

## **Terms of Reference:**

### **Request for Qualifications**

### **2017 Homeless Count**

**Posted: June 20, 2016**

**Submissions due: July 15, 2016, by 4:00 PM local time**

**Submissions must be emailed in pdf format to: [HPSCE-MV@metrovancover.org](mailto:HPSCE-MV@metrovancover.org)**

**All questions must be submitted with the subject "2017 Count RFQ" to:  
[HPSCE-MV@metrovancover.org](mailto:HPSCE-MV@metrovancover.org)**

**RFQ is posted by the  
Homelessness Partnering Strategy  
Community Entity for the Metro Vancouver Region**

## **PREAMBLE**

This terms of reference and the 2017 Homeless Count are in accordance with the federal Homelessness Partnering Strategy 2014-2019 funding objective to invest the 2014-2019 program funds for the Homelessness Partnering Strategy based on the HPS Community Plan priorities for the Metro Vancouver region.

Specifically, the 2017 Homeless Count aligns with the HPS Community Plan priority “to improve data collection and use”.

This document is the terms of reference for conducting the 2017 Metro Vancouver Homeless Count. It provides background information on the Count, describes the methodology, includes a project work plan and budget, and sets out the roles and responsibilities of project team members, within the time frame of June 2016 – December 2017.

Service providers, planners, community groups, health authorities, municipalities and funders, use Homeless Count data to assist in policy development, planning, and prioritizing programs and services to address the needs of people who are homeless. The Count is also used for public education and to increase awareness about homelessness, and the challenges and keys to addressing it.

This terms of reference sets out the strategy for conducting the 2017 Homeless Count. It reflects feedback on the 2014 Count process from the HPS Community Advisory Board (CAB), the Community Homelessness Tables (CHTs), and other stakeholders.

Respondents to this terms of reference are requested to provide qualifications in support of their interest and capacity for the lead role in planning, implementing and reporting on the 2017 Homeless Count.

## **1. Purpose**

### **A. The Count**

As per the 2014-2019 Agreement with Canada, the Homelessness Partnering Strategy (HPS) Community Entity (CE) for the Metro Vancouver region is required to hold a Point in Time Count on homelessness in the region to determine the size and demographic profile of this population. There have been five Homeless Counts in the region – 2002, 2005, 2008, 2011 and 2014. As per the direction of the HPS Community Advisory Board (CAB), the CE is conducting a 2017 Homeless Count, the timing of which retains and adds to the longitudinal values of the previous Homeless Counts in the region.

As in previous Homeless Counts, the 2017 Count must be a 24-hour point in time snapshot of homelessness in the region, consisting of two parts -- a night time component calculated to count people in sheltered facilities, and a day time component to count people on the streets and other non-residential locations.

The Count must occur within the last two weeks of the month of March 2017.

The CAB approved the allocation of up to \$245,000 of HPS funds to conduct the 2017 Homeless Count to cover all costs, e.g., direct costs, Coordinator stipends, and fees of the successful respondent.

The CAB directed the CE to post this terms of reference for an open Request for Qualifications for a consultant or partnership of consultants to conduct the 2017 Homeless Count, working closely with the CE and the Community Homelessness Tables.

The 2017 Homeless Count terms of reference for this RFQ is posted on the Metro Vancouver web site and may be downloaded at no cost; any additional information subsequent to the posting date will also be posted here:

<http://www.metrovancouver.org/services/regional-planning/homelessness/Pages/default.aspx>

This RFQ is also posted on BC Bid ( [www.bcbid.gov.bc.ca](http://www.bcbid.gov.bc.ca) ), as a link to the Metro Vancouver website.

### **B. Budget**

The 2017 Homeless Count will be funded with resources from the Homelessness Partnering Strategy and community contributions for specific activities of the Count, such as Coordinators' honoraria and support for Youth Engagement and enumeration. Based on the 2014 Count, the total Count revenue could be approximately \$275,000 including \$245,000 in HPS funds and \$30,000 community cash contributions to be raised by Consultants and/ or Project Team (the amount raised for 2014 Count). For Actual expenses in 2014 please see Appendix 4 for a detailed budget.

Reference: 2014 Homeless Count Draft Terms of Reference – with budget:

<http://stophomelessness.ca/homeless-counts/2014-metro-vancouver-homeless-count/>

### C. RFQ Review

Responses to the RFQ will be reviewed on the following criteria:

