • Services Collaborating for Young People •
• Silky Oaks • **St Vincent De Paul Society** ●
• Supported Accommodation Providers Association Inc •
● **Tzu Chi Foundation** • Wesley Mission Brisbane •
• Youth Emergency Services •

# Agenda for today

10:30        100,000 Homes Campaign – Linda Kaufman

10:50        Team Leader role – Linda Kaufman

11:20        VI-SPDAT survey training – Linda Kaufman

12:05        Logistics – Janelle Kwong and Maria Leebeek (Micah Projects)

12:35        Thank you and closing questions - Maria Leebeek

12:45        Light lunch

Brisbane Registry Fortnight

100,000 HOMES

For 100,000 homeless Americans by July 2013
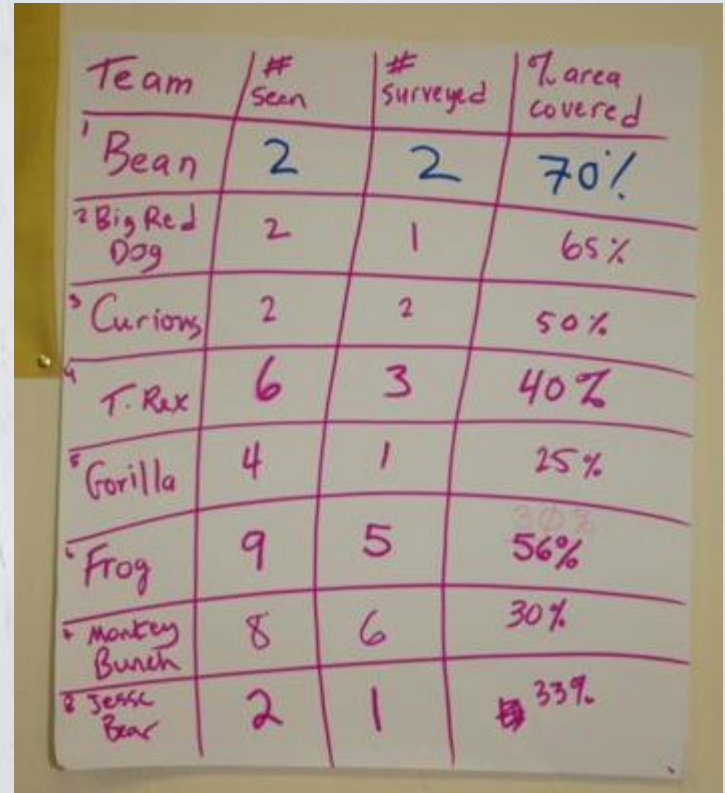
www.100khomes.org

# Who we are

- The 100,000 Homes Campaign is a national movement of change agents working together to house 100,000 vulnerable and chronically homeless individuals and families by July of 2014.  And we work in Brisbane!

# Who we are

Glendale had 8 teams and about 35 volunteers.

And named their teams after stuffed animals – and it worked just fine.



100,000 HOMES

# Vulnerability Index and SPDAT

- Based on research done by Dr. Jim O'Connell and Dr. Stephen Hwang out of Boston's Health Care for the Homeless
- More than 6 months homeless AND at least one of the following:
    - End Stage Renal Disease
    - History of Cold Weather Injuries
    - HIV+/AIDS
    - Liver Disease or Cirrhosis
    - Over 60 years old
    - Three or more emergency room visits in prior three months
    - Three or more ER or hospitalizations in prior year
    - Tri-morbid (mentally ill+ abusing substances+ medical problem)

**100,000 HOMES**

# Vulnerability Index and SPDAT

Research basis for the SPDAT:

- 4 of 7 people who are homeless exit homelessness on their own
- 2 of 7 need brief and shallow support
- 1 of 7 needs permanent assistance with housing and support services
- We can determine who is who

**100,000 HOMES**

# Vulnerability Index and SPDAT

Development of the SPDAT

● Under the advisement of an outside panel of experts

● After an extensive review of existing literature and assessment tools

● Following several rounds of on-the-ground testing and refinement

● With ongoing, comprehensive rounds of evaluation and monitoring by OrgCode

● Through multiple independent, outside evaluations

100,000 HOMES

# 100k Homes Model



Start Here →

Step 1:
Build the local team

Step 2:
Clarify the demand

Step 3:
Line up the supply

Step 4:
move people into housing

Step 5:
Help people stay housed

100,000 People Housed

# Team Leader role

Intent

- *Thoroughly canvass your entire area*
- *Attempt to survey every person found who is in your demographic*
- *Track refusals and give people who refused a second opportunity to do the survey the next day*
- *Support and provide appropriate guidance to your team*
- *making sure all the work gets done and each volunteer has a positive experience*

**100,000 HOMES**

# Team Leader role

What does success look like?

