Before we get started

- Steps to get started
    1. Download the Counting Us App
    2. Register (or use Forgot Password)
    3. Log In
    4. Select "Choose Count"
    5. Join the Count with Key: "**ncbos2026**"
    6. Select your Region based on County
    7. Click "Get Started"

If you have used Counting Us before, you must still select Choose Count for this year!

NCCEH

2026 Point-In-Time Training
for non-HMIS Agencies

NC COALITION to end HOMELESSNESS

We want to get to know you!

Sign in by checking your name (full names help us with follow-up)

Participants (1)

AC   Andrea ... (Host, me)   **Mute**   **More ›**   Add Profile Picture

Rename
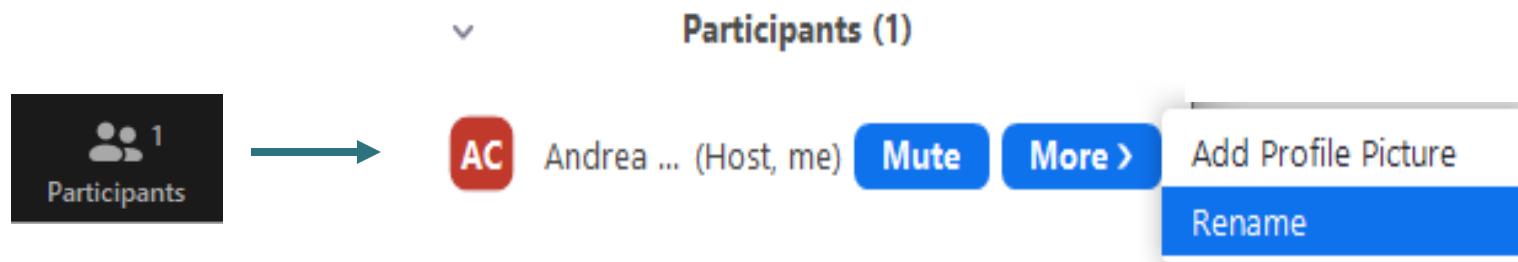
Ask questions and share how many PIT Counts you've participated in

Unmute   **OR**   Chat

NCCEH
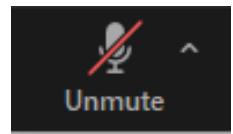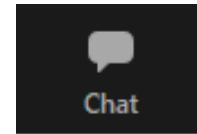
Slides & resources will be available!

- We'll post these slides and companion resources on the website. https://ncceh.org/bos-pit-hic/

- This information will be good to share with your team, so everyone is starting from the same place.

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Agenda

- Introduction
- Inside the Counting Us App
- Frequently Asked Questions
- Best Practices
- Timeline & Follow-up

NCCEH

Introducing the PIT/HIC

Point in Time and Housing Inventory Count

**CONTRIBUTE TO REGIONAL COUNTS!**

ADVOCATE WITH STAKEHOLDERS!

HELPS FUND RESOURCES!

IT'S REQUIRED!

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Point in Time and Housing Inventory Count

Wednesday, February 4, 2026
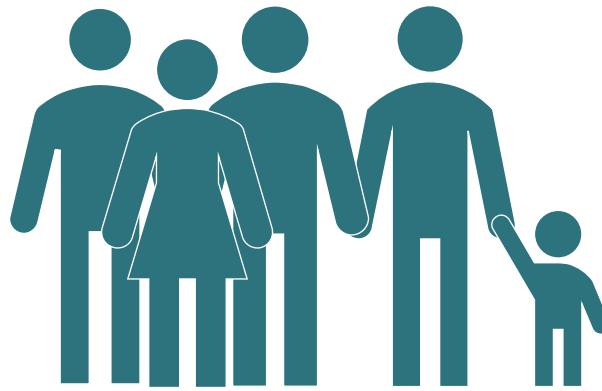
People

How many people are experiencing homelessness?

+

Beds and Units

How much capacity does our system have?