1	Respondents must be located in the Metro Vancouver region.	Yes/ No
2	Respondents, or a participating partner, must have experience conducting a homeless count in the Metro Vancouver region.	Yes/ No
3	Submission has been signed by the legal signatory(ies), as certification that your full proposal, including supporting documents, is accurate and complete – electronic signatures are acceptable for the RFP response.	Yes/ No
4	Do you owe a debt to Canada? A debt owed to Canada, must be disclosed.	Yes/ No
5	If answered “yes” to #3, a debt repayment plan must be provided.	Yes/ No
6	Audited financial statement and/or review engagement for the last 2 years must be provided, one per fiscal year (e.g. complete set for 2014 and complete set for 2015). If 2015 audit and/ or review engagement not complete please provide most recent year of completed audit and/or review engagement documents and 2015 balance sheet.	Yes/ No
7	Respondents must provide documentation and references attesting to their ability to perform and complete the Count with care, skill, due diligence and efficiency.	High/ Med/ Low
8	Respondents must propose a work plan, taking into account information in the terms of reference and Appendices 1-4.	High/ Med/ Low
9	Respondents must propose a budget, including consultant fees, any proposed third party costs, admin costs, and expenses, taking into account information in the terms of reference and Appendices 1-4.	High/ Med/ Low

All responses received will be considered only through the competitive process outlined in the terms of reference. The CE reserves the right to accept or not accept any or all submissions. All submissions will be reviewed by a team of community members with locally relevant expertise, in a transparent and fair process, concluding in recommendations to the CE for due diligence.

To assist in the evaluation of the RFQ responses, the CE may, in its discretion, but is not required to, seek clarification of a response or supplementary information or supporting documents from any or all respondents. HPS CE staff will conduct due diligence on all recommended submissions and make funding decisions. Every effort will be made to ensure that respondents receive timely notification on the outcome of their submission.

The CE holds final decision-making authority on any and all proposals recommended for HPS funds. The CE reports all decisions to the Metro Vancouver Housing Committee of the Metro Vancouver Board and the HPS Community Advisory Board.

## **D. Submissions Due**

Responses to this RFQ, are due **July 15, 2016 by 4:00 PM local time**

**Submissions must be emailed in pdf format to:** [HPSCE-MV@metrovancover.org](mailto:HPSCE-MV@metrovancover.org)

Hours of operation are 8:00 AM – 4:30 PM, Monday to Friday

All questions for clarification regarding the RFQ must be submitted with the subject “2017 Count RFQ” to: [HPSCE-MV@metrovancover.org](mailto:HPSCE-MV@metrovancover.org)

Respondents not awarded the contract may request to schedule a debrief in the last week of August or in September [HPSCE-MV@metrovancover.org](mailto:HPSCE-MV@metrovancover.org)

### **Submission Documents Checklist**

1. Debt to Canada repayment plan (if applicable; see #5 in table above)
2. Audit reports (#6 in table above)
3. Supporting documents - resume, references, relevant reports, etc (#7 in table above)
4. Work plan (see #8 in table above)
5. Budget (see #9 in table above)

## **E. Additional information**

Any personal information in this RFQ will be used solely for the purposes of the administration of the HPS funding process. Your personal information will be protected in accordance with the Freedom of Information and Protection of Privacy Act. For more information, contact Theresa Harding, HPS CE Manager: tel. 604/451-6678; email: [theresa.harding@metrovancover.org](mailto:theresa.harding@metrovancover.org).

2014 Homeless Count Final Report and other Homeless Count Reports:

<http://www.metrovancover.org/services/regional-planning/homelessness/resources/Pages/default.aspx>

## **2. Context**

Between 2002 to 2014, the former Greater Vancouver Regional Steering Committee on Homelessness (RSCH) had conducted a region-wide count of homeless individuals every three years. The main purpose of the homeless count is to enumerate and learn more about the homeless population in the Metro Vancouver region. Specific objectives for the 2017 Homeless Count include:

- Estimating the number of people who are homeless,
  - Including drawing upon existing data sources such as shelters, census, hospitals, jails, and housing data;
- Obtaining a demographic profile of people through the Count survey;
- Identifying long-term trends in the number and profile of people who are homeless.

Results of previous Counts indicated a need to explore other methodologies, in particular for counting the difficult to reach. In addition to working with community homeless tables in general,

there was particular emphasis in working with the Surrey Community Homeless Table. As such, the 2017 Count should aim to:

- Pilot a methodology specific to enumerating homelessness in rural and remote areas of Surrey
- Pilot a different methodology in a Surrey urban area

And in response to an increasing presence of homelessness on waterways, the 2017 Count should explore the feasibility, methodology and partnerships for piloting a first-time enumeration of homeless persons living on waterways and water bodies in the Metro Vancouver region.

The Fraser Valley Regional District will conduct a Homeless Count alongside the Metro Vancouver Homeless Count and will participate on the Metro Vancouver Project Team.

### **3. Count Methodology**

The 2017 Homeless Count will follow the same basic methodology and protocols used in previous Counts to ensure that the data is comparable. It will take place over a 24-hour period and will include both a nighttime and daytime component.

The nighttime component will include a count and surveys of people staying in emergency shelters, transition houses for women fleeing abuse, and youth safe houses. It will also include a count and process to obtain basic information on the age and gender of people with No Fixed Address (NFA) who stayed in jails, detention centres, hospitals and addictions facilities during the count.