- Everyone in your area is approached and asked to do the survey
- 90% or more agree to do the survey
- 85% or more agree to have their picture taken
- No volunteers get lost or hurt
- Volunteers have a great experience and want to continue to stay involved

100,000 HOMES

Contingencies and Things that Can Go Wrong
- The Rogue volunteer
- The Chicken volunteer
- You finish your area early
- you run out of camera batteries, pens, $5 food cards, etc.
- Safety safety safety!

**100,000 HOMES**

# Teams

- Can everybody move so that they are sitting with the people they will be surveying with during Registry Fortnight.

- This is your team for Registry Fortnight.

# Survey tools

- There are two survey tools being used in the Registry Week:

1. The Vulnerability Index – Service Prioritisation Decision Assistance Tool (Individuals)

2. The Vulnerability Index – Service Prioritisation Decision Assistance Tool (Families)

- Which tools you use will depend on your team.

# Survey tools

Research basis for the survey tool:

• 4 of 7 people who are homeless exit homelessness on their own

• 2 of 7 need brief and shallow support

• 1 of 7 needs permanent assistance with housing and support services

• We can determine who is who

## Scoring

How people answer the questions will give them a score

**≥ 10** - the individual is recommended for a Permanent Supportive Housing/Housing First Assessment.

**5 – 9** - the individual is recommended for a Rapid ReHousing Assessment.

**0-4** - the individual is not recommended for a Housing and Support Assessment at this time.

Scoring will be done automatically by the database system

## VERY IMPORTANT

No one can complete a survey if they did not attend the training today

You are not able to train others in how to do the survey

Surveys cannot be conducted by phone, only face to face

Can arrange a time to survey face to face with people who call in for assistance

# Team leaders

- Teams are composed of people surveying in a particular area/location

- Team leaders to be self-selected today during logistics

- Team leader is responsible for supporting/organising their team

- Ensuring surveys collected from Micah Projects on Monday 24th march, and completed surveys returned daily

- Track refusals/unable to wake

- Look after any allocated volunteers

# Team leaders

- What does success look like?

- Every eligible person in your survey location is approached and asked to do the survey

- 90% or more agree to do the survey

- 85% or more agree to have their photo taken

- No volunteers (or workers!) get lost or hurt

- Volunteers have a great experience and want to continue to stay involved

# Who are we surveying

Primary, Secondary and Tertiary homeless

•Primary homelessness is experienced by people without conventional accommodation (e.g. sleeping rough or in improvised dwellings);

•Secondary homelessness is experienced by people who frequently move from one temporary shelter to another (e.g. emergency accommodation, youth refuges, "couch surfing");

•Tertiary homeless/Vulnerably housed
- is in a dwelling that is inadequate; has no tenure, or if their initial tenure is short and not extendable
- does not allow them to have control of, and access to space for social relations
- and/or at risk of losing tenancy without formal support

# Survey process

Steps in the survey process

- Approach person, introduce self and explain what you are doing

- Explain consent and obtain signatures

- Ask the survey questions and complete the survey

- Take photographs (if person consents) along with photo of p.3 of survey form

# Survey process – Street team specifics

- Guidance regarding waking people up

- Torches

- Don't survey outside your area

# Surveying Do's

- Introduce yourself and explain what you are doing

- Be sincere and thank people for their time

- Remain calm and de-escalate any tense situations

- Keep aware of your surroundings

- Stay out of tight or enclosed spaces

# Surveying Do's

- Maintain appropriate distance

- Honour requests to not participate or have photos taken

- Approach if uncertain about homelessness

- Keep your mobile on you

- Check with team leader and refer to the contact numbers if you need assistance of any kind

