

Team Leader Training Protocol



Overview: The Team Leader Training Protocol accompanies the Team Leader Training Presentation, outlining the role of Team Leaders in the youth count. This training should be conducted in person.

Objectives: At the conclusion of the training, participants will know how to:

- ✓ Navigate to hot spots using the map
- ✓ Oversee paperwork and support Guides
- ✓ Assess safety and reduce risk

Staffing Requirements: 1 facilitator for groups of 20 or fewer; 2 facilitators for larger groups.

Meeting Length: The training will take between 45-90 minutes depending on the size of the group.

Recommended Materials: Sign-in sheets, name tags, training presentations, sample surveys, sample tally sheets and maps.

Room preparation:

- Arrange room in small circle/horseshoe or combine tables.
- Pass out sign in sheets, pens, and blank sheets of paper.
- Arrange food/snacks and drinks.

Introductory Remarks (Slides 1-5)

Welcome, my name is _____. Thank you for your help as a Team Leader for the youth count.

Agenda (Slide 2): *Let's review the agenda for today. We will first go through the process for the count and survey. Then, we will outline each role in the process, review how we collect the data, what our protocols look like, as well as safety. Then we will talk about what we need to do next.*

Introductions (Slide 3): *Now that you know a little about what we will be doing today, it would be nice to hear a little about each of you. Please start with your name and the organization you represent.*

Who will we count? (Slide 4): *The youth we will be counting are unaccompanied youth experiencing homelessness and housing instability who are between the ages of 13 and 25 years old. They may be living on the street, in shelters, in transitional housing programs, or be doubled up, couch surfing, staying in hotels/motels, living in cars, or involved in the sex trade. While they cannot be living with their own parents, they may themselves be parenting.*

We will be counting all youth within the community on the day and night of the count. We know we will end up counting some youth who are from other communities, and that there will be some youth from here who are not in the community on the day of the count.

Who will help with the youth count? (Slide 5): *The key players in pulling off the youth count are the Guides, who are age 18 to 25 and have personal experience with homelessness or housing instability. Team Leaders (all of you) will provide support to the Guides. Members of the Leadership Team will serve as Team Captains and will be supporting the entire process.*

Check-in Logistics (Slides 6-9)

These slides are meant to provide an overview of the team composition, the schedule for the youth count shifts, and the check-in process. Modify this information if the training is occurring immediately prior to the deployment.

How will teams be formed? (Slide 6): *As a Team Leader, you will oversee 1-2 teams of Guides. Each team of Guides will include 2-3 people.*

Day Of Schedule (Slide 7): MODIFY THIS SLIDE IF SCHEDULE IS DIFFERENT.

On the day of the youth count, the first hour of the shift will be checking everyone in, doing a refresher training, and reviewing team assignments. The next approximately 4 hours will be field work, which includes going out to do the Visual Count and Brief Youth Survey. Then you will come back here to check-in the materials, debrief with your team, and the Guides will get paid.

Check In Team Leader Role (Slide 8): *During the check-in hour, you will sign a waiver and sign in sheet and gather supplies to take with you. You will then review the team assignments, which will include a map with a list of hot spots where youth experiencing homelessness and housing instability might be found.*

Check in Supplies (Slide 9): *Before you leave the deployment center, please make sure your teams has clipboards and pencils, tally sheets, surveys, envelopes to store completed tally sheets and surveys, gift cards, ID badges, and resource lists.*

Team leaders must carry a cell phone and the Team Captain contact information at all times. You must be available for calls during the youth count. We will ask you for your cell phone number when your team gets ready to go into the field, and we will only use it to contact you during the youth count.

Field Word (Slides 10-11)

Team Leader role (Slide 10): *As the Team Leader, you are in charge of overseeing transportation, either by driving your team to the hot spots, or by helping the team to use public transportation. You will also support the Guides as they perform the visual count and conduct the Brief Youth Survey. The count and survey are two different steps and should be done in that order to make sure that everyone who might be experiencing homelessness or housing instability is counted. At times, teams may want to jump right into*

the survey process, but please work with the Guides to make sure that they do the visual count of the area before they start conducting surveys.