The daytime component will include brief surveys to count and learn more about people sleeping or living on the street and other homeless people (e.g. people who are couch-surfing) who access homelessness services at locations where homeless people are known to assemble on the day of the count.

The 2014 Count involved over 800 community volunteers. The demand for volunteer support has increased significantly in recent years in keeping with the community's attempts to conduct a more comprehensive Count.

The 2017 Homeless Count will work with the Aboriginal Homelessness Steering Committee (AHSC) to ensure the Count is conducted in a culturally appropriate manner.

As in the 2014 Count, the AHSC might engage Consultants to work with Aboriginal service providers throughout the region to identify locations where Aboriginal people who are homeless are likely to be found and recruit Aboriginal volunteers to administer the survey with Aboriginal people.

The 2017 Homeless Count will build on experience from 2011 and 2014 to implement a youth strategy to address undercount issues for youth who are homeless and to make a special effort to reach out to this population. The strategy will include a Youth Coordinator to engage youth-serving agencies and outreach workers and set up at youth hubs on the day of the Count. The 2017 Count will integrate feedback and lessons learned from the 2014 Count.

For the 2017 Count these 2014 Count recommendations are to be considered:

- Use data already collected from social service agencies to provide more comprehensive data on the homeless population, if available and comparable, e.g., social assistance data showing the number of persons receiving social assistance funds without the shelter component.
- Reduce the number of questions that were asked in the 2011 survey to be more consistent with previous surveys and increase the response rate.
- Introduce an additional survey component to obtain information from individuals who are not homeless but who use services for people who are homeless on the day of the count. Service providers in the region have requested that an attempt be made to include this population to provide a more accurate assessment of the demand for their services and community needs. This component of the count will be an optional add-on for communities.
- Release the Homeless Count results together with an additional report on the population at risk of homelessness using the most recent census INALH data (In Core Housing Need and Spending At Least 50% of Income on Shelter) or other appropriate data sources.
- Update and utilize pre-existing pilot studies that have implemented a methodology to estimate the extent of hidden homelessness.
- Communities track the actual amount of time it takes to implement the Count to assist in planning for future Counts.

#### **4. Aboriginal Strategy**

- Engage with the AHSC and Aboriginal organizations early in the planning process to ensure the Count is conducted in culturally appropriate ways and that sufficient time is given to recruit an Aboriginal Coordinator, and to recruit and train Aboriginal volunteers.

#### **5. Youth Strategy**

- Engage with the youth sector early in the planning process to set up a Youth Steering Committee and recruit a Youth Coordinator.
- Recognize that agencies require time to engage youth.
- Provide for youth-specific training sessions and involve youth in training youth volunteers.

#### **6. Work Plan**

The following sections set out a summary of the tasks to be undertaken by the Consultants working with the community volunteers and HPS Community Entity to conduct the 2017 Metro Vancouver Regional Homeless Count. A complete list of the tasks and a schedule is provided in Appendix 1.

##### *Phase 1 – Planning (estimate June 2016 – October 2016)*

The purpose of this phase is to address all aspects of planning for the Count, including hiring a Consultant, assembling the project team, consulting with Community Homelessness Tables (CHTs) and the AHSC, updating the methodology and survey, developing a media strategy, and preparing the necessary letters and forms to recruit and track volunteers. It will also include collaboration

with the Fraser Valley Regional District communities, interested in participating in a simultaneous Count. Deliverables will include terms of reference and survey instruments approved by the HPS Community Advisory Board. The Consultant, project team and all necessary resources will also be in place to prepare for the count.

#### *Phase 2 – Count Implementation (estimate November 2016 – Mid-March 2017)*

This phase will include the recruitment and training of approximately 800 volunteers who will be the backbone of the Count. It will also include the identification of known locations where people who are homeless congregate, preparation of homeless location maps where volunteers will be sent to conduct surveys, assignment of volunteers to survey locations and shifts, instructions for all volunteers, acquisition of supplies for Count Day, identification and setting up of local volunteer hubs for Count Day, and management of the Count on the actual Count Day. The main deliverable will be completed surveys.

#### *Phase 3 – Data Analysis and Reporting (Mid-March 2017 – July 2017)*

This phase will involve data transfer from printed surveys to electronic (SPSS) format in March; analysis of the data to generate a series of reports to inform the public and community stakeholders on the results of the 2017 Count. Working with the Community Entity, a press conference will be organized to release the preliminary results of the Count in April. Consultation with MV Housing Committee and municipal stakeholders, the CHT and AHSC informs the press conference timing and stakeholder representation. Key deliverables of this phase will include a preliminary report on the results of the Count in April, followed by a final report in July.