# Surveying Don'ts

- Touch people to wake them up

- Invade personal space

- Mandate participation in the survey or photos

- Panic

- Put anyone in danger

- Be judgemental

- Promise housing or services

# Surveying Don'ts

- Give money or offer rides

- Deviate from the survey

- Separate from your team (if surveying outside of a service centre)

- Use fancy technology or flashy belongings in front of survey respondents

- Wear all black

- Share any confidential info or photos of participants

# Refusal/Unable to Awake Tracking Sheet

| Date | Interviewer | Location | Sex | Ethnicity | Age |
|------|-------------|----------|-----|-----------|-----|
| _____ | _____ | _____ | M / F | _____ | \_\_\_\_\_ |
| _____ | _____ | _____ | M / F | _____ | \_\_\_\_\_ |
| _____ | _____ | _____ | M / F | _____ | \_\_\_\_\_ |
| _____ | _____ | _____ | M / F | _____ | \_\_\_\_\_ |
| _____ | _____ | _____ | M / F | _____ | \_\_\_\_\_ |
| _____ | _____ | _____ | M / F | _____ | \_\_\_\_\_ |
| _____ | _____ | _____ | M / F | _____ | \_\_\_\_\_ |

# Body language

- Don't crowd anybody

- Aim for 45 degree angle when surveying

# Clothing

- White t-shirt with your 500 Lives 500 Homes badge prominently displayed while conducting surveys

# Teams in Action

# Body Language

# Body Language #1

# Body Language #2



- Safety First
- Assertive
- Respectful
- Sensitive
- Persistent

# **Photographs**

➢ Why do we need pictures?

# Photograph process *For people who have signed the Photographer Agreement*

1.  Gain consent

2.  Take photo of person and photo of consent page of survey

3.  Email photo of person to Micah Projects:

    **Email address:** registry.pics@micahprojects.org.au

    **Subject line:** "Consent 1" *or* "Consent 2"

    **Body of email:** Firstname Lastname

4.  Wait for notification that Micah has received your email.

5.  Delete both photos from your phone .

6.  Delete the original email from your sent items.

# Photograph Use Permission

3 levels of consent

•I agree to the use of my photograph for the purpose of identifying me as part of this survey project only

•I agree to the use of my photograph for the purpose of identify me and for release to the media, internet and social media as part of telling the story of this survey project, and would like to be identified as_____

•I do not agree to being photographed

## Photograph Use Permission

Micah Projects and approved partners for 500 Lives 500 Homes request permission to take your photo for the purpose of identifying you as part of this advocacy project. With your permission, we may also like to use the photograph in printed publications, websites, social media and other communications materials as part of telling the story of this survey project. Please select from below:

( ) I agree to the use of my photograph for the purpose of identifying me as part of   ← "Consent 1"
 this survey project only

( ) I agree to the use of my photograph for the purpose of identifying me and for release   ← "Consent 2"
 to the media, internet and social media as part of telling the story of this survey project,
 and would like to be identified as:

_____

( ) I do not agree to being photographed     ← No consent

# Bad Picture

# Bad Picture



2007 12 13

45

# Good Picture

# Good Picture

# Picture of Survey

# Picture Technique #1

# Picture Technique #2

# Picture Technique #3

# Survey tool - Individuals

Take out your copy of the VI-SPDAT for Individuals and lets go over it

- Vulnerability

- SPDAT domains

  - History of homelessness

  - Risks

  - Socialisation and daily function

  - Wellness

  - Extra questions (do not influence scoring, but still very important)

# Survey tool - Families

Take out your copy of the VI-SPDAT for Families and lets go over it

• Vulnerability

• SPDAT domains

- History of homelessness

- Risks

- Socialisation and daily function

- Wellness

- Extra questions (do not influence scoring, but still very important)

# Which tool??

Depends on who you are surveying

# Consent explanation

Read through the Consent Form page (first page of survey tool)

What are the key points to explain?

# Key points to explain

- Asking questions about health and housing

- Participation is voluntary

- Can skip any questions

- Information will be stored and kept safe

- Information will be shared only to progress their access to health or services

- Only information essential to providing services and improving access to housing will be shared

# Key points to explain

- Collective findings from the survey that do not identify individuals will be used to inform the broader community

- Persons receiving information will treat it confidentially

# Practicing consent explanation

- With 1 or 2 members of your team

- Take turns practicing introducing self, explaining the survey, and explaining consent

- Give each other feedback

# Reviewing and practicing survey

Practice the survey you will be using most frequently

•We'll go section by section

•Ask questions!