Teams should be close enough together so that everyone can see each other. While the Guides conduct the youth count, you should be available to answer questions, collect surveys from Guides, hold extra gift cards and supplies, ensure the safety of Guides, ensure the confidentiality of participants, and respond to crisis situations. You may also be asked to administer surveys.

Take a break and ask if there are any questions

Where will teams be counting? (Slide 11): *During the youth count, teams will be counting in both outdoor and indoor locations, including intersections, parks, libraries, and coffee shops, which will be shown on your maps. Please make sure to stay within the boundaries drawn on your map as there is likely another team counting in the area right next to yours. We ask that you go to all of the hot spots marked on your map. You can also go anywhere else within the boundaries of your area where your team thinks there may be young people. The Guides are being trained that if there are any areas that they feel uncomfortable going to that they should talk to you. Safety is our first concern so please do not go anywhere that someone is uncomfortable with. Please make note of any places you do not go to on your map, whether for safety reasons or time constraints, so you can let us know when you come back to check out.*

Counting and Surveying (Slides 12-18)

Who will Guides Count? (Slide 12): *The Guides will use a tally sheet to record information about any youth at the hot spot who appears to be BOTH homeless or unstably housed AND aged 13 through 25.*

Guides will work as teams to count the youth they see in hot spot locations. It is important to remind them that not all youth look the same and that it may be difficult to determine if a youth should be counted. The team should work together and use their best judgment to decide whether to count someone or not. One person should be in charge of recording the information on the tally sheet, while the other youth will help them to identify how many youth to include and details on age, gender, location and appearance. Guides are being told to err on the side of inclusion if they are unsure who to include.

Please make sure that the Guides are counting using the tally sheet before they approach anyone to complete a survey. The survey process can be seen as more fun or more important, but not everyone is likely to want to do the survey or they may leave before doing a survey, and we want to make sure we are counting as many people as we can. This may mean that more people get counted than surveys are completed with, and that is ok. Everyone who gets surveyed should be counted, first.

Take a break and ask if there are any questions

After counting all of the youth in an area, the team moves on to stage 2—the survey.

Who will Guides survey? (Slide 13): *After counting, the Guides will approach those same youth and ask them to complete the Brief Youth Survey. Anyone the Guides want to do a survey with should be reflected*

on the tally sheet. **Emphasize this:** While we are trying to ask all youth who have been counted on the tally sheet to complete a survey, if any youth leave the area or go into a building, Guides are not to follow them.

We know that in some communities, many of the youth experiencing homelessness or housing instability know each other. The Guides will be offering the youth they survey the option to have you, their Team Leader, complete the survey with them if they would prefer so as to better preserve their privacy.

What does the survey include? (Slide 14): In the Brief Youth Survey, Guides will only be asking for birth date and initials, never a name or other identifying information. They will also be asking about their current living situation, demographic characteristics, history of foster care, history of detention or jail, if they are currently pregnant or parenting, and their current school and employment status.

Incentives (Slide 15): Each youth who answers at least the first five questions will receive a \$5 gift card (we really prefer that everyone complete the entire survey). They can only receive one gift card throughout the youth count. The gift cards were chosen based on feedback from the young people who participated in the focus groups.

What does the survey process look like? (Slides 16-17): Step 1: Guides will screen to determine whether or not to approach the person. They should never approach someone who is sleeping or cannot be seen, like in a building or a tent, or someone who is too inebriated to complete a survey. Step 2: They will read the consent statement on top of the survey and obtain consent. If a youth refuses, they are to bubble the refusal box, thank them, NOT give them a gift card, and move on to the next person. If the youth consents, they will bubble the yes box, and move on to step 3. Please make sure that the youth are filling in the right bubble to indicate whether the youth consented to take the survey.

Slide 17: Next, the Guides will read the questions aloud in English or Spanish. The Guides will make sure the youth has not already taken a survey (and if they have, they are not allowed to take it a second time) and that they are in the right age range. If they are older than 25 or younger than 13, the Guides are not supposed to do a survey. The Guides will also skip any questions youth do not want to answer, and they will repeat each question only once.

