2021 Point-In-Time Training
for Victim Service Providers Agencies

January 7, 2021

NC COALITION to end HOMELESSNESS

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.

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Agenda

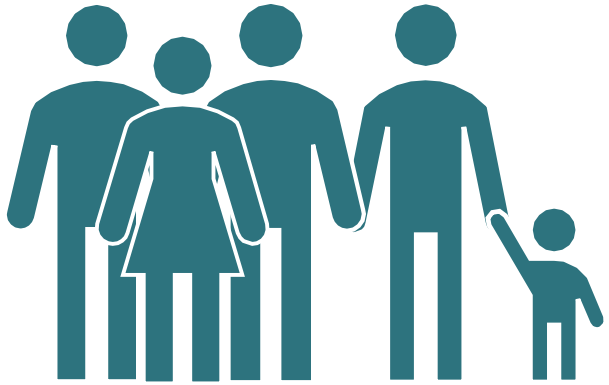
- Introducing the PIT/HIC Count
- Inside the Counting Us App
  - PIT Questions
  - Beta Testing
- Timeline & Follow-up

NCCEH

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?

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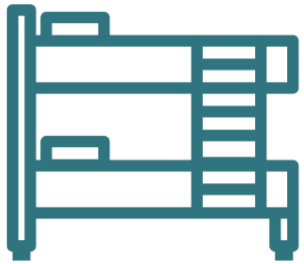
Data Collection for Point-in-Time Count



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

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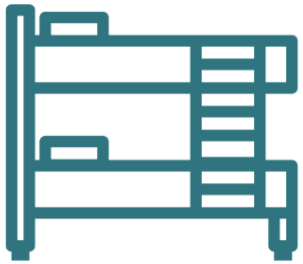
Data Collection for Housing Inventory Count



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.

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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!
(if you don't know your NCCEH contact, email bos@ncceh.org)

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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?” of 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.

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Introducing the Counting Us App

Why Use the Counting Us App

Because Everyone Counts

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

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Additional Security Procedures for VSPs

- Project Location:
  - A location is required (at least accurate for the County)
  - If there are concerns, use the address of your county's DSS
- Client Names:
  - Initials are required
  - Partial/Full names are encouraged to support de-duplication

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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"

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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, Irdell, Rowan, Stokes, Surry, Yadkin)

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

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

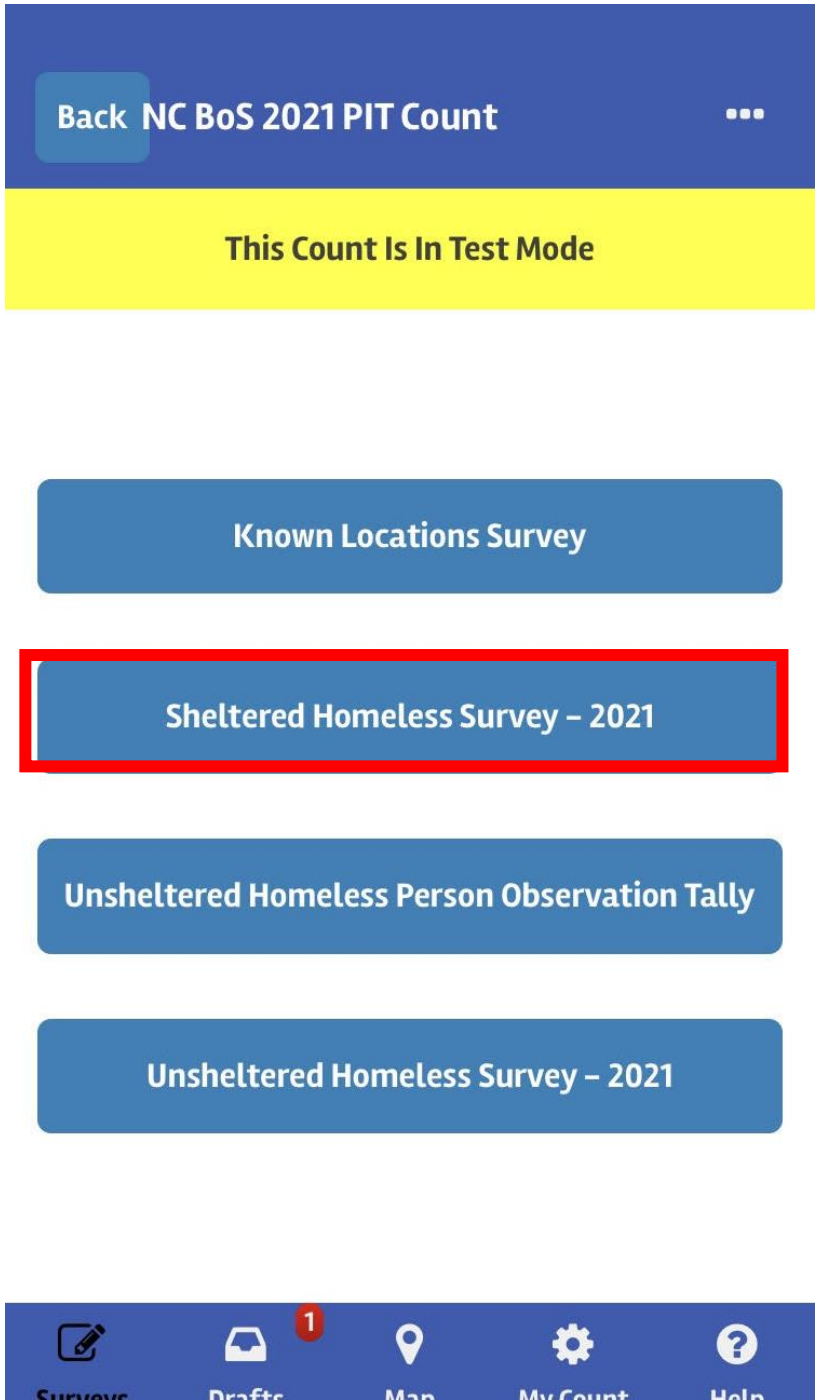
Region 07 (Anson, Harnett, Hoke, Johnston, Lee, Montgomery, Moore, Randolph, Richmond)

