

Before we begin...

- You may want to download the “Counting Us” app onto your smartphone or go to counting.us for the website version.
- If you already have an account, check that you know your password!
- If this is your first time, register as a new user.



2021 Point-In-Time Training for non-HMIS Agencies

January 6, 2021



NC COALITION to
HOMELESSNESS end

Slides & resources will be available!

- We're covering brand new material today!
- We'll post these slides and companion resources on the website.
<https://www.ncceh.org/datacenter/pointintimehowto/>
- This information will be good to share with your team, so everyone is starting from the same place.



Agenda

- Introducing the PIT/HIC Count
- Inside the Counting Us App
 - PIT Questions
 - Beta Testing
- Timeline & Follow-up

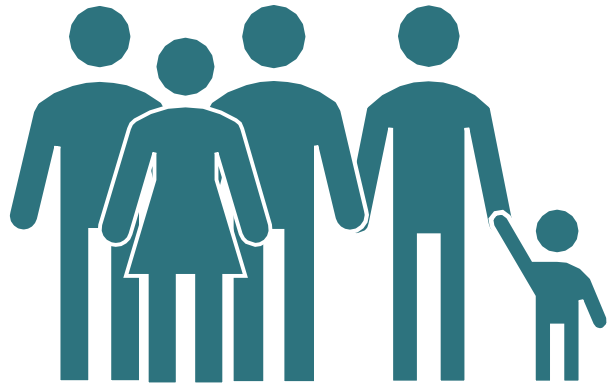




Introducing the PIT/HIC

What we're counting:

January 27, 2021



People

How many people are experiencing homelessness?



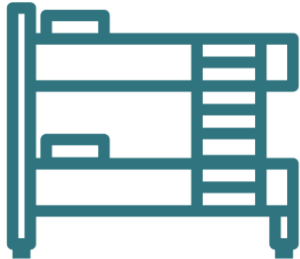
Beds and Units

How much capacity does our system have?



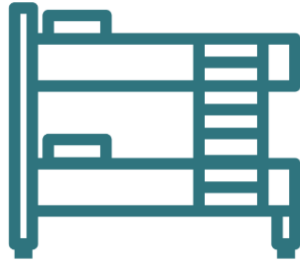
NCCEH

Data Collection for Point-in-Time Count



Unsheltered		Sheltered Count	
Counting Us App	Counting Us App	Non-HMIS ES + TH	
Aggregate Reports*	Aggregate Reports*	Counting Us App	Aggregate Reports*
Data submitted Jan 27-Feb 3	Data submitted Jan 27-Feb 3	Data submitted Jan 27-Feb 3	NCCEH staff can assist agency staff to gather and report data by 2/28/21

Data Collection for Housing Inventory Count



Temporary Sheltered		Permanent Housing	
HMIS	Non-HMIS ES + TH	HMIS	Non-HMIS RRH + PSH + OPH
	People Count: Counting Us Survey App (Due 2/3/2021)		People Count: Counting Us Survey App (Due 2/3/2021)
	Bed + Unit survey with NCCEH staff (Due 2/28/2021)		Bed + Unit survey with NCCEH staff (Due 2/28/2021)

Data Collection

Questions about Unsheltered and HMIS data collection?

- Unsheltered: Go to your Regional PIT Lead for local information
- HMIS: Contact the Data Center at hmis@ncceh.org

Let's continue with a focus on the **Sheltered Count** for Emergency Shelters, Transitional Housing, and a few non-HMIS Rapid Re-Housing and Permanent Supportive Housing projects.



Steps to a non-HMIS Sheltered PIT/HIC

1. Practice with the Counting Us App
2. Confirm your NCCEH staff contact
3. Conduct PIT surveys of clients (with Counting Us App)
4. Check that all surveys submitted
5. Confirm all surveys submitted to your NCCEH staff contact
6. Review PIT data and participate in HIC survey with NCCEH staff
7. Respond to any follow-up questions

Key to success: Communication!





Introducing the Counting Us App



Because Everyone Counts

Why Use the Counting Us App

Accurate

1. Helps make sure everyone's experience is counted by age, race, ethnicity, gender, county, disability
2. Geography and demographics can be cross-tabulated
3. Helps de-duplicate folks

Logical question layout

1. Only applicable questions
 - Kids aren't asked if they're Veterans
 - You don't have to know the chronic homeless definition, automatic
2. Connect household members together

Easy

1. Works on phones, tablets, and computers connected to internet
2. Simple login, simple to reset passwords
3. Save results and submit later for bad cell coverage areas

Fast

1. Sends in real-time
2. Reduces delay of both paper forms and back and forth questions

Secure

1. All data transmitted to and from the command center is protected using RSA 2048-bit encryption
2. Access to the data is limited to CoC staff



NCCEH

Tips for Good Etiquette During PIT:

General tips:

- Explain your role as a volunteer with the annual one-night homeless census of people experiencing homelessness.
- Use open-ended questions when asking demographic questions: “What is your gender?” or “What is your race?” 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.