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Today's Focus

…is the **Sheltered Count** for Emergency Shelters, Transitional Housing, and **Permanent Housing Count** for Rapid Re-Housing, and Permanent Supportive Housing projects who do not participate in HMIS

Questions about Unsheltered and HMIS data collection?
- **Unsheltered**: Go to your Regional Unsheltered Access Coordinator or CE Lead for local information (listed for each region/county on ncceh.org/bos/pithic)
- **HMIS**: Contact the Data Center at hmis@ncceh.org

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Introducing the Counting Us App

Why Use the Counting Us App

Accurate

Logical

Easy

Fast

Secure

A look inside the App

- Steps to get started

  1. Download the App
  2. Register (or use Forgot Password)
  3. Log In
  4. Select "Choose Count"
  5. Join the Count with Key: "**ncbos2026**"
  6. Select your Region based on County
  7. Click "Get Started"

If you have used Counting Us before, you must still select Choose Count!

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Use the right Survey to make sure your clients count!

Sheltered Survey
Emergency Shelters and Transitional Housing projects:
• Add surveys for everyone sleeping under your roof (physical building or the hotel/motel you paid for) on PIT night

Permanent Housing (moved–In) Survey
Rapid Re-Housing, Permanent Supportive Housing, or Other Permanent Housing projects:
• Add surveys for everyone sleeping in a permanent housing unit on PIT night (and still enrolled)

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Add your location

Add the Organization and Project

- Skip Project Type

- Select the correct project for your agency

- Let your NCCEH contact know if you need a name change or a project added to the list *before PIT night*

For facility-based shelters, an address can be saved by your NCCEH contact so you can skip this step!

Add the location of this conversation

- Use your device's location OR

- Use an address or intersection

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Demo

Counting Us works on websites too!

Start with the correct Survey Activity

• Select Sheltered or Permanent Housing (moved-in)

Reminders

Demographics and Disabling Conditions are:

- Self-reported by clients
- No documentation needed
- Please ask the follow-up questions (if appropriate)

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A Few Additional Questions

How long in months have you been in this community?

[▾]

Do you remember the address of the place you were living before you became homeless this time?

[▾]

Optional

- You can scroll past these for important sub-population questions!

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Submitting the survey

- Submissions are per household, person

- If you are out of cell-service or don't have data, use Save Draft
  - Review drafts from the home page
  - Open the draft and submit it individually
  - Make sure you remember to submit all your drafts by February 4th

- Notes are only read by NCCEH staff and cannot connect people to services

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Demo for a household

Start with the correct Survey Activity

- Select Sheltered or Permanent Housing (moved-in)
- Select Household and the number of total clients in the family
    - Individual surveys cannot be reconnected later

Best Practices

Conduct client interviews with App questions
- Promotes consistency across the whole region and country
- App includes different questions than intake
- Information may have changed since your intake
- Project file information may be used if interviews not available

Conduct night of or morning after PIT night
- Easier to know who to count
- Avoids double counting
- Plan a designated time – perhaps integrate into existing scheduling
- Survey individuals in private spaces whenever possible
- Answering the PIT survey is not required to receive services

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Tips for Good Etiquette During PIT:

General tips:

- Explain the purpose of the annual one-night homeless census of people experiencing homelessness.
- Use open-ended questions when asking demographic questions:
  - "What is your race?" or
  - "Do you have a disabling condition" or even add,
  - "of these options…"
- It's ok to refuse questions! It's up to us to ask them.
- Remember you are asking for someone's time. Thank folks for their help.
  - Offering socks, hygiene products, or gift cards may help incentivize participation.

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Frequently Asked Questions

Learn from the experts!