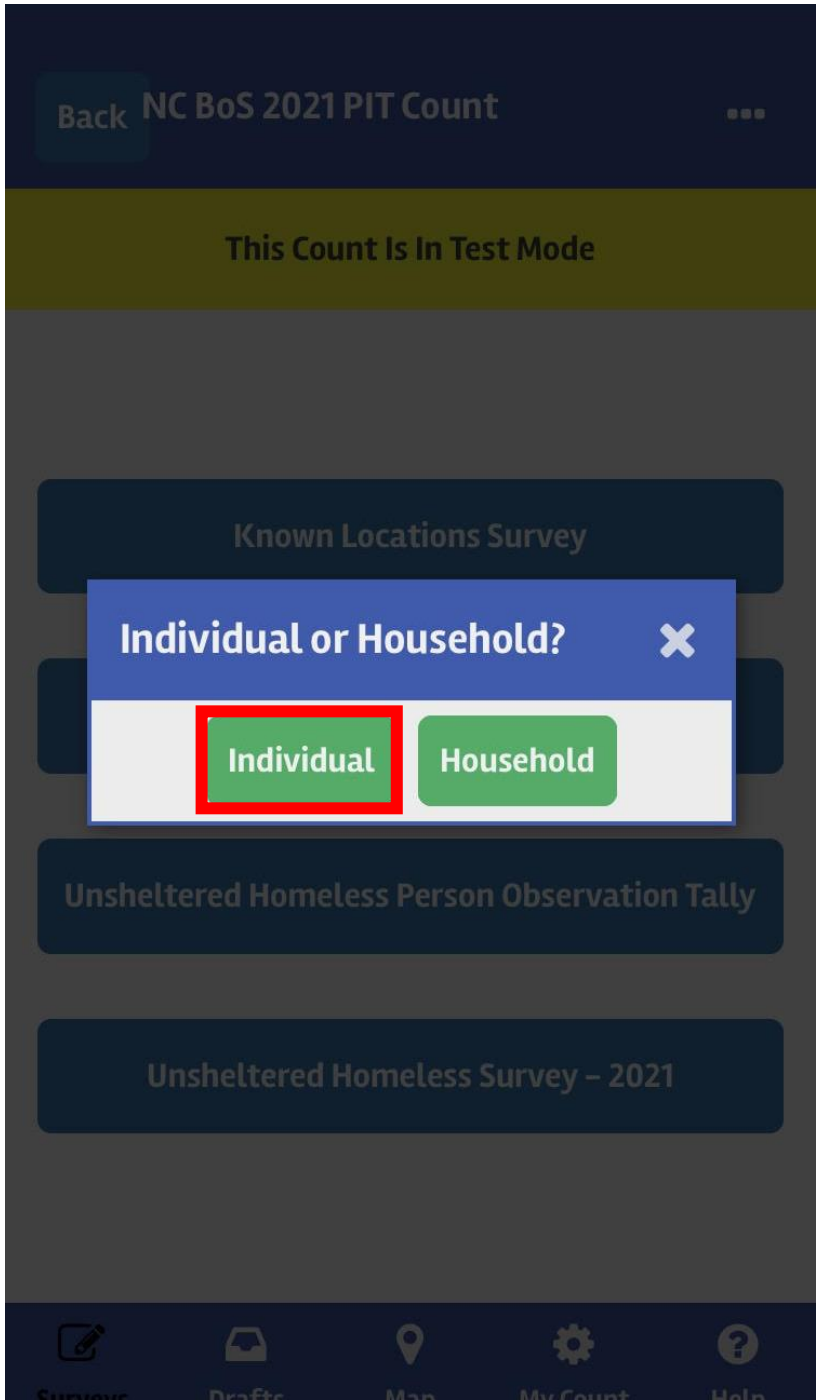
Skip

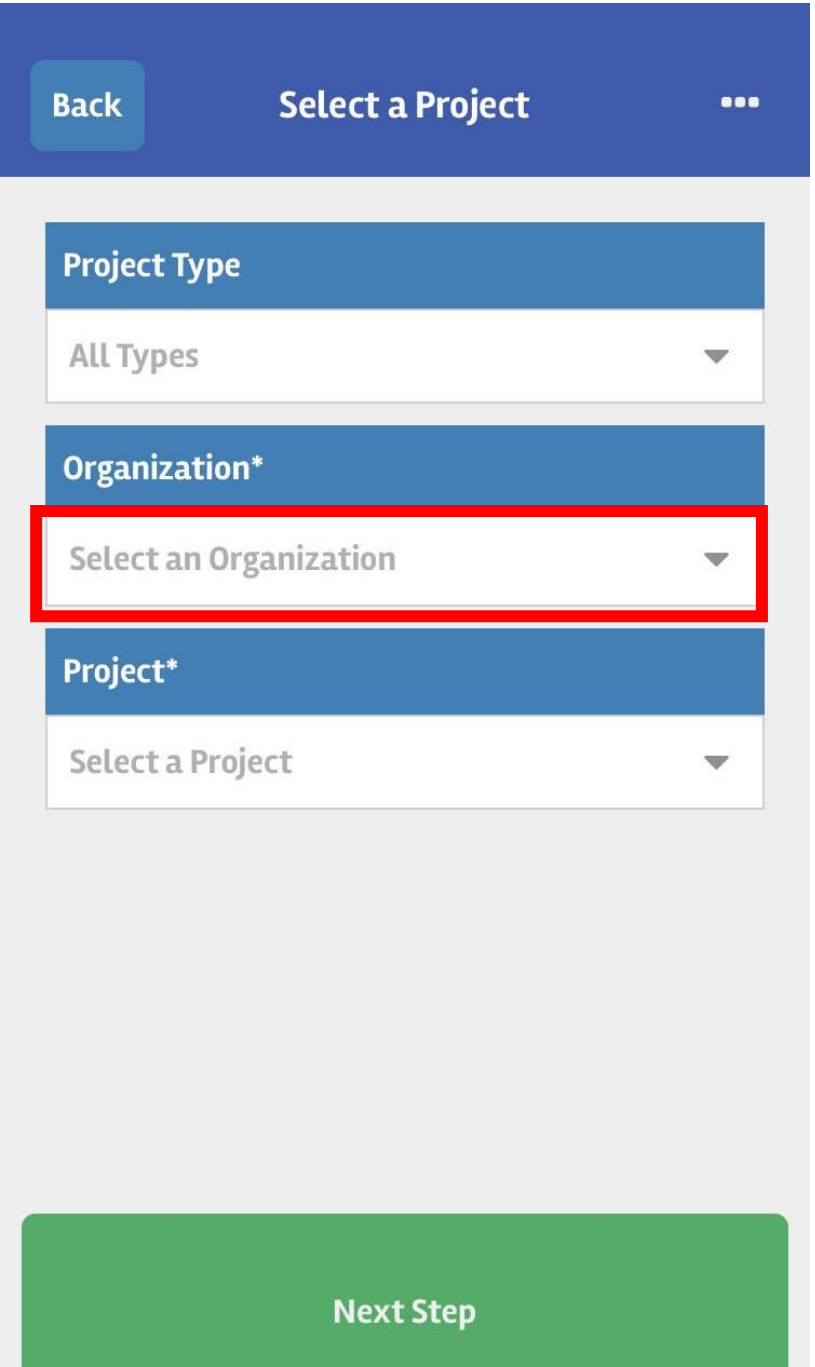
Sheltered Survey

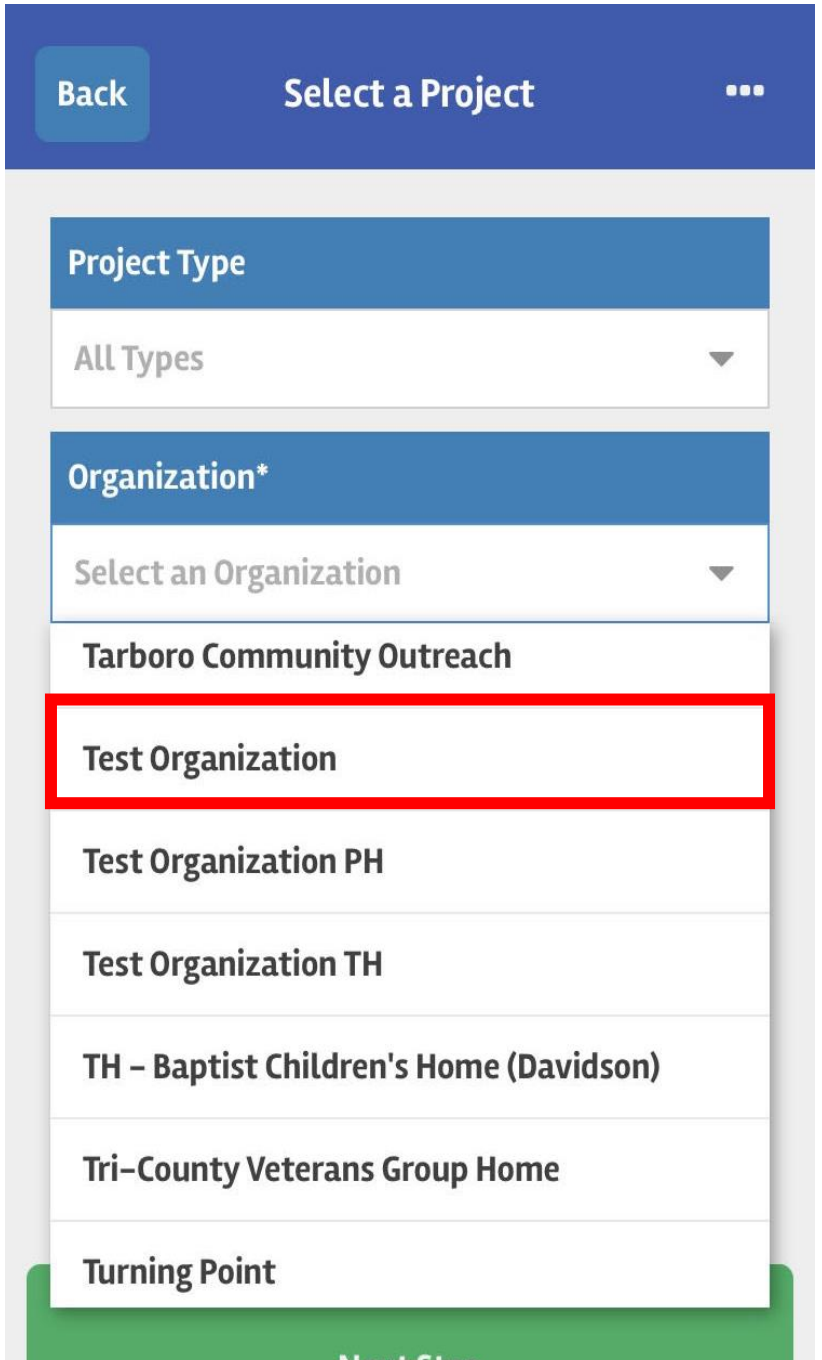
NCCEH

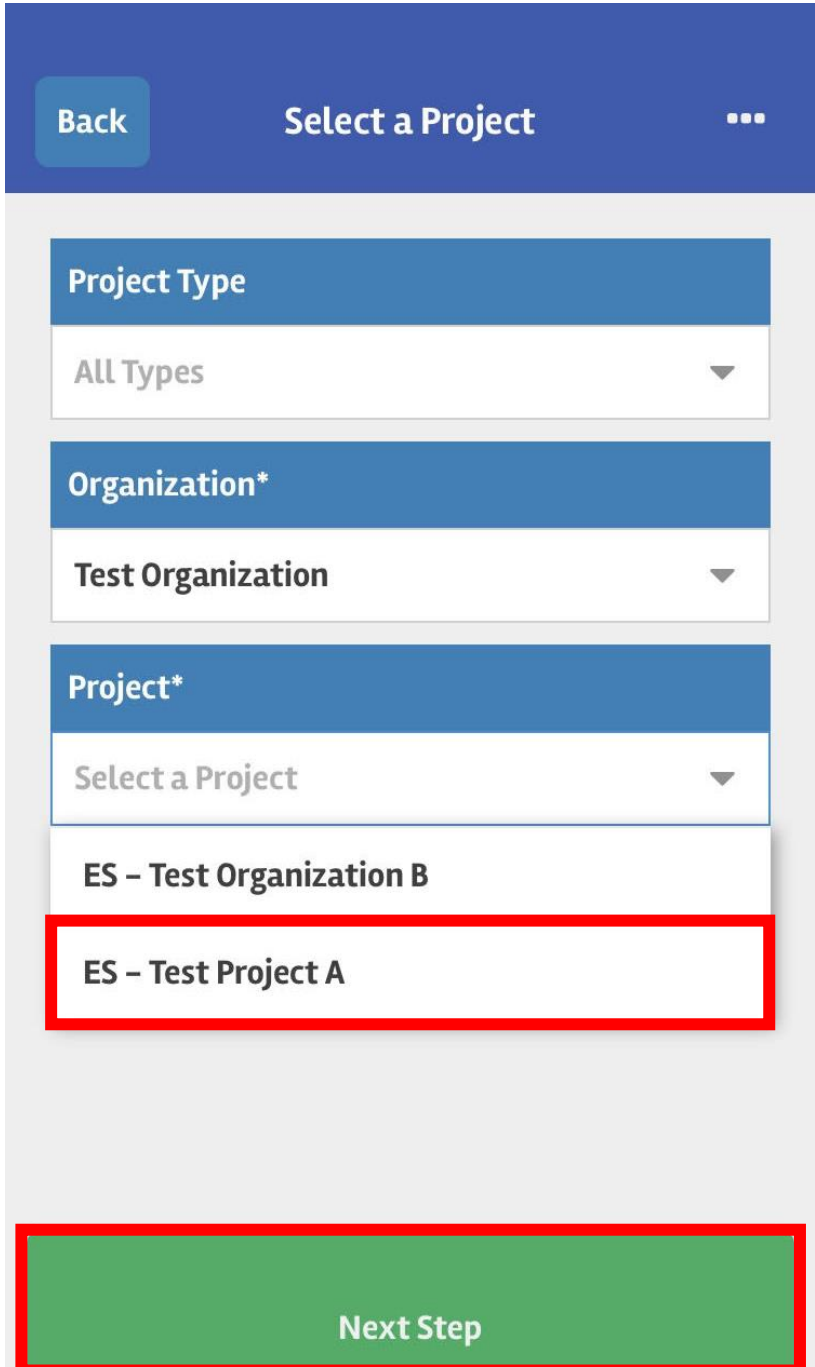
Counting Us
Because Everyone Counts
Get Started!
Change Count