•We'll pause a few times along the way for you to practice

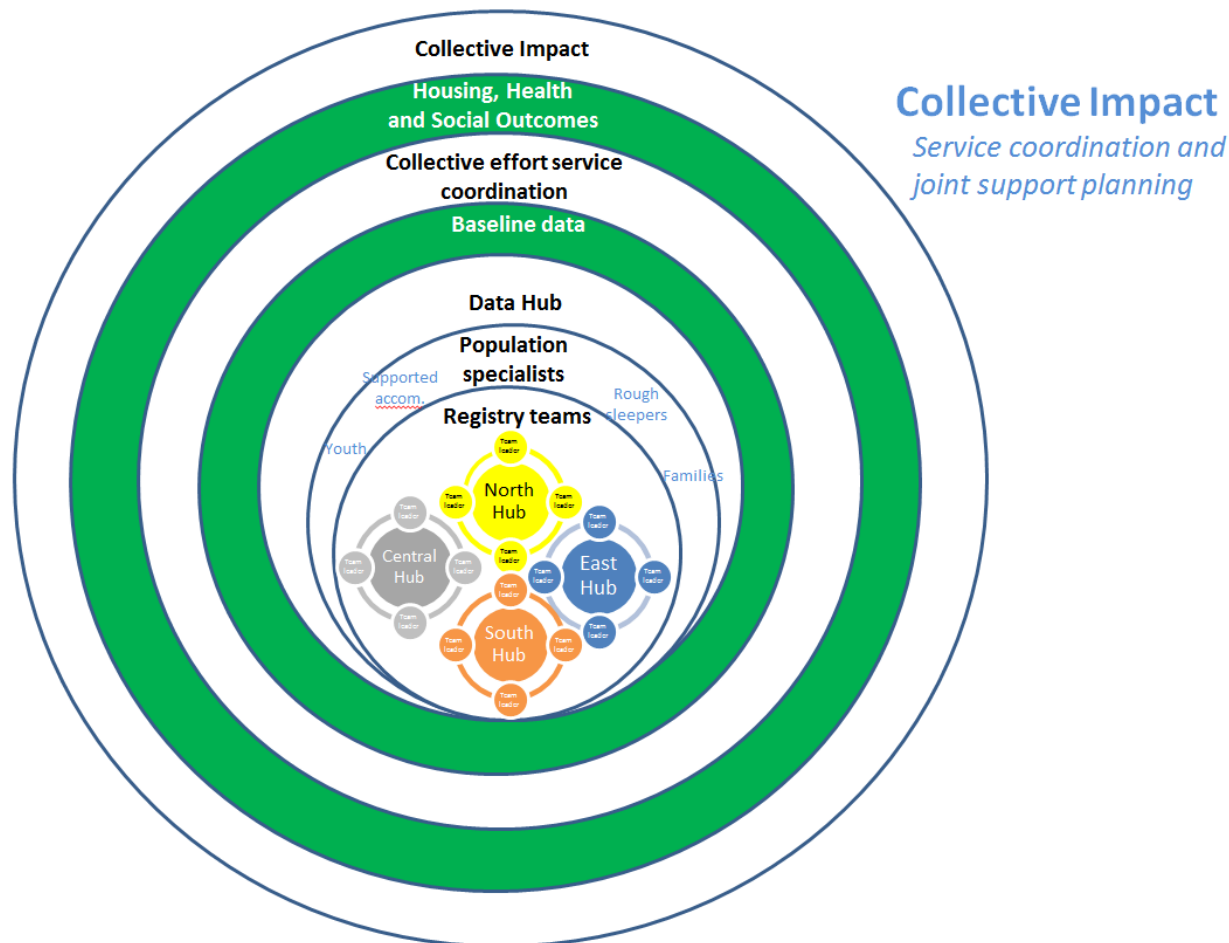•May want