#### *Phase 4 – Evaluation (August 2017 – December 2017)*

As in the past, and in the ongoing effort to improve the Count process through learning, a post-Count evaluation will be conducted among key participants, including community volunteers, partners and staff. The instruments of the evaluation will include an electronic survey and interviews with key roles. The main deliverable will be an evaluation report on the results of the surveys and interviews.

## **7. Project Management**

In keeping with the CE's requirement under its Agreement with Canada, and the direction of the CAB, implementation of the Count will combine the efforts of key stakeholders – the Project Team – working with the consultants. The Project Team is described below. Job descriptions and an organizational chart are detailed in Appendix 2, and roles and responsibilities are in Appendix 3.

- a. CE: as the Homeless Count is a deliverable under its Agreement with Canada, the Community Entity must provide overall project oversight in order to monitor alignment with HPS and the 2017 Count terms of reference, project risks, issues, schedule, and budget.
- b. Count Consultant will be responsible for project management, ensuring the Count is carried out as per the Terms of Reference and according to budget. The Lead Consultant will be responsible for day-to-day management of the project, including the planning, coordination of all project participants and stakeholders, and working with the CE, prepare the preliminary and final reports and media events. In addition, Consultant will work with the

Community Homelessness Tables (CHTs) and AHSC to recruit and train volunteers; track volunteers' participation, as well as document and maintain administrative records of Count activities. Evaluation of the Count, a survey of the key participating stakeholders, volunteers and coordinators and a report on these will also be the responsibility of the Consultant. Thank you letters to donors with a summary report on the application of their funds will be required at the end of the project.

- c. Project Team will consist of a representative of the CE, CAB, Council of CHTs, AHSC, Fraser Valley Regional District (FVRD) and function as an advisory group to the Count Consultant, sharing knowledge, information, documents, and whatever else might be useful for efficiencies and to avoid time in "reinventing wheels". The Count Consultant and Project Team will meet early in the contract to scope the working relationship.
- d. Count Advisors. The Count Advisor will provide advice on the Count methodology, survey, implementation issues, communications, data entry, data cleaning, analysis, and the preliminary and final reports. The Count Advisors will be persons with Count experience in Metro Vancouver Homeless Counts. The Count Advisors must include at least one person on the Aboriginal Homelessness Steering Committee. Consultant, will recruit the Advisors, with support of the Project Team.
- e. Count Coordinators. Working with the CHTs and the AHSC, the Consultant will secure resources for:
  - Nine (9) Area Coordinators to support communities throughout Metro Vancouver to implement the Count; each Coordinator is attached to a corresponding Area Hub.
  - Aboriginal Coordinator - as recommended by the Aboriginal Homelessness Steering Committee (AHSC), a Consultant might be engaged by the AHSC to work with Aboriginal service providers throughout the region to identify locations where Aboriginal people who are homeless are likely to be found and to recruit Aboriginal volunteers to administer the survey with Aboriginal people. A particular focus will be given to Aboriginal homelessness in the Surrey Urban Count pilot methodology.
  - A Youth Coordinator to implement a youth strategy to address undercount issues for youth who are homeless and to make a special effort to reach out to this population.
  - Additional coordinators will be required to coordinate data collection in the shelters, obtain data from health and corrections facilities that serve people who are homeless (No Fixed Address), and to assist with communications.
- f. CHTs/communities. The CHTs will play an important role in assisting the Consultant to recruit volunteers, identify locations, assign volunteers to locations, and provide volunteers with the instructions, maps, and the support they need to carry out the Count and complete surveys as required. It is expected that the City of Vancouver (CoV), through the Housing Policy Division, will assume these functions for the Count in Vancouver. The Consultant will meet with members of CoV, CHTs/communities to ensure the Count is implemented consistently across the region, brainstorm issues that arise, identify workable solutions, review the draft preliminary and final reports, and receive feedback about lessons learned from the 2017 Count.

- g. CAB will be responsible for approving the draft Terms of Reference, the methodology and preliminary and final reports on the results of the 2017 Homeless Count.