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
Surveys
Drafts
1
Map
My Count
Help


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


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

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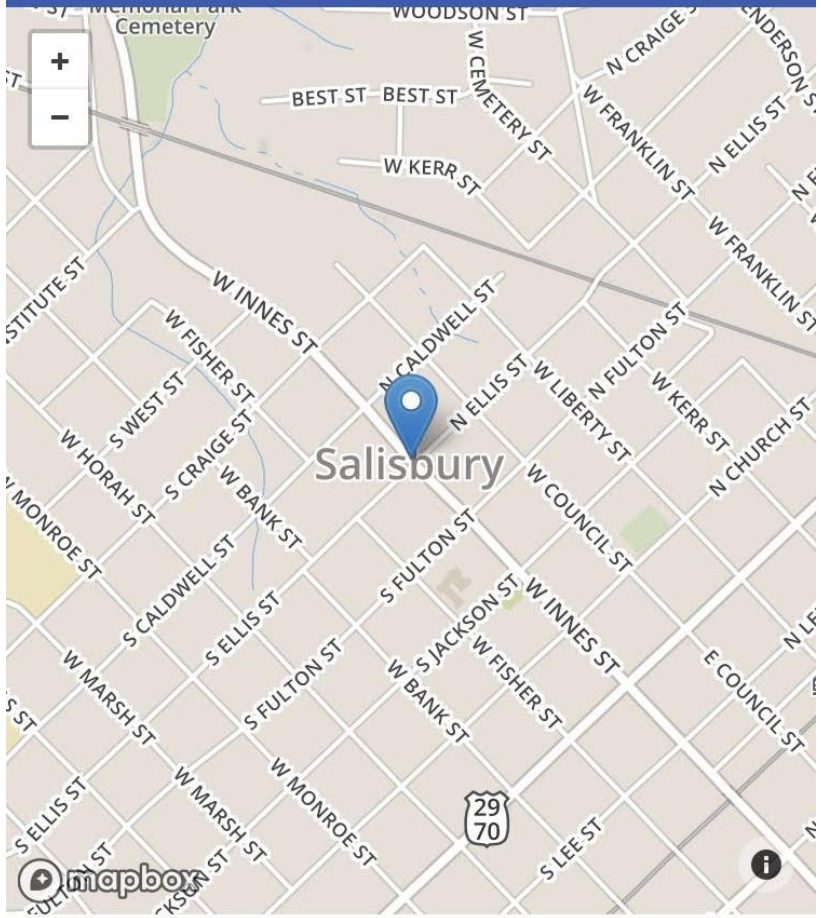
Back

Set Location



Next Step

Enter Address

Back

Enter A Location

Street Address:

City:

State:

Submit

Back

Enter A Location

Street Address:

City:

Salisbury

State:

NC

Submit

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.