Sheltered Count:

- Survey individuals in private spaces whenever possible.
- Reinforce that answering PIT survey is not required to receive shelter services.



A look inside the App

- We will give you access to the App for testing at the end of this training.
- For now, we're skipping past the steps:
 1. Download the App
 2. Tap Register
 3. Register
 4. Log In and select "Choose Count"
 5. Join the Count with Key: "ncbos2021"
 6. Click "Get Started"





Counting Us

Because Everyone Counts



Choose Count

Back

Join a Count



Enter in the Setup Key provided by your regional count administrator.

ncbos2021



Join Count

Back

Test



Select a Region

Region 01 (Cherokee, Clay, Graham, Jackson, Haywood, Macon, Madison, Swain)

Region 02 (Henderson, Polk, Rutherford, Transylvania)

Region 03 (Alexander, Burke, Caldwell, Catawba, McDowell)

Region 04 (Davie, Iredell, Rowan, Stokes, Surry, Yadkin)

Region 05 (Cabarrus, Davidson, Rowan, Stanly, Union)

Region 06 (Alamance, Caswell, Chatham, Person, Rockingham)

Region 07 (Anson, Harnett, Hoke, Johnston, Lee, Montgomery, Moore, Randolph, Richmond)

Skip

Sheltered Survey



NCCEH

Counting Us

Because Everyone Counts



Get Started!

Change Count

Back NC BoS 2021 PIT Count

This Count Is In Test Mode

Known Locations Survey

Sheltered Homeless Survey – 2021

Unsheltered Homeless Person Observation Tally

Unsheltered Homeless Survey – 2021

Back NC BoS 2021 PIT Count

This Count Is In Test Mode

Known Locations Survey

Individual or Household?

Individual

Household

Unsheltered Homeless Person Observation Tally

Unsheltered Homeless Survey – 2021

Back

Select a Project



Project Type

All Types

Organization*

Select an Organization

Project*

Select a Project

Next Step

Back

Select a Project



Project Type

All Types

Organization*

Select an Organization

Tarboro Community Outreach

Test Organization

Test Organization PH

Test Organization TH

TH - Baptist Children's Home (Davidson)