**Appendices 1 – 4 below.**

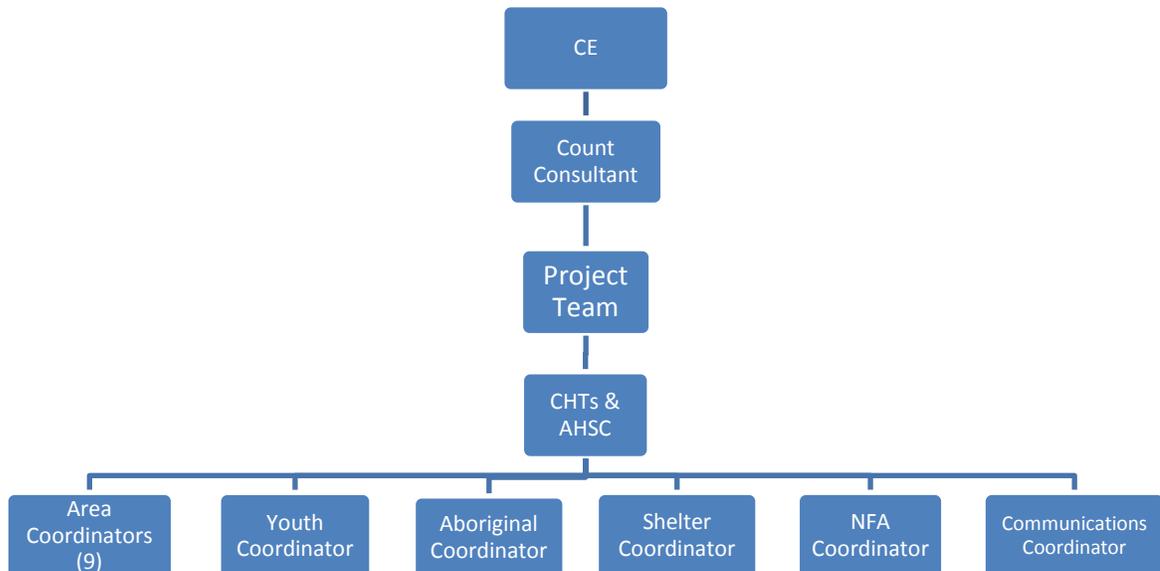
<b>Appendix 1 – Work Plan and Schedule</b>
<b>Planning</b>
1. Meet with CE to review scope and detail of 2017 Count
2. Establish 2017 Homeless Count Project Team - representative of CE, CAB, Council of CHTs, AHSC, FVRD, Count Advisors
3. Consult with CHTs, City of Vancouver, AHSC, FVRD, Abbotsford, and other key stakeholders, such as Transport Canada Safe Waterways, Corrections/ jails and hospitals
4. Raise Funds for Count specific activities such as Coordinators’ honoraria and support for Youth Engagement (see 2014 community contributors)
5. Purchase liability insurance for volunteers on behalf of CAB
6. Discuss and set Survey Questions including core questions from HPS 2016 Point in Time Guide
7. Establish CHT or Regional Area Hub coordinators and communications
8. Prepare list of shelters to assist in planning for volunteers
9. Complete review of methodologies working with Council of CHTs (students of Kwantlen Polytechnic University Surrey campus), survey and protocol and recommend changes as needed
10. Prepare volunteer tools and processes (e.g., recruitment letters, registration forms, training plan)
11. Develop process to receive volunteer forms, track volunteers, and provide information to Coordinators
12. Agreement on methodologies for pilots: Surrey Rural and Remote Count, Surrey Urban Count, Waterways Count
13. Engage CHT Coordinators (or Area Hubs), Shelter Coordinator, NFA Coordinator, Aboriginal and Youth Engagement Teams, Waterways Coordinator, and FVRD and Abbotsford; outreach for income assistance data. Stipend provided to Coordinators – see 2014 Count budget
<b>Implementation – working with CHTs and Project Team</b>
14. Ongoing regular meetings with Project Team
15. Recruit volunteers
16. Ongoing coordination with each CHT/ Hub Coordinator, Shelter, NFA Coordinators, Aboriginal and Youth teams, Waterways Coordinator, and FVRD and Abbotsford
17. Ongoing coordination with CHTs/communities to ensure consistency and brainstorm issues
18. Identify and prepare list of all nighttime (sheltered) locations (shelters, transition houses, safe houses, and NFA locations- develop data collection strategy for each
19. Identify and prepare list of all daytime locations and prepare maps (street locations, lanes, parks, line-ups, service agencies that will conduct client interviews, and youth hubs)
20. Assign volunteers to locations. Inform volunteers of proposed route and partner - inform them of training session dates and locations
21. Prepare assignment sheets, instructions, and maps/routes for volunteers - for inclusion in packages
22. Register volunteers for training sessions
23. Get supplies: buttons, cigarettes, candy, counters, surveys, and instructions
24. Create packages for each volunteer team (i.e. map, instructions, pens, candy & cigarettes)
25. Set up one or more area stations in each community for Count Day: arrange for coffee/refreshments, prepare sign-in sheets to confirm pick-up and drop-off of packages
26. Train volunteers
27. COUNT DAY – Attend at area stations 5:00 am – 11:00 p.m.: provide sign-in sheets, packages,

coffee/refreshments, debriefing, and ensure surveys returned to organizers
<b>Communications</b>
28. Ongoing regular meetings with CE and Project Team
29. Communications plan/media strategy
30. Identify spokespersons for each CHT/ Hub, the Youth Steering Committee, Waterways and AHSC, and develop common communications strategy
31. Press conference - with release of preliminary results – working with CE and Project Team
<b>Data analysis and reporting</b>
32. Ongoing regular meetings with CE and Project Team
33. Collect all surveys
34. Data entry and cleaning (could contract to 3 <sup>rd</sup> party as with past Counts)
35. Tabulate results
36. Release preliminary results
37. Prepare draft report
38. Prepare final report and present results to CHTs/communities
39. Municipal report – if required
<b>Evaluation</b>
40. Ongoing regular meetings with CE and CAB Count Project Team
41. Volunteer surveys and community interviews
42. Evaluation Report to CE and CAB
43. Thank you e-cards to all volunteers, coordinators and key stakeholders
44. Final meeting with Project Team
<b>Reports to Funders</b>
45. Determine what funders want to do with any unspent funds
46. Thank you cards to Funders and Report on application of their funds
<b>Final meeting with CE</b>