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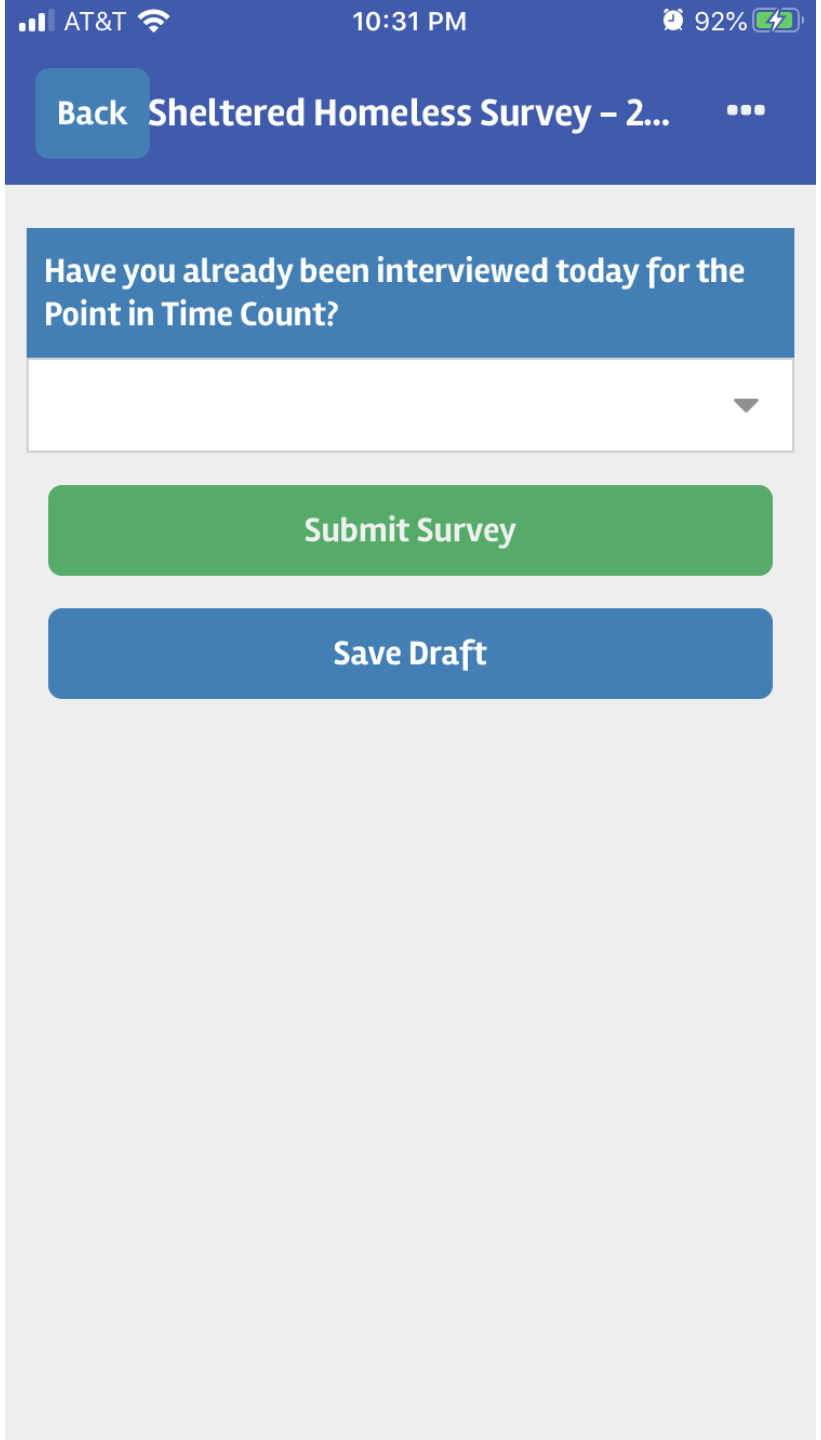
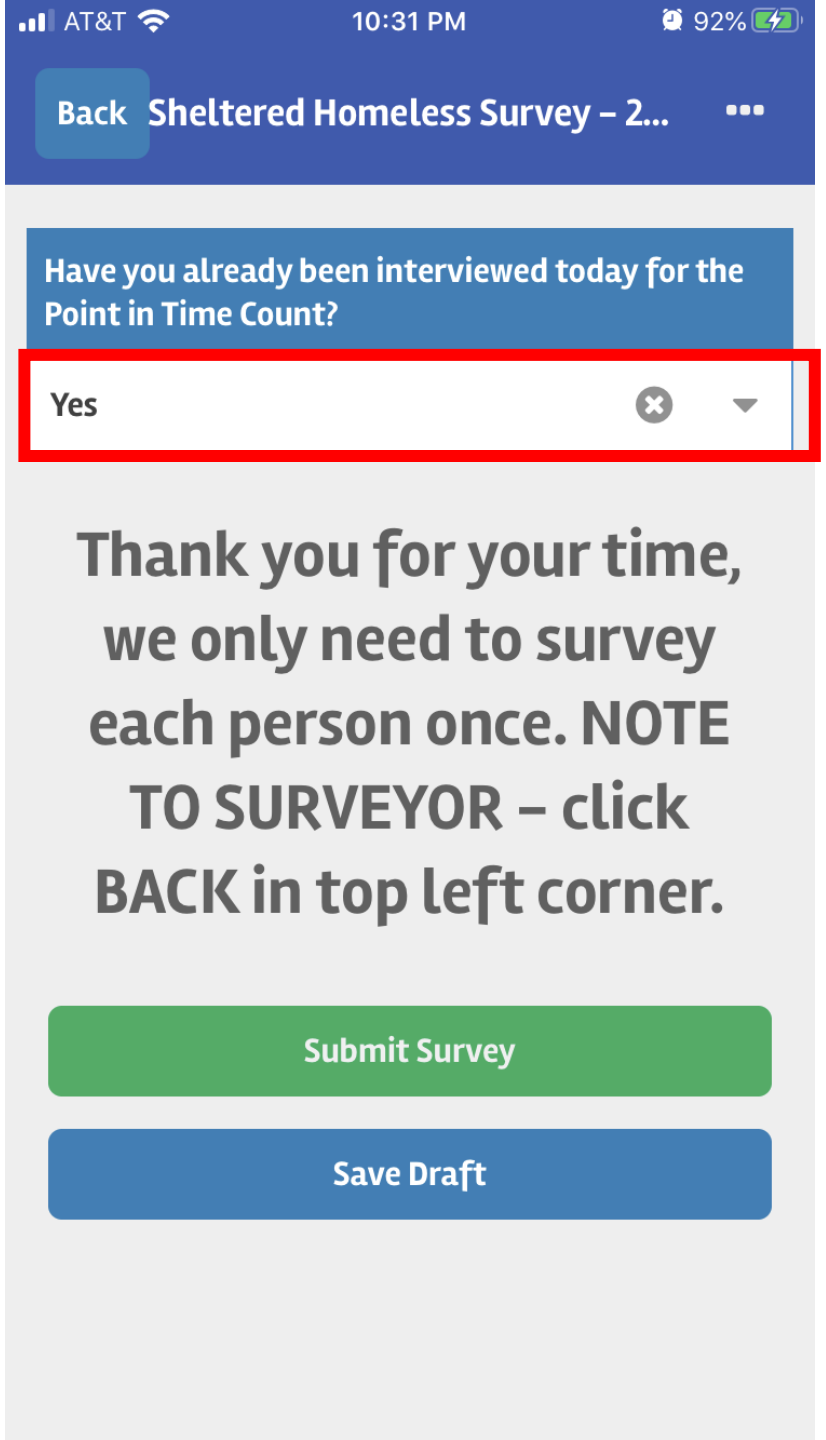
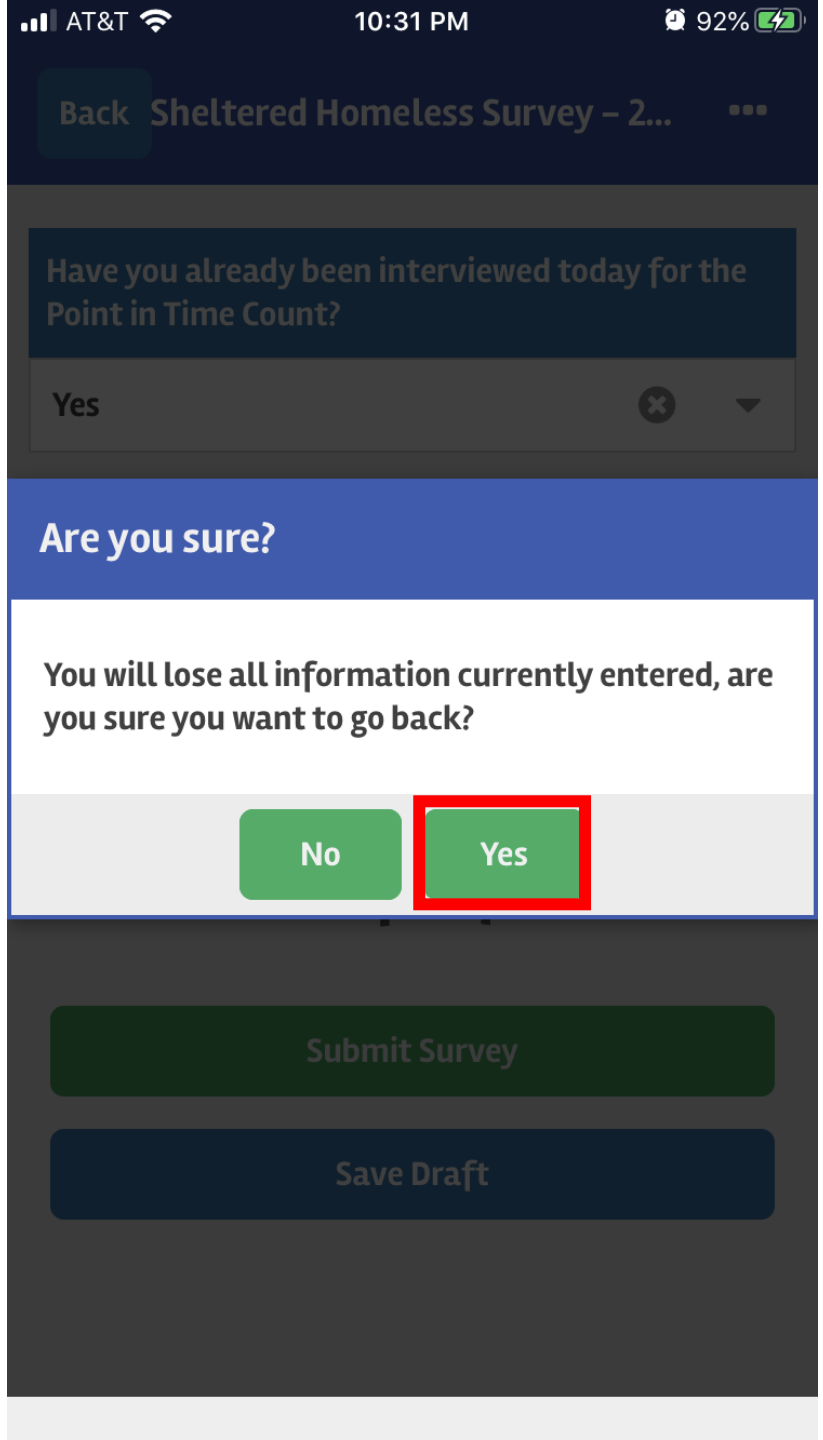
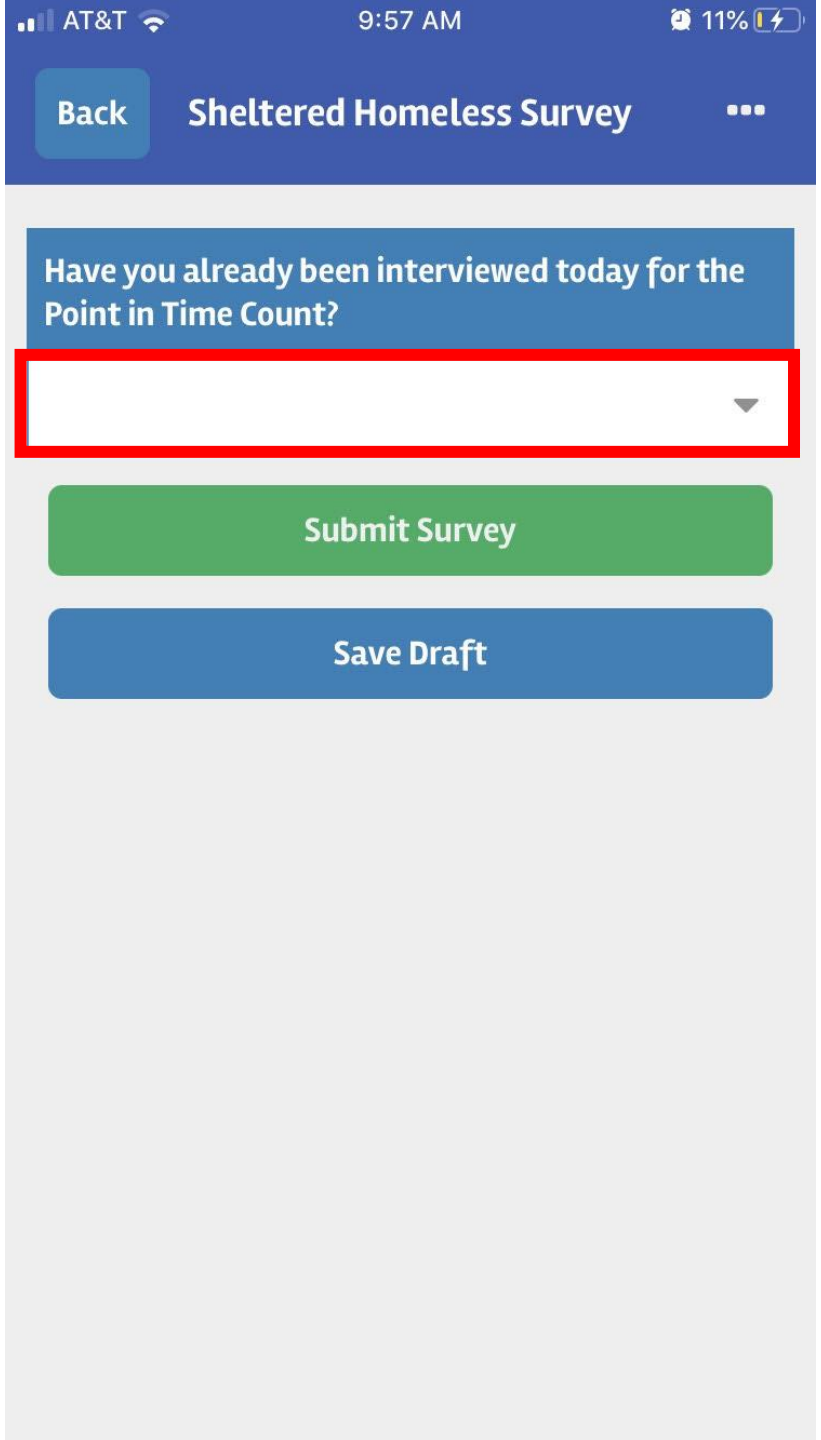
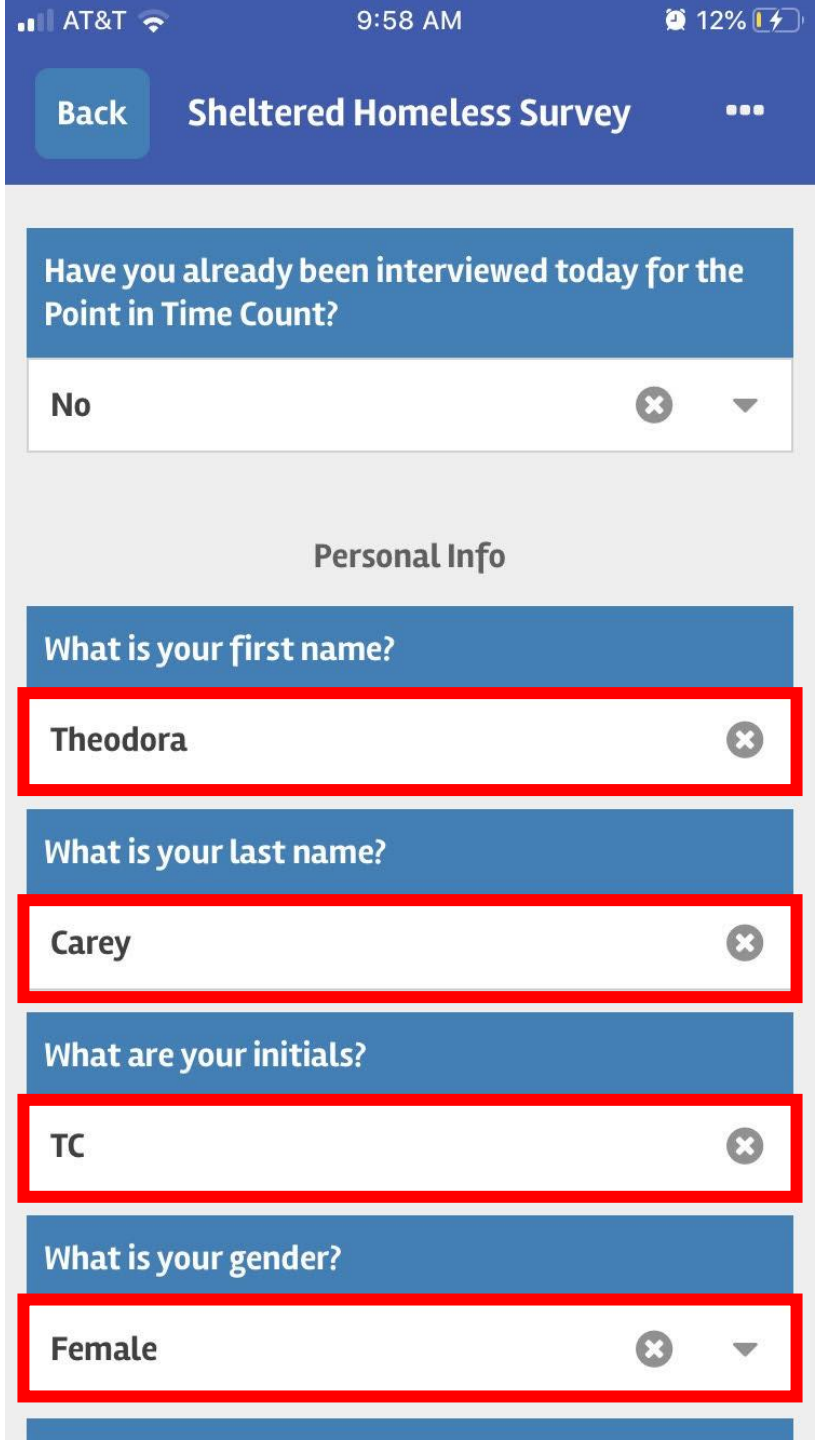
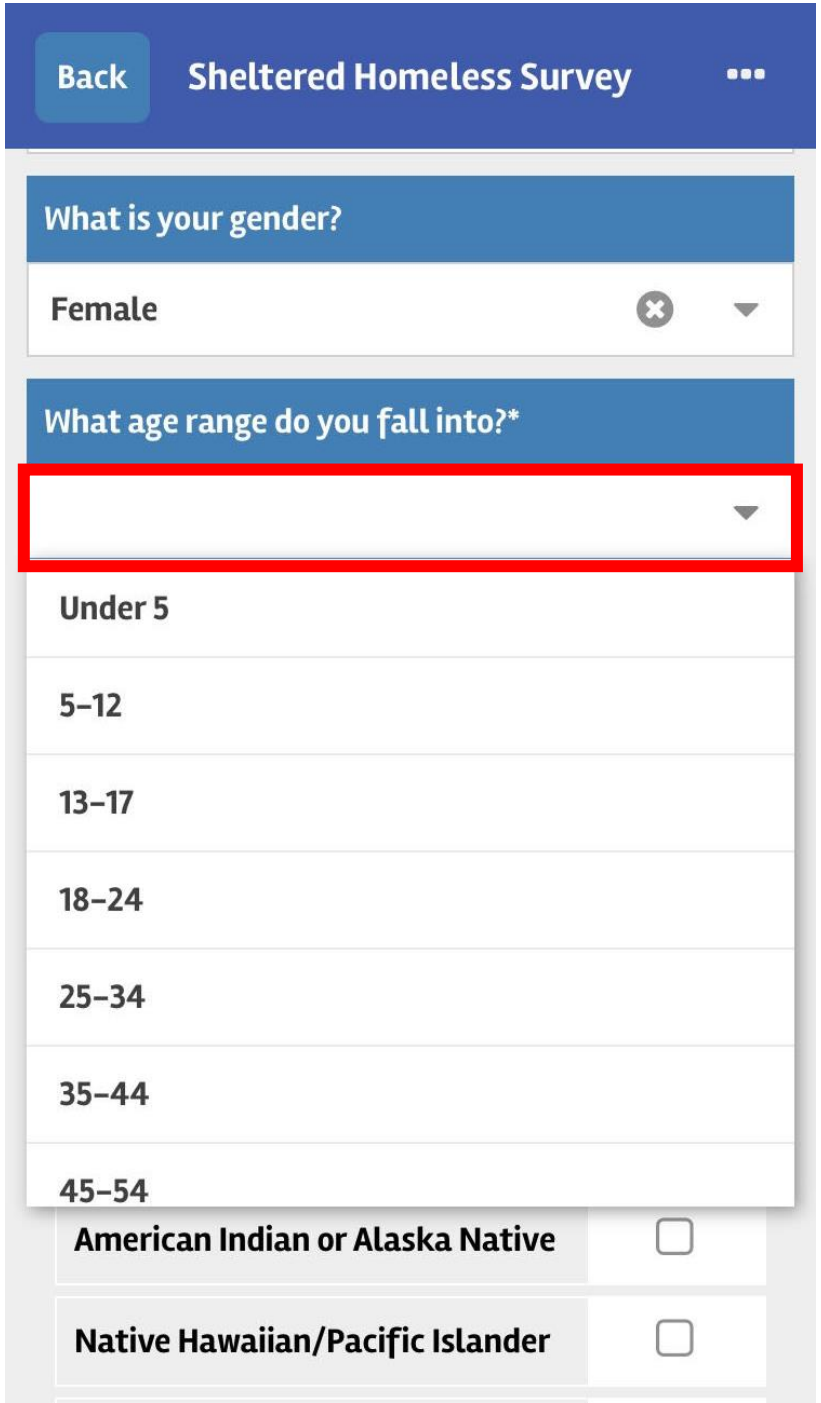