Tri-County Veterans Group Home

Turning Point

Next Step

Back

Select a Project



Project Type

All Types

Organization*

Test Organization

Project*

Select a Project

ES - Test Organization B

ES - Test Project A

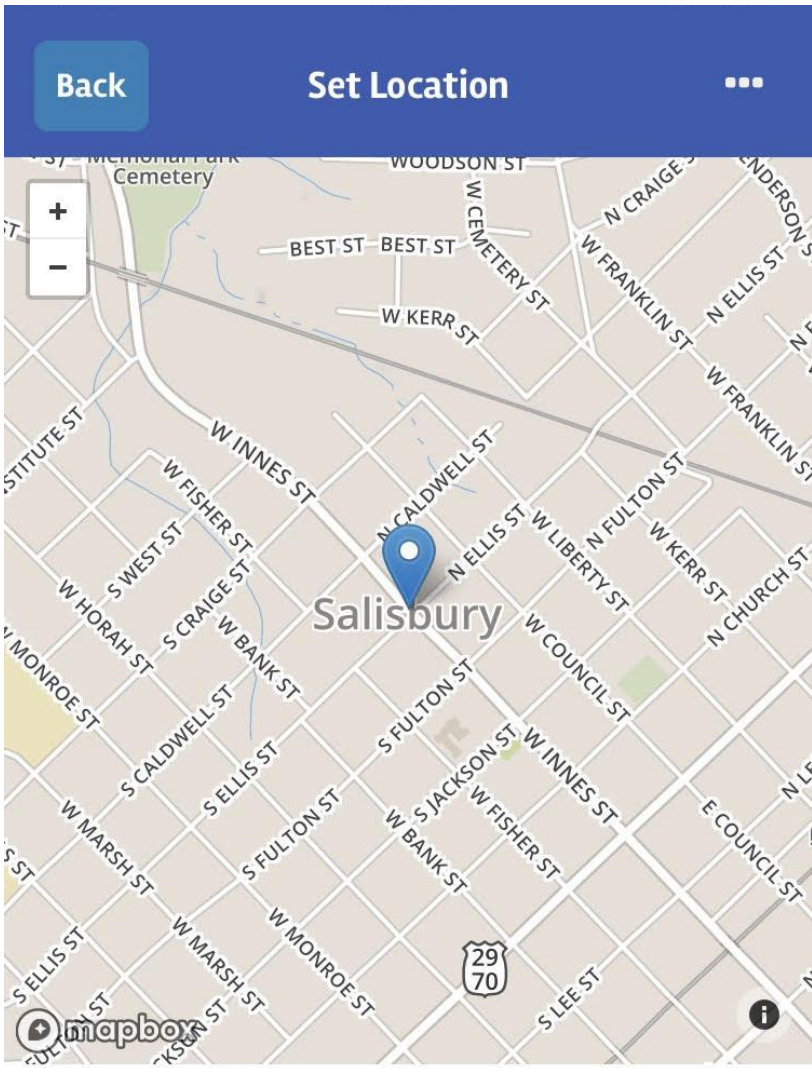
Next Step

Add your location

Add the location of this conversation

- Use your device's location OR
- Use an address or intersection

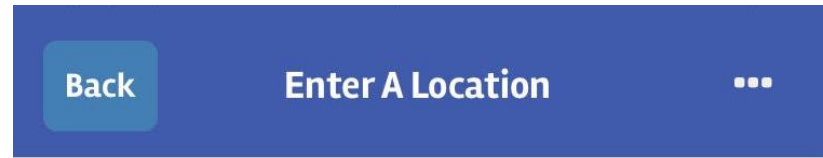
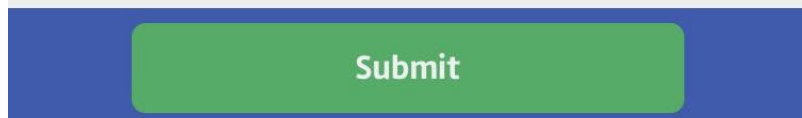




Street Address:

City:

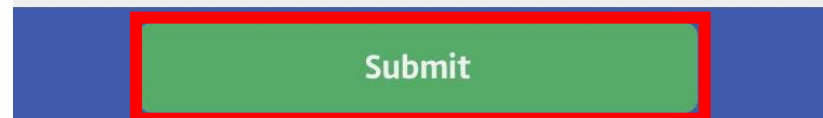
State:

A form for entering location information. It consists of three vertically stacked input fields. Each field has a dark blue header with white text: 'Street Address:', 'City:', and 'State:'. The input areas are white. The 'City' field contains the text 'Salisbury'. The 'State' field is empty.

Street Address:

City:
Salisbury

State:
NC

A form for entering location information, identical to the one in the middle column. The 'City' field contains 'Salisbury' and the 'State' field contains 'NC'. Both fields have a small grey 'x' icon in the top right corner of the input area.

Screen for previous interviews

Next question

- We want to make sure we're not double-counting folks!
- If someone has already taken the survey, thank them for their participation and continue to the next person.



Have you already been interviewed today for the Point in Time Count?

Dropdown menu with a downward arrow icon.

Submit Survey

Save Draft

Have you already been interviewed today for the Point in Time Count?

Dropdown menu with 'Yes' selected, a close icon (x), and a downward arrow icon. This entire section is highlighted with a red border.

Thank you for your time, we only need to survey each person once. **NOTE TO SURVEYOR – click BACK in top left corner.**

Submit Survey

Save Draft

Have you already been interviewed today for the Point in Time Count?

Dropdown menu with 'Yes' selected, a close icon (x), and a downward arrow icon.

Are you sure?

You will lose all information currently entered, are you sure you want to go back?

No

Yes

Submit Survey

Save Draft

Have you already been interviewed today for the Point in Time Count?

Submit Survey

Save Draft

Have you already been interviewed today for the Point in Time Count?

No

Personal Info

What is your first name?

Theodora

What is your last name?

Carey

What are your initials?

TC

What is your gender?

Female

What is your gender?

Female

What age range do you fall into?*

Under 5

5-12

13-17

18-24

25-34

35-44

45-54

American Indian or Alaska Native

Native Hawaiian/Pacific Islander

Back Sheltered Homeless Survey

What is your date of birth?

What is your age?

What is your race? (select all that apply)

White

American Indian or Alaska Native

Clear Cancel Done

May	5	1945
June	6	1946
July	7	1947

Back Sheltered Homeless Survey

What is your date of birth?

06/06/1945

What is your age?