- Confirm if the survey is for an Individual or Multiple Member Household before beginning

- Race is a check all-that-apply question

- Confirm your project's address with your BoS Contact ahead of time to avoid typing in the address

- Ask the disability questions – this helps identify folks experiencing chronic homelessness

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Sheltered and Housed non-HMIS Data Collection

Sheltered and Housed PIT/HIC Counts that are **NOT** HMIS Participating*

- Collect and enter all data sundown Feb 4th - Feb 11th
- Submit from Counting Us App by Feb 5th
- Complete Interview with NCCEH by Feb 21st

Feb 4th   Feb 5th   Feb 27th

Sheltered and Housed non-HMIS Data Collection

- Complete Interview with NCCEH for the Housing Inventory Count and confirm:
  - # of Complete Surveys
  - # of Beds and Rooms (household or target populations)
  - Utilization rate and context
  - Funding Sources (particularly municipal, state, or federal)
  - Permanent Housing Only: Zip code of most households
  - Database (if Victim Service provider)

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Next Steps to a non-HMIS Sheltered PIT/HIC

December – February 4th
- Practice with the Counting Us App
- Confirm your NCCEH staff contact

February 4th – February 11th
- Conduct PIT App surveys of clients
- Check that all surveys submitted
- Alert your NCCEH contact

February 5th – February 27th
- Review PIT data and participate in HIC interview with NCCEH staff
- Respond to any follow-up questions

Prep

Survey

Follow-up

Key to success: Schedule your follow-up ahead of PIT night!

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Now you try!

Help us test the App!

Login now to practice!

- Please submit at least 1 individual or household surveys
- Try out different fake clients
- Make sure your projects are accurate!
- Test mode will be active until Feb 3rd

Send questions and feedback at bos@ncceh.org

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Getting Started with the Point in Time App

Step 1: Download the Counting Us mobile app from Google Play or the App Store. Search for the term "Counting Us" or use the QR code to the right to find the app.

Step 2: Tap Register
This will bring you to the registration form
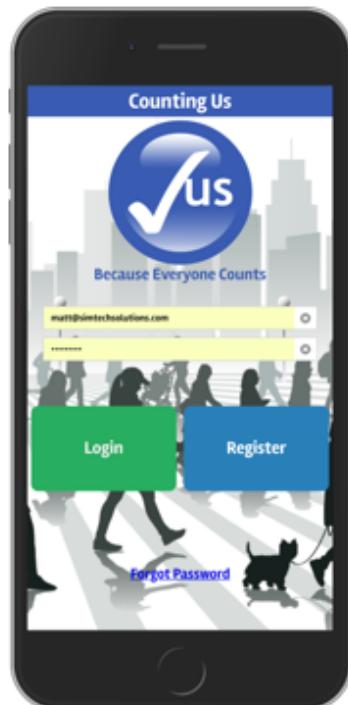
Step 3: Register
Enter your info and tap "Submit Registration"
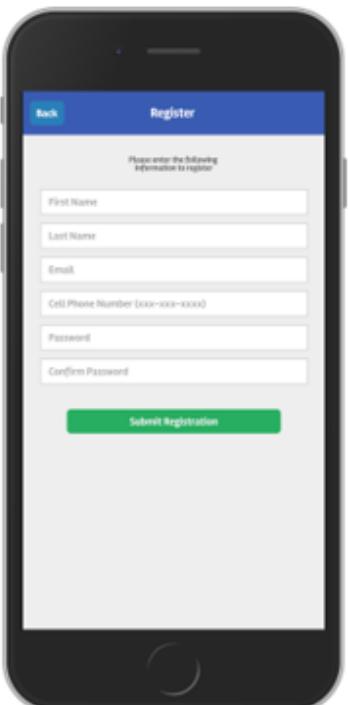
Step 4: Enter your info
Tap "Log In", "Choose Count", and then "Join New Count"

Step 5: Join a Count
Enter the Setup Key of **ncbos2026** and tap "Join Count"