AT&T
10:31 PM
92%
Back
Sheltered Homeless Survey – 2...
Have you already been interviewed today for the Point in Time Count?
Submit Survey
Save Draft

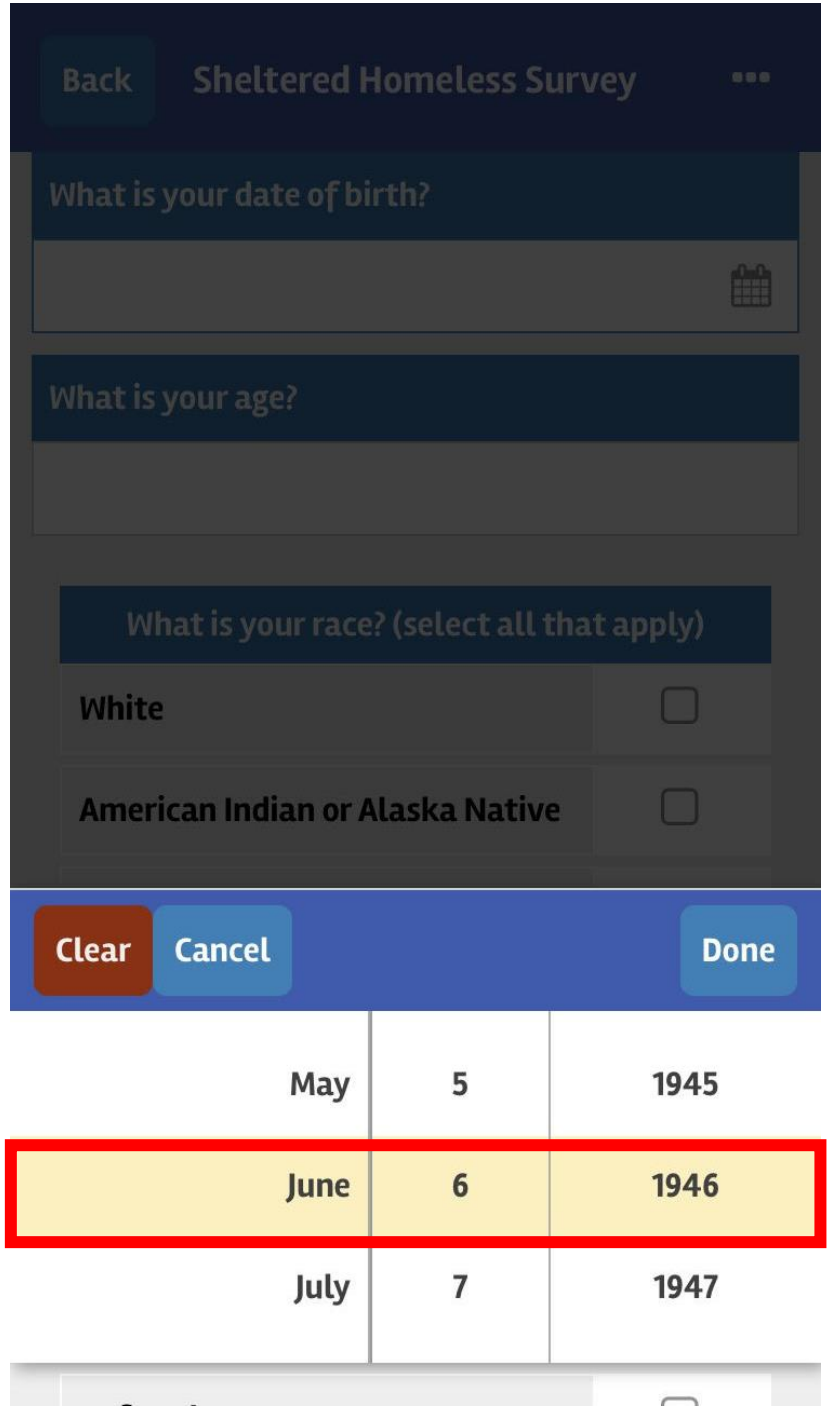

AT&T
10:31 PM
92%
Back
Sheltered Homeless Survey – 2...
Have you already been interviewed today for the Point in Time Count?
Yes
Thank you for your time, we only need to survey each person once. NOTE TO SURVEYOR – click BACK in top left corner.
Submit Survey
Save Draft