74

What is your race? (select all that apply)

White

American Indian or Alaska Native

Native Hawaiian/Pacific Islander

Asian

Black or African American

Other

Don't Know

Back Sheltered Homeless Survey

Other

Don't Know

Refused

Are you Hispanic/Latino?

No

Homelessness History

Is this the first time you've been homeless?

Yes

How many months have you been homeless this time?

13

Are you homeless as a result of a natural disaster?

No

Back

Sheltered Homeless Survey



Do you have any substance abuse issues?



No

Alcohol Abuse

Drug Abuse

Both Alcohol and Drug

Don't Know

Refused

Do you have a developmental disability?



Do you receive disability benefits?



Back

Sheltered Homeless Survey



Do you have any substance abuse issues?

Alcohol Abuse



Is this a long-term disability that impairs your ability to hold a job or live independently?



Do you have a chronic health condition?



Yes

No

Refused

Don't Know

Do you have a developmental disability?



Back

Sheltered Homeless Survey



Do you have any substance abuse issues?

Alcohol Abuse



Is this a long-term disability that impairs your ability to hold a job or live independently?



Do you have a chronic health condition?

No



Do you have a mental health diagnosis?

No



Do you have a physical disability?

No



Do you have a developmental disability?

No



No

Are you a veteran? (served in the US Armed Forces OR been called into active duty as a member of the National Guard or as a Reservist)

Yes

Please remember to thank the person for their time. Use the notes field below to record any additional information that you may feel may be important to collect.

Notes

Age may need to be double checked

Submit Survey

Save Draft

No

Are you a veteran? (served in the US Armed Forces OR been called into active duty as a member of the National Guard or as a Reservist)

Yes

Please remember to thank the person for their time. Use the notes field below to record any additional information that you may feel may be

Submitting Survey, please wait...

Notes

Age may need to be double checked

Submit Survey

Save Draft

This Count Is In Test Mode

Success

Response 1773731373 successfully submitted!

OK

Unsheltered Homeless Survey

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?



Are you experiencing homelessness as a direct result of COVID-19?



Are you homeless as a result of a natural disaster?



- Optional, but could lead to greater insights



Submitting the survey

- Submissions are per person
- If you are out of cell-service or don't have data, use Save Draft
 - Make sure you remember to submit all your drafts by February 3rd once you're back in range!
 - You can review drafts from the home page
- Notes are available if anything else is needed



Let's look at how to submit Saved Drafts



Back Unsheltered Homeless Survey



Survey Drafts

Survey Type: Unsheltered Homeless Survey
Date Created: Nov 11, 2019, 12:38 pm
Household ID: 800a8e08-5e95-48fa-9d9b-1bae124b420a

Back Unsheltered Homeless Survey



Survey Drafts

Survey Type: Unsheltered Homeless Survey
Date Created: Nov 11, 2019, 12:38 pm
Household ID: 800a8e08-5e95-48fa-9d9b-1bae124b420a

Back Unsheltered Homeless Survey



Are you currently experiencing homelessness because you are fleeing domestic violence, dating violence, sexual assault or stalking?

No



Are you a veteran? (served in the US Armed Forces OR been called into active duty as a member of the National Guard or as a Reservist)