to practice at home or back at your workplaces as well
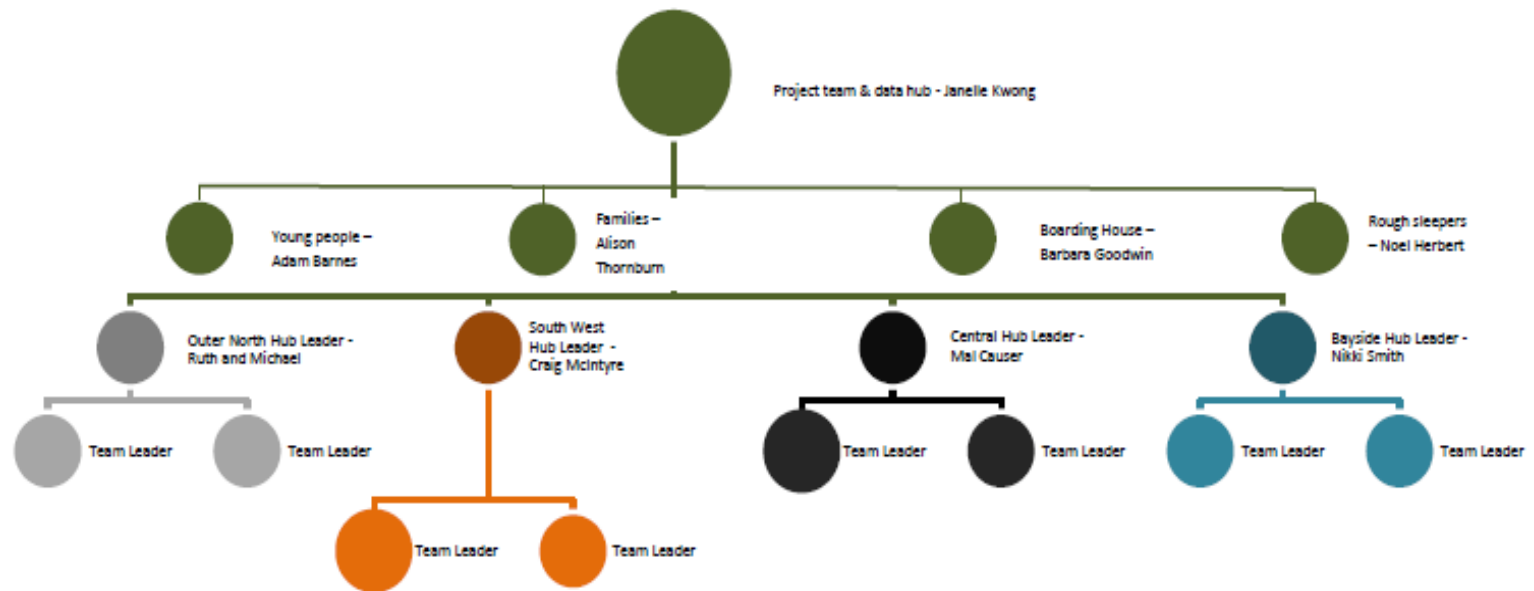
Logistics