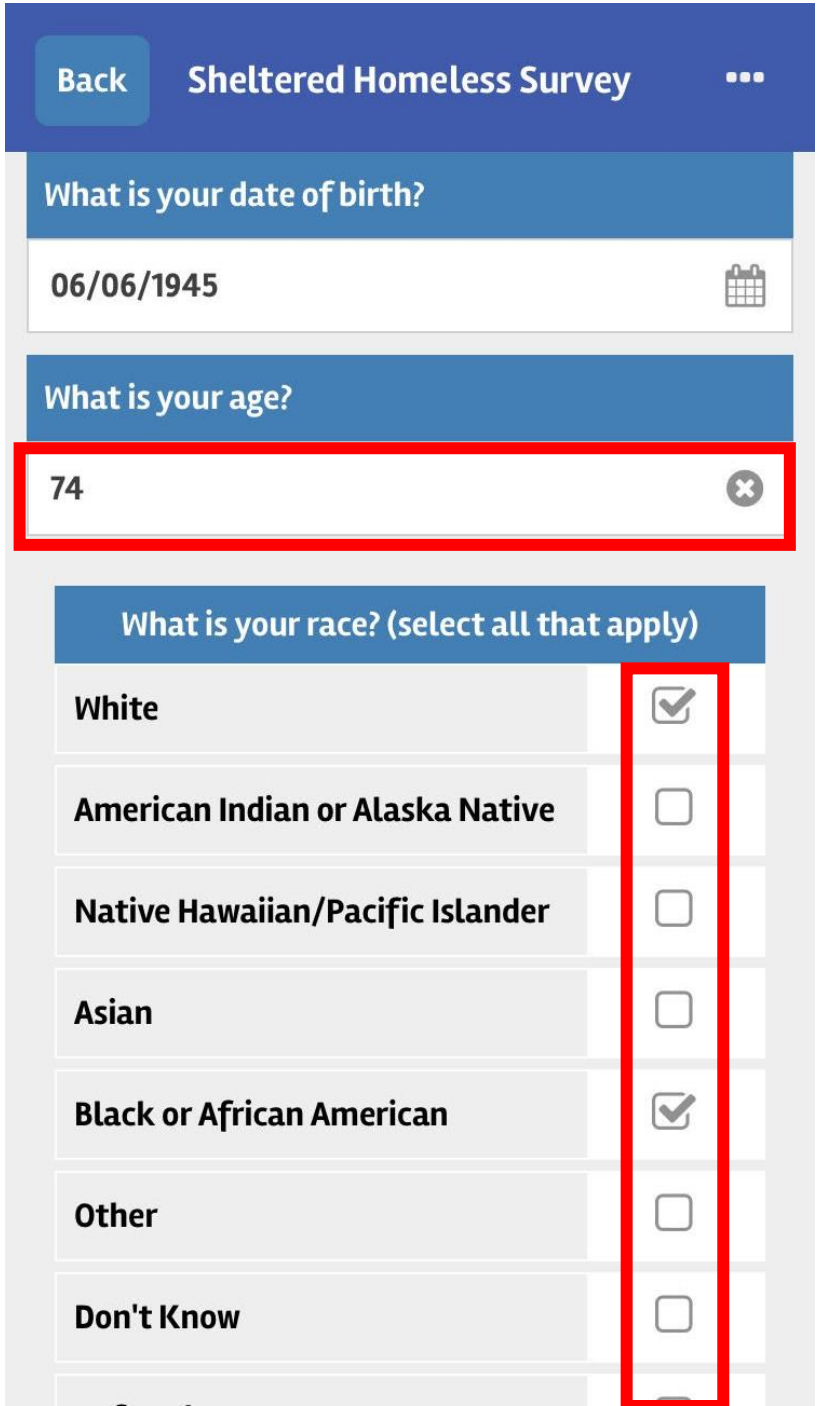

AT&T
10:31 PM
92%
Back
Sheltered Homeless Survey – 2...
Have you already been interviewed today for the Point in Time Count?
Yes
Are you sure?
You will lose all information currently entered, are you sure you want to go back?
No
Yes
Submit Survey
Save Draft

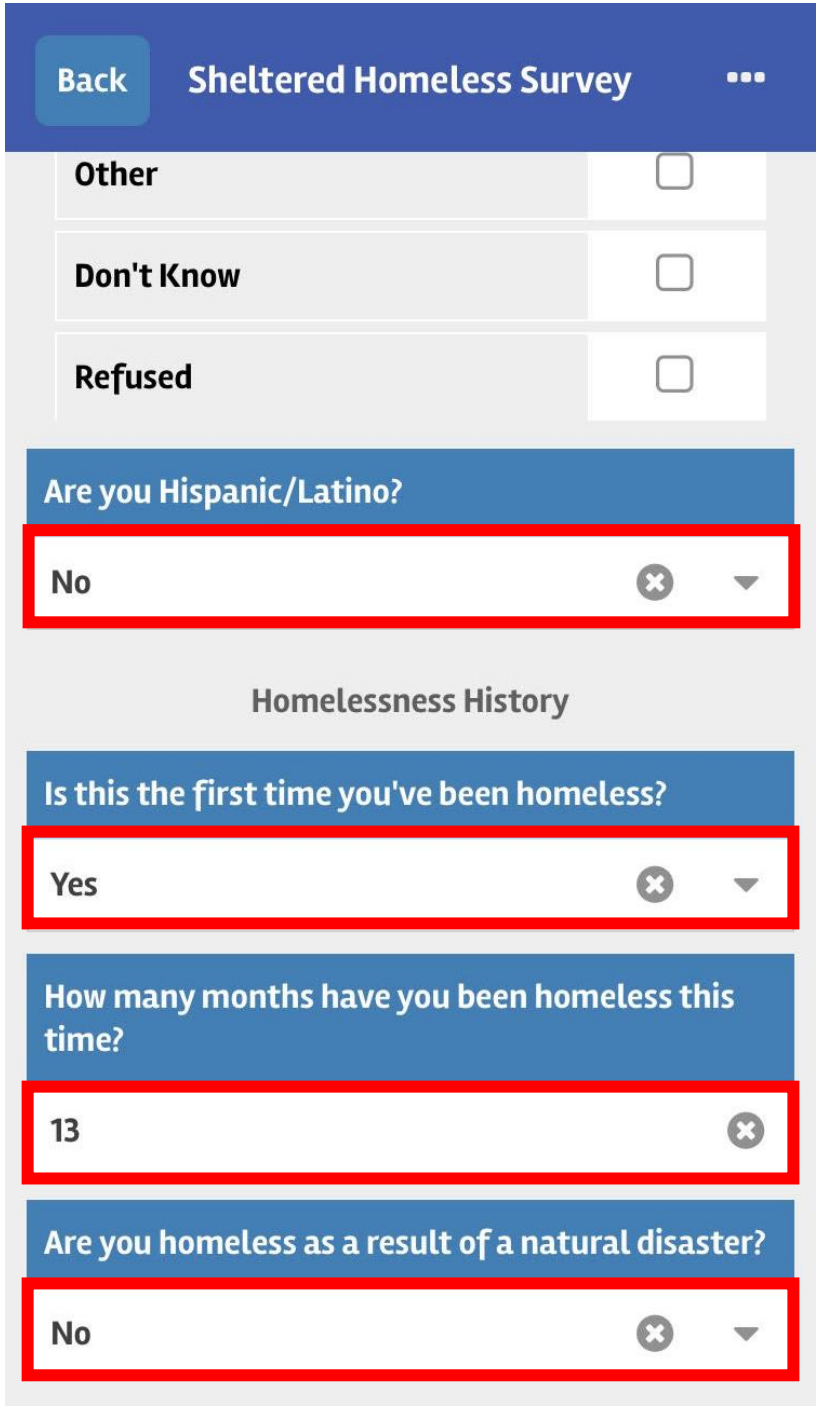

AT&T
9:57 AM
11%
Back
Sheltered Homeless Survey
Have you already been interviewed today for the Point in Time Count?
Submit Survey
Save Draft

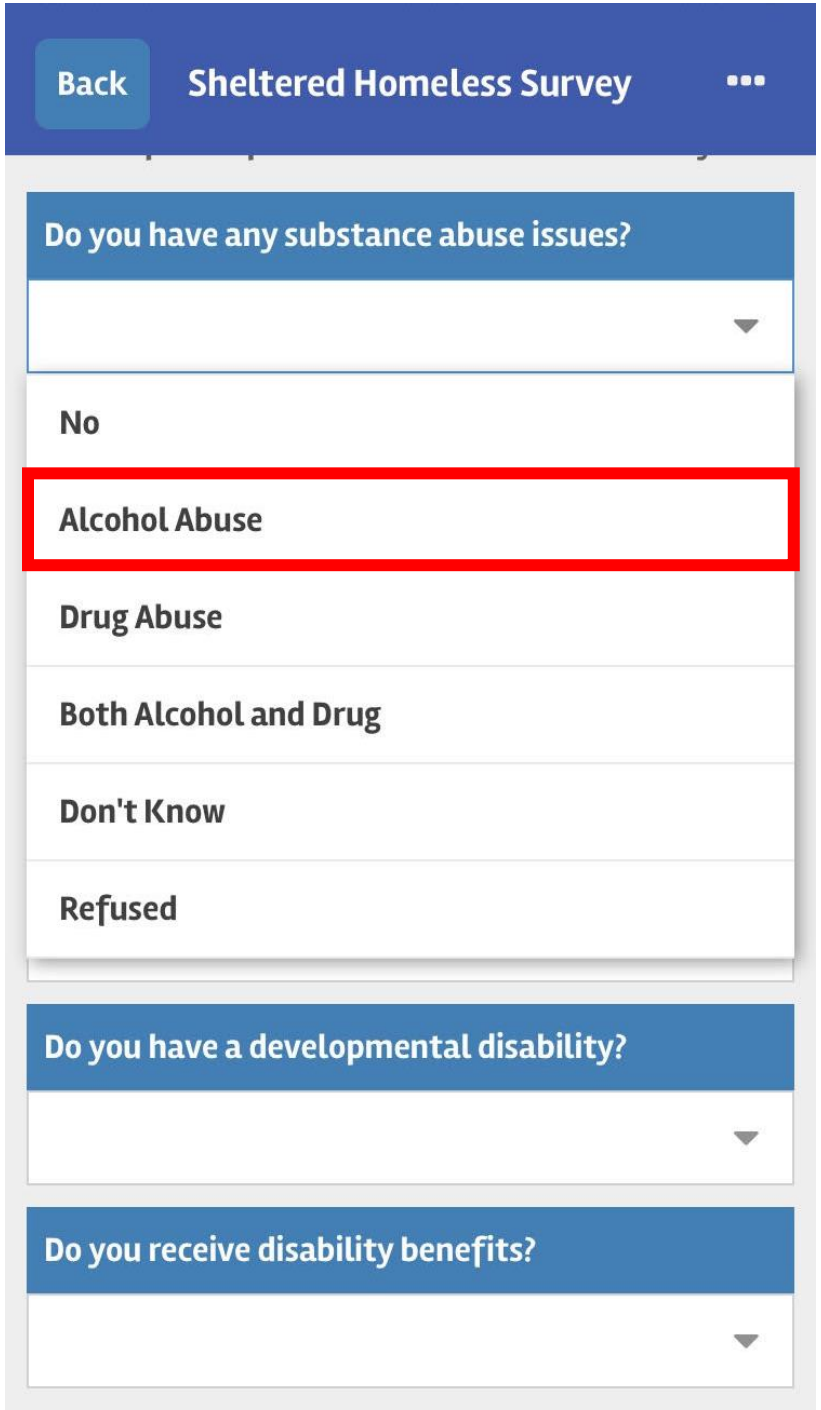

AT&T
9:58 AM
12%
Back
Sheltered Homeless Survey
Have you already been interviewed today for the Point in Time Count?
No
Personal Info
What is your first name?
Theodora
What is your last name?
Carey
What are your initials?
TC
What is your gender?
Female