Lastly, they will thank the youth, give the youth one gift card, and return completed surveys to you.

Once youth have finished surveying all of the youth in the area, they should review the tally sheet and mark the “survey completed” bubble next to all of the youth they counted who subsequently completed a survey. This process will not be perfect, but it will help when processing the data after the count.

Keeping survey materials safe and secure (Slide 18): It is very important to follow procedure with the completed forms, which contain confidential and personal information. After the Guides have completed the visual count and Brief Youth Survey in an area, please collect ALL completed tally sheets and surveys and place everything in the completed materials envelope. Make sure the tally sheet lists where the youth

were counted. You will keep the envelope with you until it can be returned safely to a Team Captain back at the deployment center.

What Ifs (Slides 19-20)

Slide 19: *If a youth wants to take the survey again, they cannot. If they say they have already done a survey, Guides should not continue administering the survey.*

If they walk away or stop responding in the middle of the survey, Guides should check “refused to answer” for the rest of the questions and place the survey into the envelope.

If a youth is uncomfortable answering a question, they can skip it. Guides should mark refused to answer for any question a youth does not want to answer.

Slide 20: *If a youth does not respond to a question, Guides should repeat the question once, and then move on if there is still no response. If a youth gets upset or emotional while taking the survey, Guides are being told to alert you, their Team Leader, and provide the youth with a resource list.*

Check Out Logistics (Slide 21)

After the teams have finished the count and the Brief Youth Survey in your assigned area, you will ensure that the whole team returns to the deployment center. Make sure that the team is back to the deployment center by the end of the shift, even if you have not been to all of the hot spots. At that time, we will go through the checkout process, making sure to collect and organize all team paperwork, and briefly discuss/debrief the count experience.

Take a break and ask if there are any questions.

Important Reminders (Slides 23-27)

General Reminders (Slide 23): *During Stage 1, the Count, Guides should NOT interact with youth. Instead, working as a team, they should use their best judgement to fill out the tally sheet. We encourage all Guides to err on the side of inclusion. Once a tally sheet is completed, it should not be altered, even if they find out during the Brief Youth Survey that someone they counted does not fit the criteria.*

Voluntary Participation (Slide 24): *All participation in the youth count is completely voluntary.*

Guides must read the consent statement in full for each youth they approach to take the Brief Youth Survey. They must get a verbal consent (yes or si).

Guides should never pressure a youth to take the survey or answer any questions the youth chooses not to answer.

Respect Privacy (Slide 25-26): *Respecting the privacy of the youth we count and survey is of utmost importance. Thus, the Brief Youth Surveys should be completed at a safe distance to ensure privacy.*

You should NEVER talk with anyone except fellow team members about the youth they encounter or the surveys. Team Leaders should assist Guides if they have questions about the survey, and contact a Team Captain at the Deployment Center if you cannot answer a question.

Completed surveys should be placed in the envelope once completed and should never be left unattended or visible.

Return all blank and partially completed surveys. Please do NOT throw away ANY surveys.

Please let us know right away if any materials are lost or stolen.

Ensure Safety (Slide 27): Safety is another vital component of the youth count. We want to make sure teams are safe at all times.

To ensure this, teams should stay together and always be able to see each other.

Surveys should only be completed in safe, public places.

Be aware of the interactions of the Guides with other youth – they are instructed to walk back to you as their Team Leader immediately if they begin to feel unsafe. Along those lines, if a Guide is administering a survey and begins feeling unsafe, Guides should end the survey, thank the youth, hand the youth a gift card, and walk back to you.

If a Guide is worried about the safety or well-being of a youth they survey, they have been asked to notify you. You can provide the youth a resource list, contact your Team Captain immediately, and dial 911 if it is a true emergency.

Questions and Next Steps (Slide 28)

Thank you for your participation and for helping us with the youth count. We really appreciate your time and dedication to their process.

As a reminder, the youth count will be held on: **Date**

If you already have assignments for teams, remind folks where they will be and how many youth they will bring with them.

We ask that you arrive at: **Time**

Before we finish up, does anyone have any final questions or comments?