Step 6: Get Started
Tap "Get Started" and you are ready to start the count!
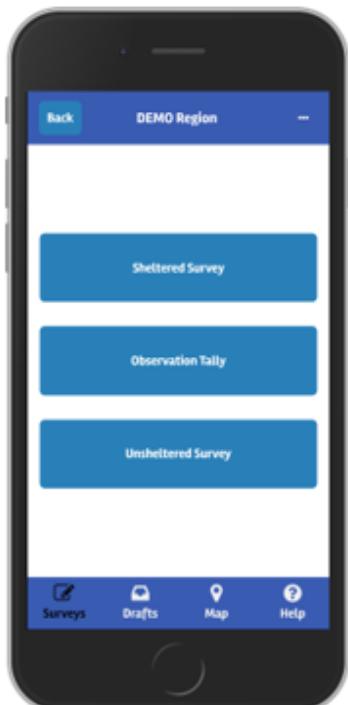
NCCEH

Getting Started with Counting Us Website

**Step 1: Visit counting.us from your web browser and click "Register"**

Step 2: Register
Fill in the required information and click "Submit Registration"
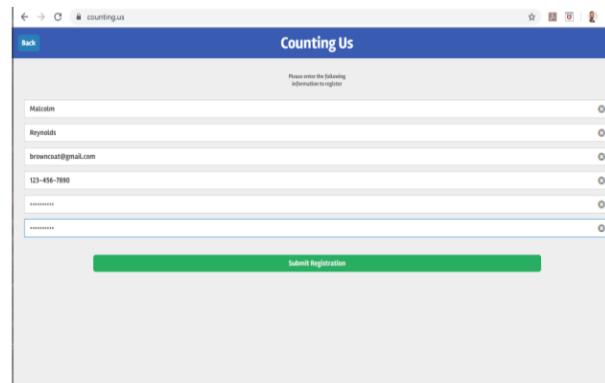
Step 3: Login
Enter your info to Log In and the click "Choose Count"

Step 2: Join New Count
Click Join New Count and Enter Setup Key: ncbos2026
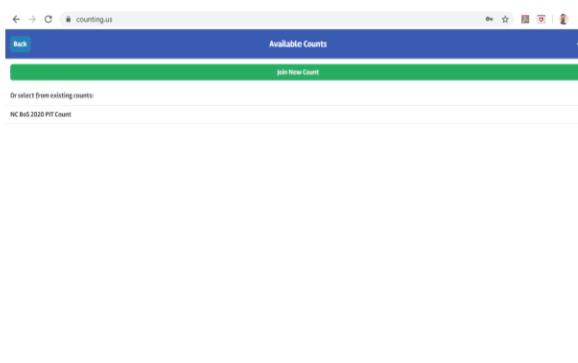
Step 5: Select a Region
Click on the region with your county listed
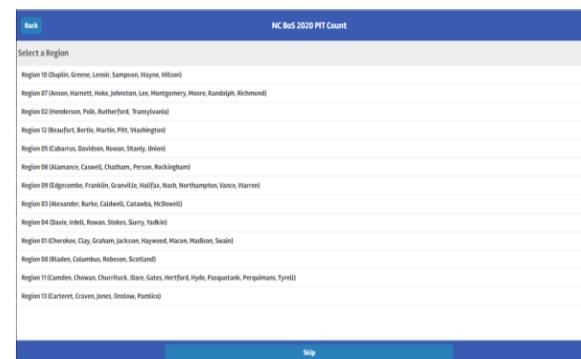
Step 5: Get Started!
You are ready to start the count!

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Contacts for PIT/HIC

Not sure of your next move? Questions about:

Type of Count	Contact
Unsheltered Count	Unsheltered Access Coordinators and CE Leads
Non-HMIS Sheltered/Permanent Housing Count	Your NCCEH PIT/HIC contact • Not sure who? Email bos@ncceh.org
HMIS Sheltered/Permanent Housing Count	Data Center HelpDesk
OPH Count for PHAs	Alicia PB from BoS team is the HCV and Stability Voucher contact

Check out the https://ncceh.org/bos-pit-hic/ for Trainings, Materials, and descriptions of each type of count!

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Contact Us!

Contact NC Balance of State CoC Staff

bos@ncceh.org

919.755.4393

Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997

NCCEH