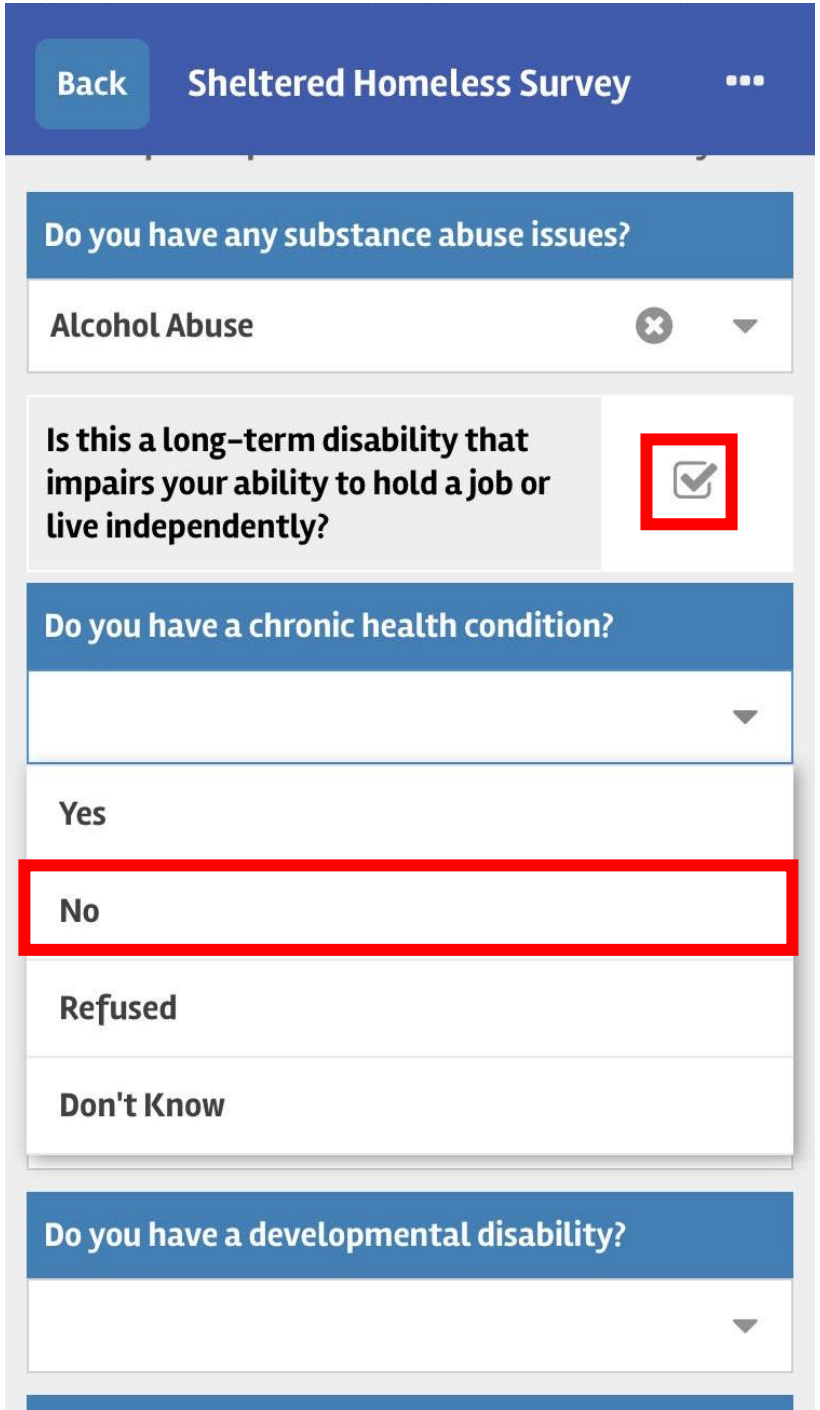

Back
Sheltered Homeless Survey
What is your gender?
Female
What age range do you fall into?*
Under 5
5–12
13–17
18–24
25–34
35–44
45–54
American Indian or Alaska Native
Native Hawaiian/Pacific Islander

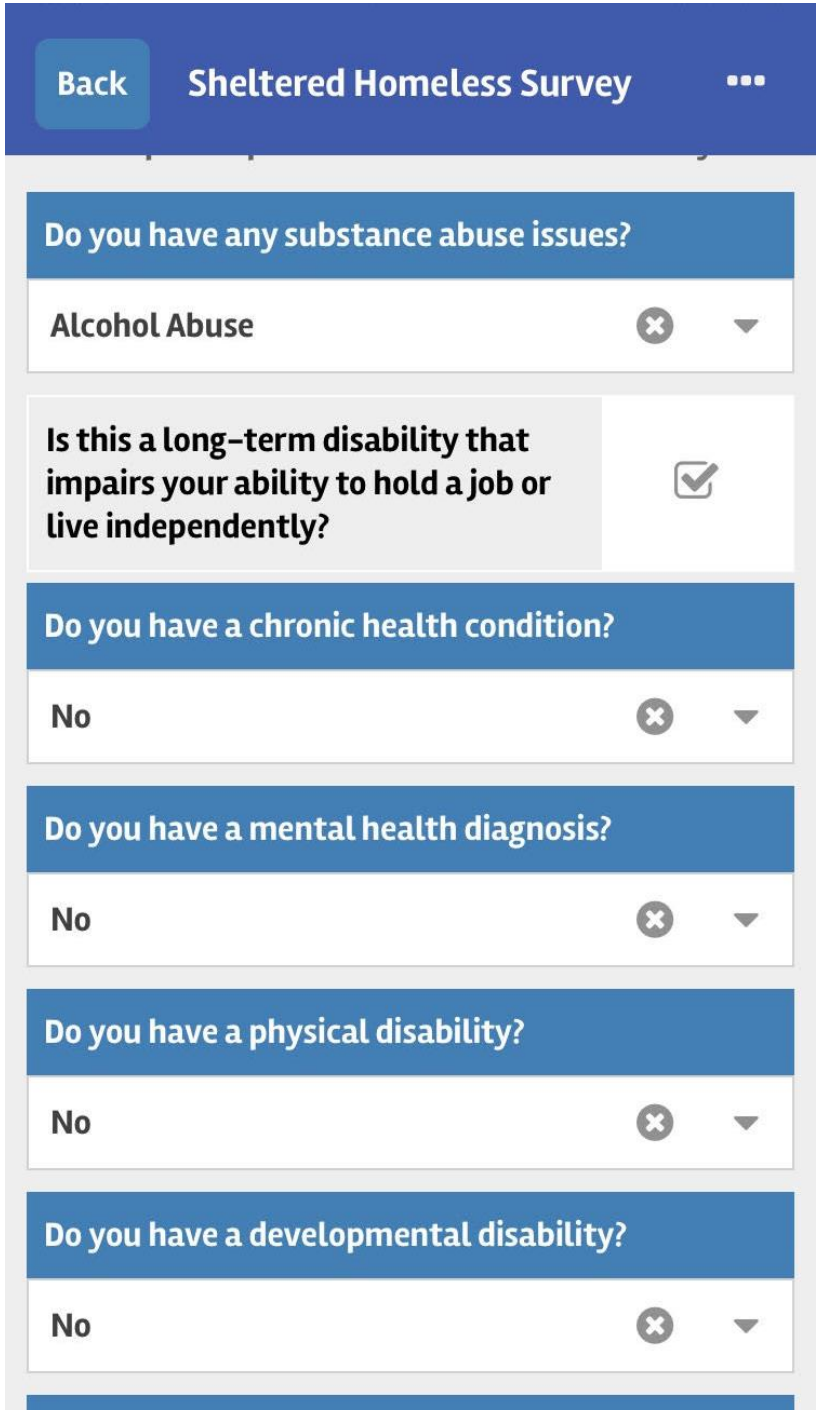

Back
Sheltered Homeless Survey
What is your date of birth?
What is your age?
What is your race? (select all that apply)
White
American Indian or Alaska Native
Clear
Cancel
Done
May 5 1945
June 6 1946
July 7 1947