## Appendix 2 – Job Descriptions and Organizational Chart

The following organizational chart illustrates the project management structure for the Count. Job descriptions are provided for the following positions:

1. Community Entity
2. Count Consultant
3. Count Project Team
4. Count Advisors
5. Aboriginal Coordinators
6. CHT/ Area Hub and Shelter Coordinators
7. NFA Coordinator
8. Youth Coordinator
9. Waterways Coordinator
10. Count Administrative Assistant
11. CHTs/Communities



### 1. HPS Community Entity (CE)

Homeless Count is a deliverable under its Agreement with Canada. The HPS Community Entity for the Metro Vancouver region must provide overall project oversight in order to monitor alignment with the HPS terms and conditions and with the HSP CAB 2017 Homeless Count terms of reference, project risks, issues, and schedule and to ensure the Count is carried out as planned and according

to budget. CE Manager will have regular meetings with the Consultant and the Count Project Team for information, progress tracking and guidance as needed.

Review and provide input on the preliminary and final reports.

2. **Count Consultant** (located in the Metro Vancouver region and the lead consultant or partner has experience conducting a homeless count in the Metro Vancouver region.)

### **Planning**

- Consulting with CE, Project Team, CHTs, City of Vancouver, AHSC and other<sup>1</sup>s
- Consider raising community contributions for specific roles
- Purchase liability insurance for volunteers on behalf of CAB
- Engage CHT/ Hub Area Coordinators, Shelter Coordinator, NFA Coordinator, Waterways, Aboriginal and Youth Engagement Teams
- Investigate software options for communication with CHT/ Hub area coordinators
- Prepare list of shelters to assist in planning for volunteers
- Complete review of methodology, survey and protocol and recommend changes as needed
- Prepare volunteer recruitment letters, forms, and other info about the count
- Develop process to receive volunteer forms, track volunteers, and distribute forms to Area Coordinators
- Work with Project Team to determine pilot methodologies and survey questions

### **Implementation**

- Work with CHT/ Hub Coordinators on volunteer recruitment
- Coordinate with CHTs/communities to ensure consistency of approach and identify issues
- Ensure the following is completed: List of all **nighttime** (sheltered) locations (shelters, transition houses, safe houses and NFA locations - data collection strategy for each
- Ensure the following is completed: List of all **daytime** locations and prepare maps as needed (street locations, lanes, parks, line-ups, service agencies that will conduct client interview, and youth hubs)
- Ensure volunteers are assigned to locations, informed of routes and partner, training session dates and locations
- Ensure routes with probable high Aboriginal homeless persons have at least one Aboriginal volunteer on each 2-person survey team
- Ensure assignment sheets are prepared along with instructions, maps/routes for volunteers – for packages
- Register volunteers for training sessions
- Get supplies: buttons, cigarettes, candy, counters, surveys, and instructions
- Assist with creating packages for volunteers
- Ensure area/hub stations are set up in each community for Count Day

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<sup>1</sup> Review terms of reference, resources available, survey and mapping.

- Work with CHTs/communities to plan and deliver training sessions for volunteers: locations, agendas, sign-in sheets and waiver of liability. Attend sessions.
- COUNT DAY – Provide support as needed - **ensure collection of all surveys**

### **Administration**

- Working with CE where much of the materials, maps, past documents, templates, etc.... are stored/ filed
- Working with CE to ensure that 2017 Homeless Count materials and documents relevant for research purposes and for planning and implementing the next Homeless Count are stored/ filed by December 15, 2017 with the CE
- Send out volunteer recruitment letters, forms and other info about the count
- Receive and input information from volunteer recruitment forms and provide info to Coordinators to assist them in monitoring progress
- Inform volunteers of training session dates and locations
- Obtain supplies needed for the Homeless Count: buttons, cigarettes, candy, counters, surveys, and instructions
- Register volunteers for training sessions
- Assist in booking rooms for training sessions, arranging for coffee/refreshments
- Assist in creating packages for volunteers (i.e. map, instructions, pens, candy and cigarettes)
- Assist with setting up of area stations – as needed

### **Communications**

- With CE and Project Team prepare communications plan/media strategy
- Arrange for spokespersons for each region, youth, and Aboriginal groups. Craft speaking notes.
- With CE and Project Team, arrange press conference - coordinate with all levels of government and CHTs for release of preliminary results