Yes



Notes

Submit Survey

Save Draft

Open Draft

Remove Draft

Open Draft

Remove Draft

Surveys

Drafts

1

Map

Help

Surveys

Drafts

1

Map

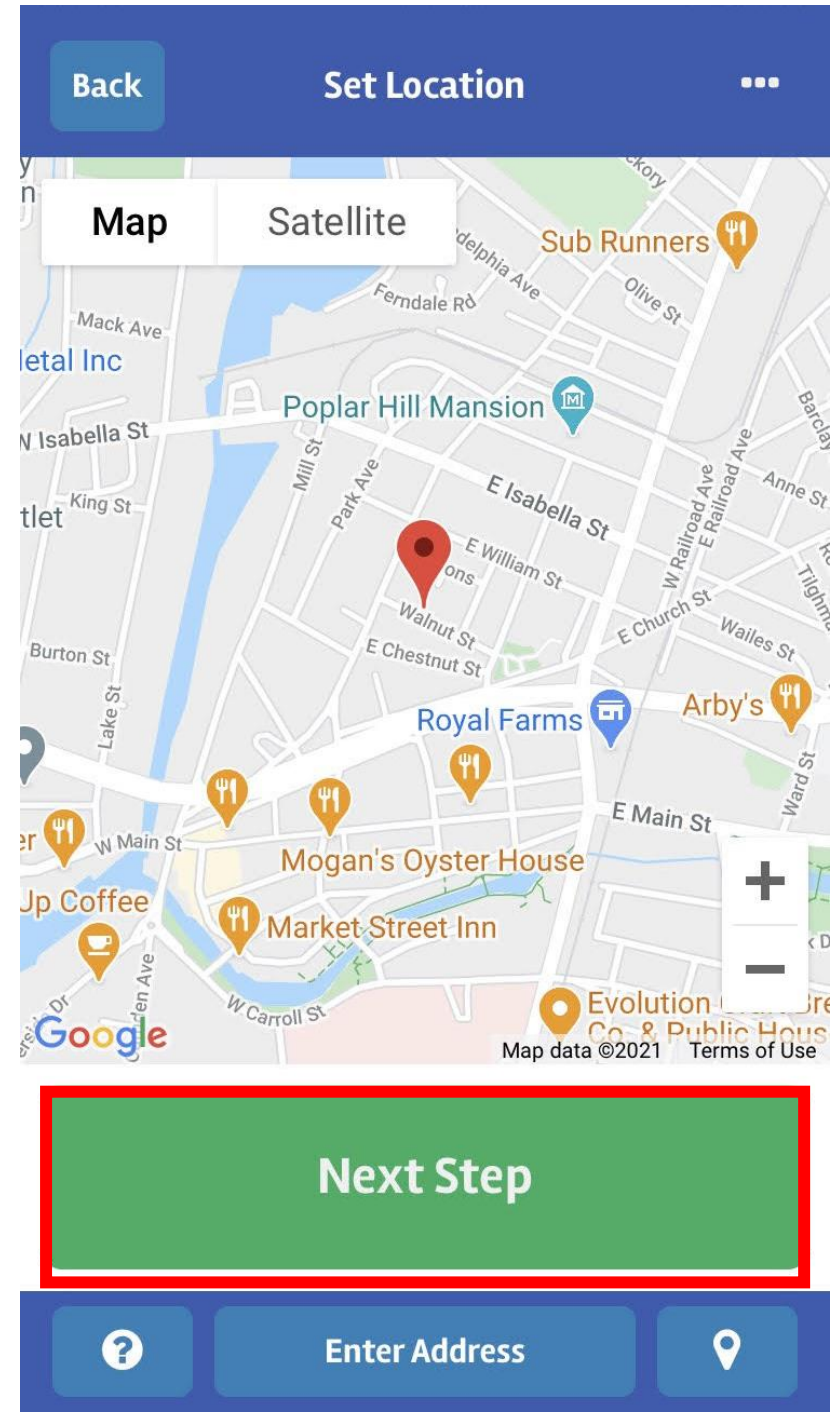
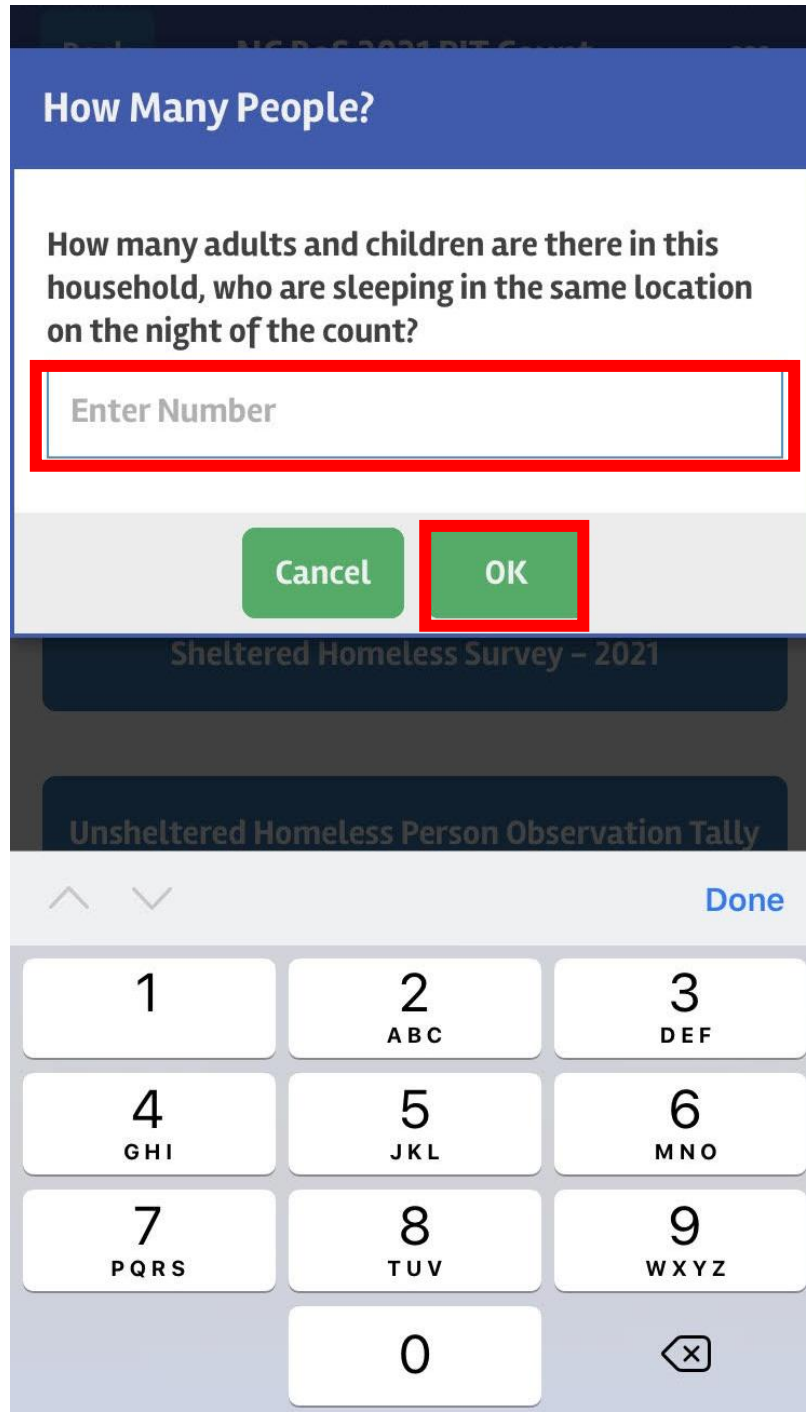
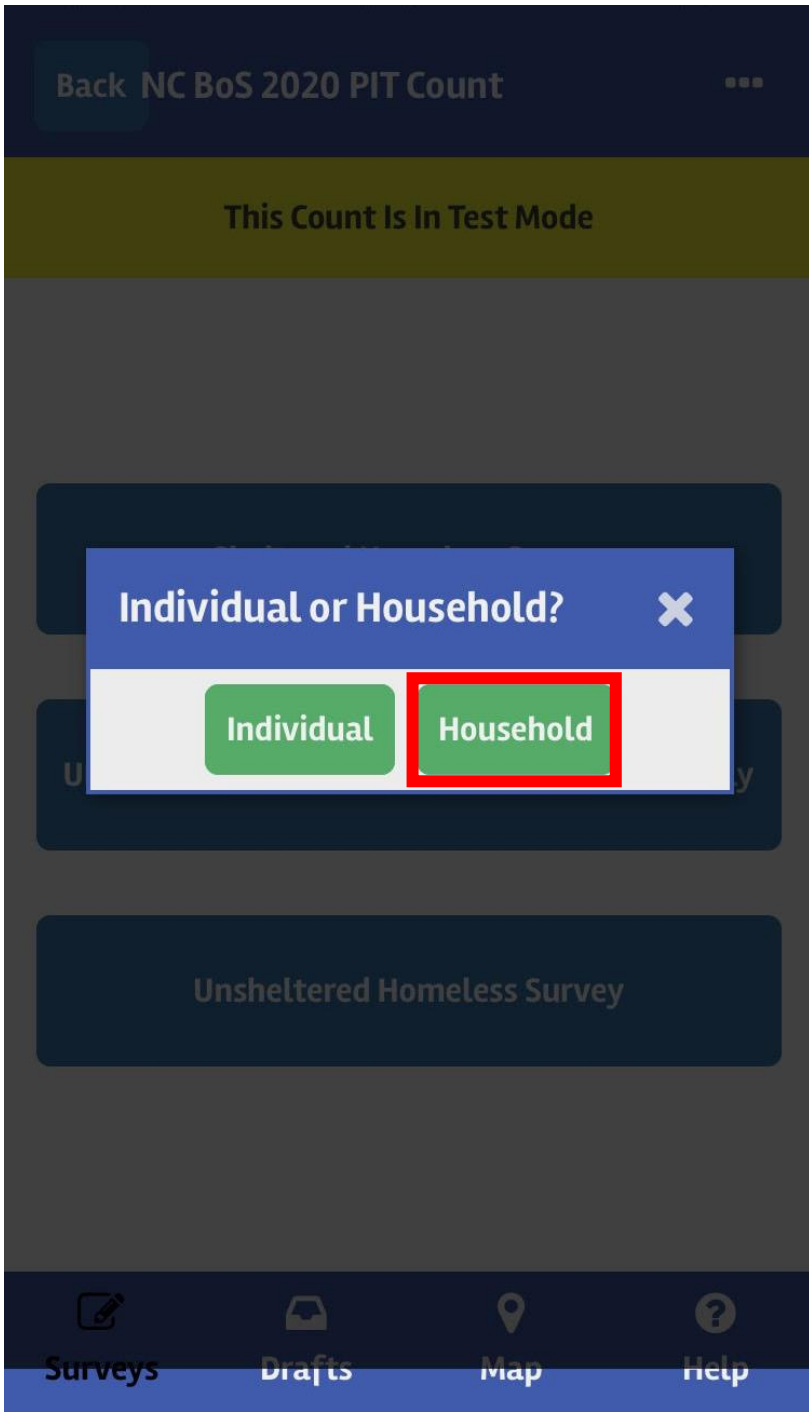
Help