Before surveying → During surveying → After surveying

# How has Brisbane Registry been organized?

# How has Brisbane Registry been organized?



Project team & data hub - Janelle Kwong

Young people – Adam Barnes

Families – Alison Thornburn

Boarding House – Barbara Goodwin

Rough sleepers – Noel Herbert

Outer North Hub Leader - Ruth and Michael

South West Hub Leader - Craig McIntyre

Central Hub Leader - Mal Causer

Bayside Hub Leader - Nikki Smith

Team Leader   Team Leader

Team Leader   Team Leader

Team Leader   Team Leader

Team Leader   Team Leader

# Your participation

- Conducting surveys

- Meeting the Confidentiality obligations

  – Participant confidentiality form

  – Participant photographer agreement (this we will outline later)

# Populations specialist

- Responsible for overseeing population groups
  - Identify key agencies/individuals that need to be accessed during the Brisbane Registry period.
  - Collection of surveys during the Registry period
    - Liaise with Hub Leaders (geographic) to ensure that the access points have been surveyed during the registry period.

# Role of Hub Leaders - geographic

- Responsible for overseeing a geographical area

  – Coordinate regional implementation for Brisbane Registry

  – Bringing team leaders together at the beginning of the Brisbane Registry period to distribute surveys

  – All surveys are numbered and coded – as per Hub Leaders Spreadsheets

# Role of Hub Leaders - geographic

- Responsible for overseeing a geographical area

  - Provide support to team leaders and surveyors in the collection of surveys (cross –reference to spreadsheet) during the Registry period

  - Drop-off surveys into the Data hub (obtain receipt of drop-off) – with the exception of the Central region where team leader will drop surveys directly to the data hub

  - Liaise with population specialist to ensure that all access points have been covered

# Team leader roles

- Linda has covered the role that team leaders but in terms of logistics there are some other items to consider.

# Team leader roles

- Pick up surveys from the Hub Leaders

- Give to the surveyors

- Ensuring everyone is going where they need to go to conduct surveys

# Team leader functions

- Delegate or do

  - Team photographer – will each person do this as they go or does one person do this as others are surveying

    - Participant photographer agreement (this we will outline later)

  - Team proofreader – will the team leader have a quick check or will there be one person who will look over

  - Team muse – who will be posting and twittering

# Team leader roles

- Critical incident responses and reporting

- Drop off finished surveys to the Hub Leaders

Logistics

Before surveying

# Before surveying

- Check you have the surveys for the site allocated – these are on the envelopes provided to you

Access point
Person
Code and #

Logistics

During surveying

# Know where you are going

- Ensure you know what shifts you are doing during Registry Week.

- Once you have finished a survey you must treat it as CONFIDENTIAL INFORMATION

- Immediately place into a return envelope provided and seal at the end of the day or as soon as practicable.

- Hand the sealed envelope to Team Leader

# When things go wrong

- VI-SPDAT is eaten by the dog

- VI-SDAT is damaged and unusable


- DO NOT DESTROY – JUST MARK VOID and put it with your finished surveys

# When things go wrong

- If you have filled out a VI-SPDAT instead of a VI-Families SPDAT or vice verse

- DO NOT DESTROY – JUST MARK VOID and put it with your finished surveys and start again

# Critical incidents

- Young people under 16

  – If you have found a young people who is under 16 and unaccompanied it is essential that you contact your Team Leader who will also contact Micah

- Medical issues

- Mental Health

# Incident reporting

- All incidents must be reported to Team Leaders and Micah Projects immediately.

- Formal Incident records will be kept at Micah Projects.

# What not to do

- Bring along other people who have not registered as volunteers

- Bring money or valuables

- Enter squats or enclosed spaces

- Approach someone who is behaving dangerously or erratically

Logistics

After surveying

## After surveying

- Lastly don't forget to hand back to your team leader the surveys that you haven't used

Logistics

Before surveying → During surveying → After surveying

# Checklist

- Keep your Handbook on you at all times while conducting surveys.

- Keep your mobile phone on you at all times

- Ensure you know what shifts you are doing during Registry Week. Do not leave the training without clarifying if you are unsure

- Ensure that you have recorded all necessary phone numbers in an easily accessible location

- Ensure you have completed the following forms:
  - Participant Confidentiality Form
  - Participant Photographer Agreement (if required)

# 500 LIVES 500 HOMES

Ending homelessness in Brisbane one person, one family at a time

**Please join us to celebrate our efforts at the:**

# 500 LIVES 500 HOMES COMMUNITY FORUM

## Guest Speaker: Hon. Tim Mander MP
Minister for Housing and Public Works

## 10.30am Friday 4 April 2014

The Marquee, Victoria Park Golf Complex
223 Herston Road, Herston Q
Morning tea and a light lunch will be provided

**RSVP**s are essential by Tuesday 1 April 2014
email: rsvp@micahprojects.org.au or phone 3029 7000

Supported by the Queensland Government's
**home for good** initiative.

**home** FOR **good**

Queensland
Government

# Remaining Questions??

# Wrap up and reminders

- Collect your surveys and lanyards on Monday the 24th March

- Wear a white shirt with your 500 Lives 500 Homes badge while surveying

- Review your handbook prior to Registry Week

- Make sure your phone is fully charged and ready to go

# Wrap up and reminders

- MAKE SURE TO SIGN AND HAND IN ALL YOUR DOCUMENTATION

  - Participant Confidentiality Form

  - Participant Deed of Release

  - Participant Photographer Agreement (if required)

- Make sure you've signed the attendance sheet for todays training

  (No signature = no surveying)

- Hand back the copies of the survey tools you used for training

# Contact Information



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100,000 HOMES