### **Data analysis and report**

- Collect all surveys
- Data entry and cleaning (could be a 3<sup>rd</sup> party contract)
- Tabulate results
- Release preliminary results
- Prepare draft and final report, and present results to communities/CHTs
- Review municipal reports – if required

### **Evaluation**

- Conduct volunteer surveys and Coordinator interviews

### **Reports to Funders**

- Prepare reports for funders on the application of their contributions and send thank you card

### **Thank you to Volunteers**

- Thank you e-card to the Volunteers, Coordinators and key participating stakeholders

### 3. Project Team

- Support and guidance to Count Consultant
- Connections to key stakeholders
- Working with CE to ensure the Count is implemented according to the Terms of Reference
- Review and provide input on the preliminary and final report

### 4. Count Advisors

- Identified by the CE for their previous Metro Vancouver Homeless Count experience, to support the Consultants and Project Team by providing advice on methodology, protocols and implementation procedures, data analysis and reporting, and participating in meetings as needed to the Consultant, CE and CAB.
- Review and provide input on the preliminary and final reports

### 5. Aboriginal Coordinators - with AHSC, recruit an Aboriginal Coordinator for City of Surrey and south of the Fraser area; one for City of Vancouver and north of Fraser area

Responsible for ensuring that Aboriginal volunteers are recruited and supported to conduct the Count.

- Become familiar with area/shelters (tour with local agency)
- Work with local Community Homelessness Tables (CHTs) to identify daytime locations
- Aim to recruit a minimum of one Aboriginal volunteer interviewer for each pair of volunteers in areas with high Aboriginal homeless population
- Verify accuracy of maps
- Coordinate with Consultant to review and update progress in volunteer recruitment
- CHT/ Hub Coordinators and Aboriginal Coordinators work together to ensure locations are covered and have no overlap in interview locations
- Liaise with Youth Coordinator as necessary
- Work with CHTs and City of Vancouver to assign volunteers to shifts and locations
- Sign up volunteers to a training session
- Inform volunteers of proposed shift, assignment/route and partner for the count
- Attend area or designated training sessions and answer questions
- Prepare assignment sheets - insert assignments and maps into volunteer packages
- Ensure area station is set up for Count Day
- Support volunteers on Count Day, maintain phone access, provide extra materials, coffee, answer questions, debrief
- Provide survey packages and any unused supplies to the Consultant the day after the Count
- Review and provide input on the preliminary and final reports
- Attend meetings as required

## **6. CHT/ Hub Area and Shelter Coordinators**

Responsible for ensuring that volunteers conduct the count at pre-assigned locations.

- Become familiar with area/shelters (tour with local agency)
- Work with local Community Homelessness Tables (CHTs) to identify daytime locations
- Recruit target number of volunteer interviewers
- Verify accuracy of maps
- Coordinate with CHTs to review and update progress in volunteer recruitment
- Work with Aboriginal Coordinators to ensure locations are covered and have no overlap in interview locations
- Liaise with Youth Coordinator as necessary
- Work with CHTs to assign volunteers to a specific shift in a certain location
- Sign up volunteers to a training session
- Inform volunteers of proposed shift, assignment/route and partner for the count
- Attend area or designated training sessions and answer questions
- Prepare assignment sheets - insert assignments and maps into volunteer packages
- Ensure area station is set up for Count Day
- Support volunteers on Count Day, maintain phone access, provide extra materials, coffee, answer questions, debrief
- Provide survey packages and any unused supplies to the Consultant the day after the Count
- Review and provide feedback on the final report
- Attend meetings as required

## **7. NFA Coordinator**

- Develop NFA outreach strategy
- Work with local Community Homelessness Tables (CHTs) and other partners and stakeholders to identify NFA locations
- Contact NFA locations to ask officials to gather data on gender and age of persons with no fixed address who stayed overnight in their facilities on the night of the count
- Contact NFA locations on the day of the count to obtain the data
- Provide data to the Consultant the day after the count
- Review and provide feedback on final report
- Attend meetings as required

## **8. Youth Coordinator**

Responsible for enhancing and implementing the youth count strategy developed for the 2011 count. This includes:

- Coordinate with youth hubs throughout Metro Vancouver
- Recruit youth leaders to assist with the count – to provide for a youth-driven youth homeless count
- Develop a targeted youth-driven communications strategy
- Recruit youth volunteers to conduct surveys with homeless youth
- Attend training session and train youth count volunteers

- Manage youth honorariums
- Arrange Count Day activities
- Provide for de-briefing after the count
- Provide survey packages and any unused supplies to the Consultant the day after the count
- Review and provide feedback on final report
- Attend meetings as required

## **9. Waterways Coordinator – Pilot Count Context**

- Develop waterways outreach strategy for waterways stakeholder steering committee, including Transport Canada Safe Waterways Division, and volunteer interviewer recruitment
- With waterways stakeholder steering committee, identify scope of homelessness and set Count methodology
- With waterways stakeholder steering committee identify waterway Count locations
- Provide training specific to a waterways Count
- Provide maps
- Contact waterways locations on the day of the count to obtain the data
- Provide survey packages and any unused supplies to the Consultant the day after the count
- Review and provide feedback on final report
- Attend meetings as required

## **10. CHTs/Communities**

Responsible for working with the Consultant and Coordinators to identify locations, verify maps, assign appropriate volunteers to the identified locations, and to assist with the count to be implemented consistently across the region, identify issues that might arise, identify workable solutions, and provide feedback about lessons learned from the count.