Now let's see the screen for a household

Start with the correct Survey Activity

- Select Sheltered





You are editing a household
You are on member 1 of 3

Relationship to Head of Household

Self

Have you already been interviewed today for the Point in Time Count?

Submit Survey

Save Draft

You are editing a household
You are on member 1 of 3

Relationship to Head of Household

Self

Have you already been interviewed today for the Point in Time Count?

No

Personal Info

What is your first name?

What is your last name?

If hesitant, ask, "What are your initials?"



NCCEH



Test it out now!

Help us test the App!

You can now login to practice!

- Please submit as many individual or household surveys as you'd like
- Try out different fake clients (will be deleted)
- No pressure, if you'd like to test the survey later it will be available
- Test mode will be active until Jan 26th



Send questions and feedback at hmis@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.



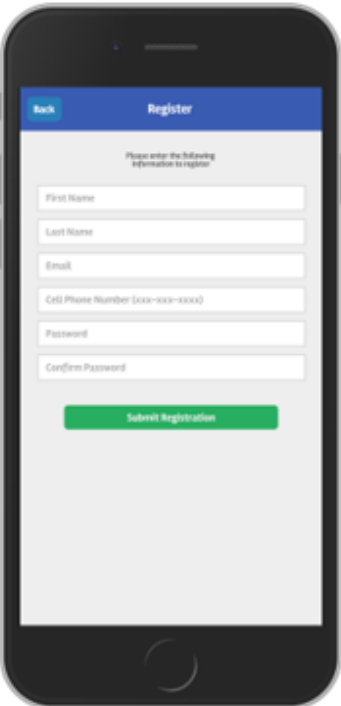
Step 2: Tap Register

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”



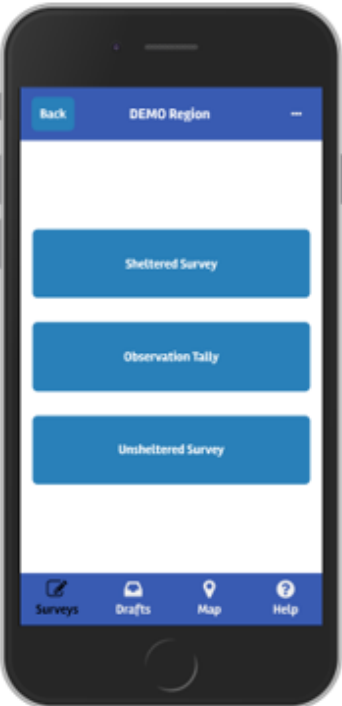
Step 5: Join a Count

Enter the Setup Key of **ncbos2021** and tap “Join Count”



Step 6: Get Started

Tap “Get Started” and you are ready to start the count!

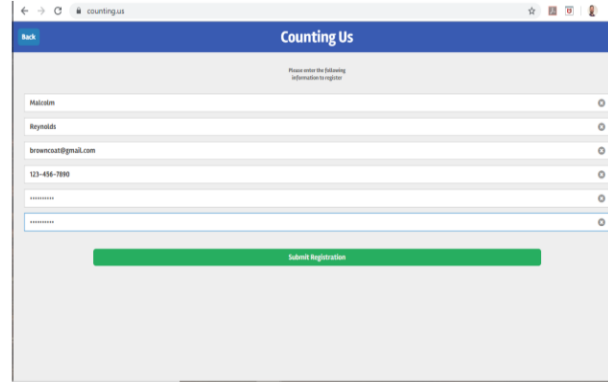


Getting Started with Counting Us Website

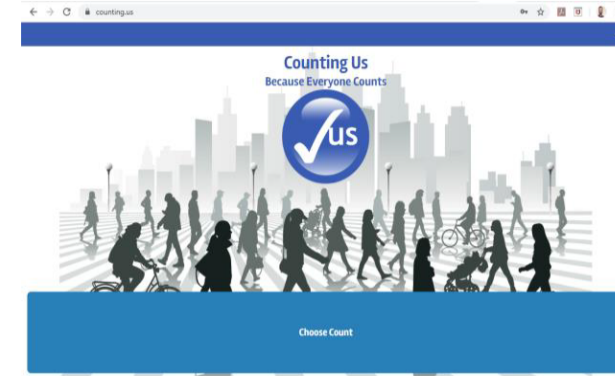
Step 1: Visit counting.us from your web browser and click “Register”



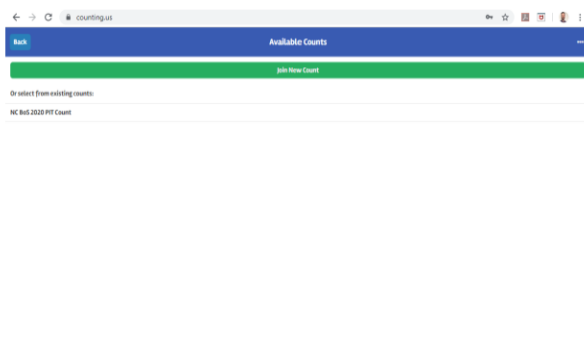
Step 2: Register
Fill in the required information and click “Submit Registration”



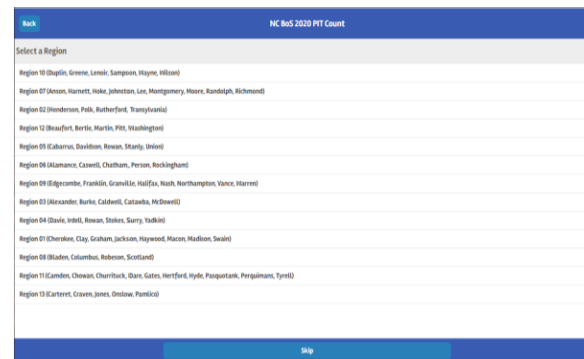
Step 3: Login
Enter your info to Log In and then click “Choose Count”



Step 4: Join New Count
Click Join New Count and Enter Setup Key: **ncbos2021**



Step 5: Select a Region
Click on the region with your county listed



Step 5: Get Started!
You are ready to start the count!





Counting Us

Because Everyone Counts



Choose Count

Back

Join a Count



Enter in the Setup Key provided by your regional count administrator.

ncbos2021



Join Count

Back

Test



Select a Region

Region 01 (Cherokee, Clay, Graham, Jackson, Haywood, Macon, Madison, Swain)

Region 02 (Henderson, Polk, Rutherford, Transylvania)

Region 03 (Alexander, Burke, Caldwell, Catawba, McDowell)

Region 04 (Davie, Iredell, Rowan, Stokes, Surry, Yadkin)

Region 05 (Cabarrus, Davidson, Rowan, Stanly, Union)

Region 06 (Alamance, Caswell, Chatham, Person, Rockingham)

Region 07 (Anson, Harnett, Hoke, Johnston, Lee, Montgomery, Moore, Randolph, Richmond)

Skip

Steps to a non-HMIS Sheltered PIT/HIC

1. Practice with the Counting Us App
2. Confirm your NCCEH staff contact
3. Conduct PIT surveys of clients (with Counting Us App)
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6. Review PIT data and participate in HIC survey with NCCEH staff
7. Respond to any follow-up questions

Key to success: Communication!



NCCEH Trainings and Open Office Sessions

Date	Time	Focus
January 6	11:30-12:30	Non-HMIS Shelter App Training
January 7	11:30-12:30	VSP Shelter App Training
January 8	1:30-2:30	Virtual Open Office Sessions
January 15	1:30-2:30	Virtual Open Office Sessions
January 22	1:30-2:30	Virtual Open Office Sessions

Virtual Open Office Sessions

Virtual Open Office Sessions are for anyone involved in the count can join the call and ask questions about the App, conducting surveys, etc.

Register on the NCCEH Calendar

ncceh.org/events



Stay Connected

<https://www.ncceh.org/datacenter/pointintimehowto/>

This page on the NCCEH website is the go-to place to find regular updates, trainings, and other important information.



NCCEH

Contact Us!

NCEndHomelessness 

@NCHomelessness 

nc_end_homelessness 

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