- Recommend CHT members to work with the Consultant and Coordinators to identify daytime locations so that maps can be prepared
- Assist in recruiting volunteers
- Assist in verifying the accuracy of maps
- Assist in assigning volunteers to locations
- Assist with providing volunteers to help create packages for each team of volunteers
- Identify appropriate locations for training and area stations and in obtaining coffee/refreshments
- Provide support at area stations on the day of the Count
- Arrange for spokespersons on the day of the Count
- Participate in a press conference upon release of the preliminary results

**Appendix 3 – Roles and Responsibilities:** To be updated/ confirmed in scoping meetings

<b>Task</b>	<b>CE/ Project Team</b>	<b>Consultant</b>	<b>CHT/ Community</b>
<b>Planning</b>			
1. Secure availability of count advisor	X		
2. Draft Terms of Reference	X		
3. Consult with CHTs, City of Vancouver, AHSC and others	X	X	X
4. Raise Funds		X	X
5. Purchase liability insurance for volunteers		X	
6. Investigate software options		X	
7. Prepare list of shelters		X	X
8. Complete review of methodology		X	X
9. Prepare volunteer recruitment letters, forms, and other info		X	
10. Develop process to receive volunteer forms and track volunteers		X	
11. Terms of Reference, methodology and surveys approved		X	X
12. Hire Coordinators		X	X
<b>Implementation</b>			
13. Recruit volunteers		X	X
14. Ongoing coordination with Area, Shelter, NFA Coordinators, Aboriginal and Youth teams		X	X
15. Ongoing coordination with CE	X	X	
16. Prepare list of nighttime locations & develop data collection strategy		X	X
17. Prepare list of all daytime locations and maps		X	X
18. Assign volunteers to locations, inform volunteers of proposed route and partner, training session dates and locations		X	X
19. Prepare assignment sheets, instructions, and maps/routes for volunteers		X	X
20. Register volunteers for training sessions		X	
21. Get supplies: buttons, cigarettes, candy, counters, surveys, instructions etc.	X	X	
22. Create packages for each volunteer team		X	X
23. Set up one or more area stations in each community for Count Day		X	X
24. Train volunteers		X	X
25. COUNT DAY	X	X	X
<b>Communications</b>			
26. Communications plan/media strategy	X	X	X
27. Arrange for spokespersons for each region, youth, and Aboriginal groups	X	X	X
28. Press conference - with release of preliminary results	X	X	X
<b>Data analysis and reporting</b>			
29. Collect all surveys		X	X
30. Data entry and cleaning		X	
31. Tabulate results		X	

32. Release preliminary results	X	X	X
33. Prepare draft report		X	
34. Prepare final report and present results to CHTs/communities	X	X	X
35. Municipal report – if required	X	X	X
<b>Evaluation</b>			
36. Volunteer surveys and community interviews		X	X

**Appendix 4 – 2017 Homeless Count – Budget Sample**

<b>Revenue – HPS &amp; Community Contributions</b>	
Homelessness Partnering Strategy	245,000
Community Contributions, e.g.:	
To support youth engagement & Youth Coordinator	
To support CHT/ Hub Coordinators	
To support purchase of ‘thank you’ items for homeless participants	
To support participation of CHTs	
To support Shelter Coordinator	
To support Aboriginal Coordinators	
Total Community Contributions (fundraised in previous Counts)	30,000
<b>Total Revenue</b>	<b>275,000</b>
<b>Expenses</b>	
<b>Implementation Expenses – (based on 2014)</b>	
Count Advisors	2,000
CHT/ Hub Area Coordinators	15,000
Training Coordinator	1,200
Training	2,100
Shelter Coordinator	10,500
Shelter honoraria	2,500
Community Homelessness Table support	20,000
Youth Strategy	3,000
Youth Coordinator	7,500
Aboriginal Strategy	4,000
Aboriginal Coordinator	6,200
Communications	550
Courier	200
Data Entry	4,300
Printing & Poster	500
Supplies	4,300
<b>Subtotal Implementation Expenses</b>	<b>83,850</b>
<b>Count Consultant</b>	
June 2016 – December 2017	161,150
<b>Total</b>	<b>245,000</b>
Above budget without any community contributions raised for expenses	