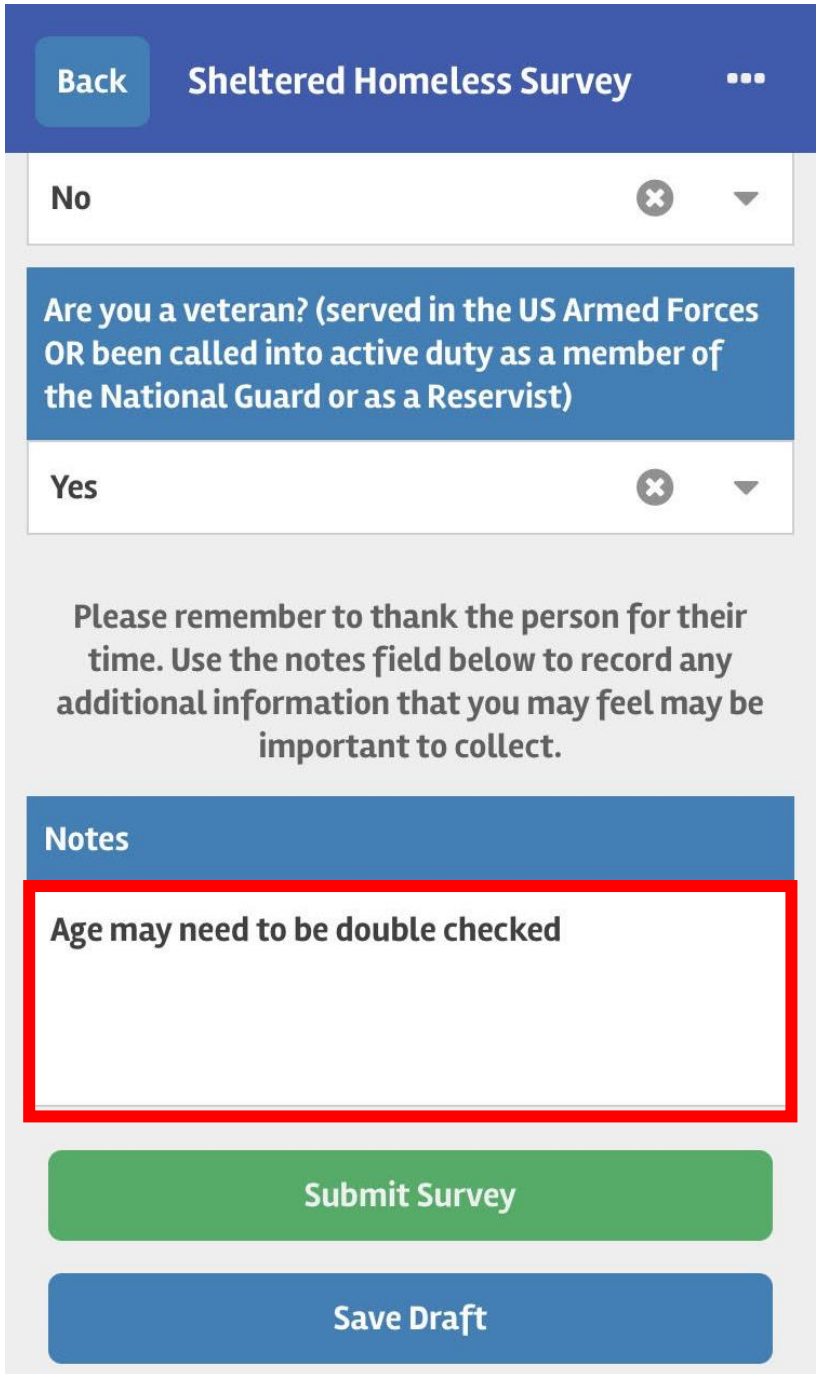

Back
Sheltered Homeless Survey
What is your date of birth?
06/06/1945
What is your age?
74
What is your race? (select all that apply)
White
American Indian or Alaska Native
Native Hawaiian/Pacific Islander
Asian
Black or African American
Other
Don't Know

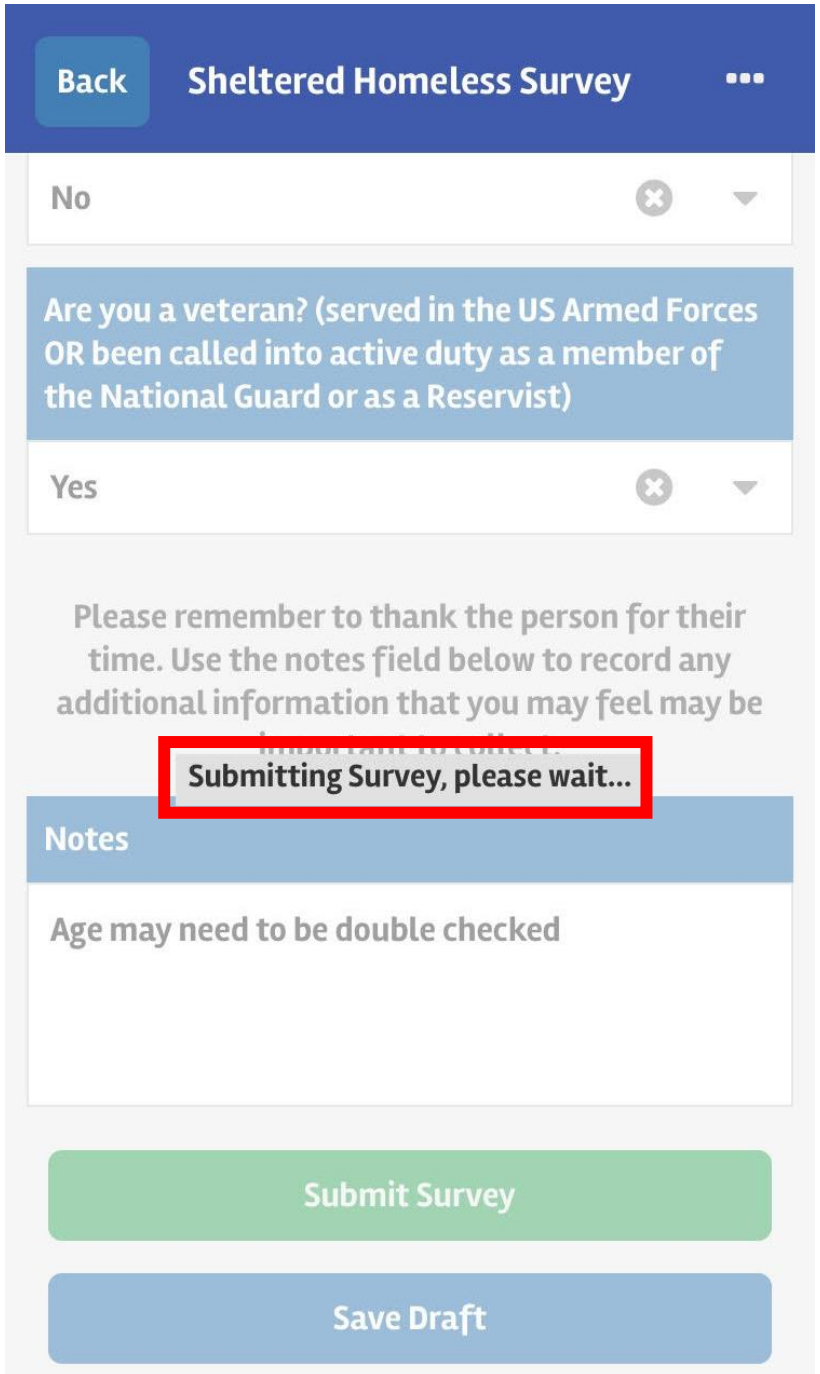

Back
Sheltered Homeless Survey
Other
Don't Know
Refused
Are you Hispanic/Latino?
No
Homelessness History
Is this the first time you've been homeless?
Yes
How many months have you been homeless this time?
13
Are you homeless as a result of a natural disaster?
No


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


Back
Sheltered Homeless Survey
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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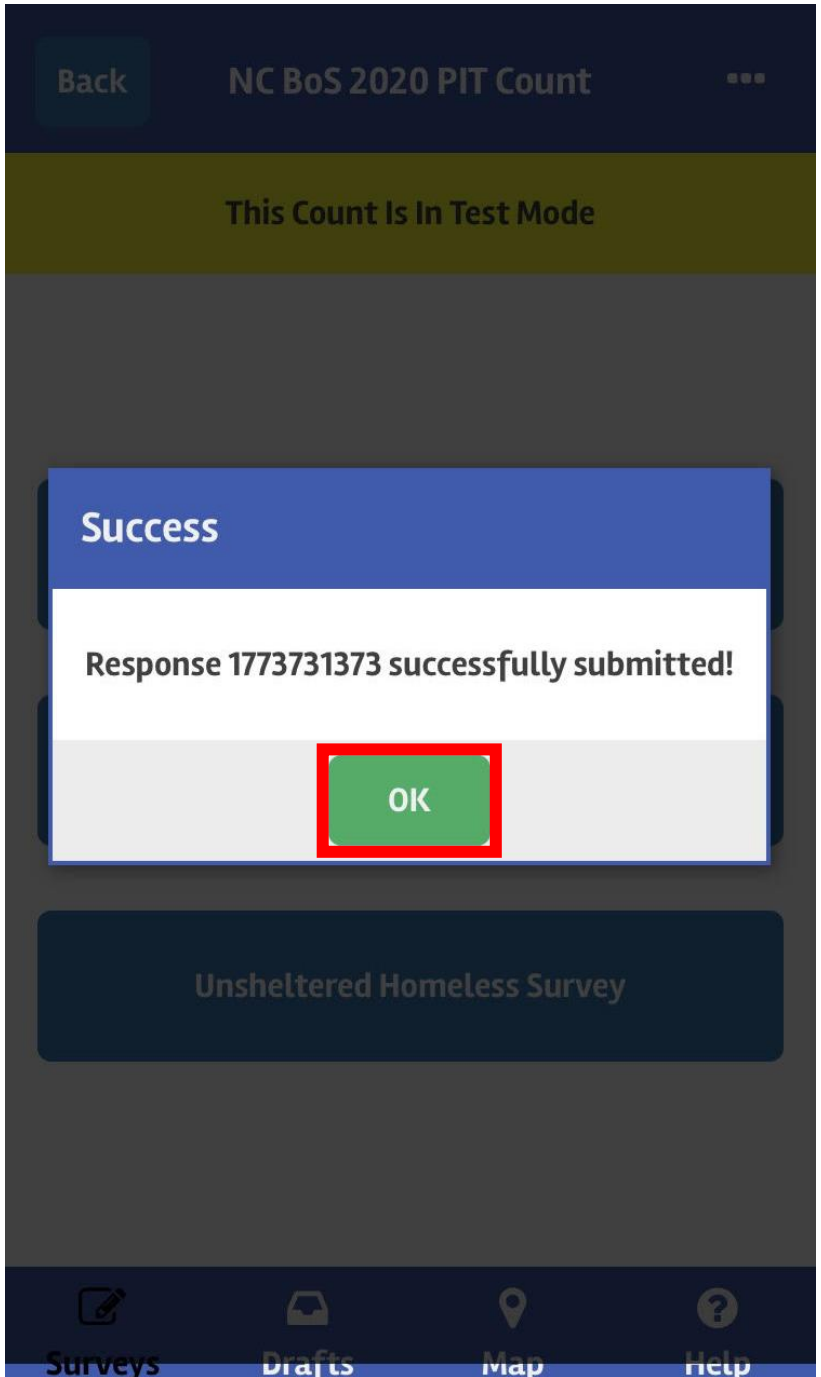
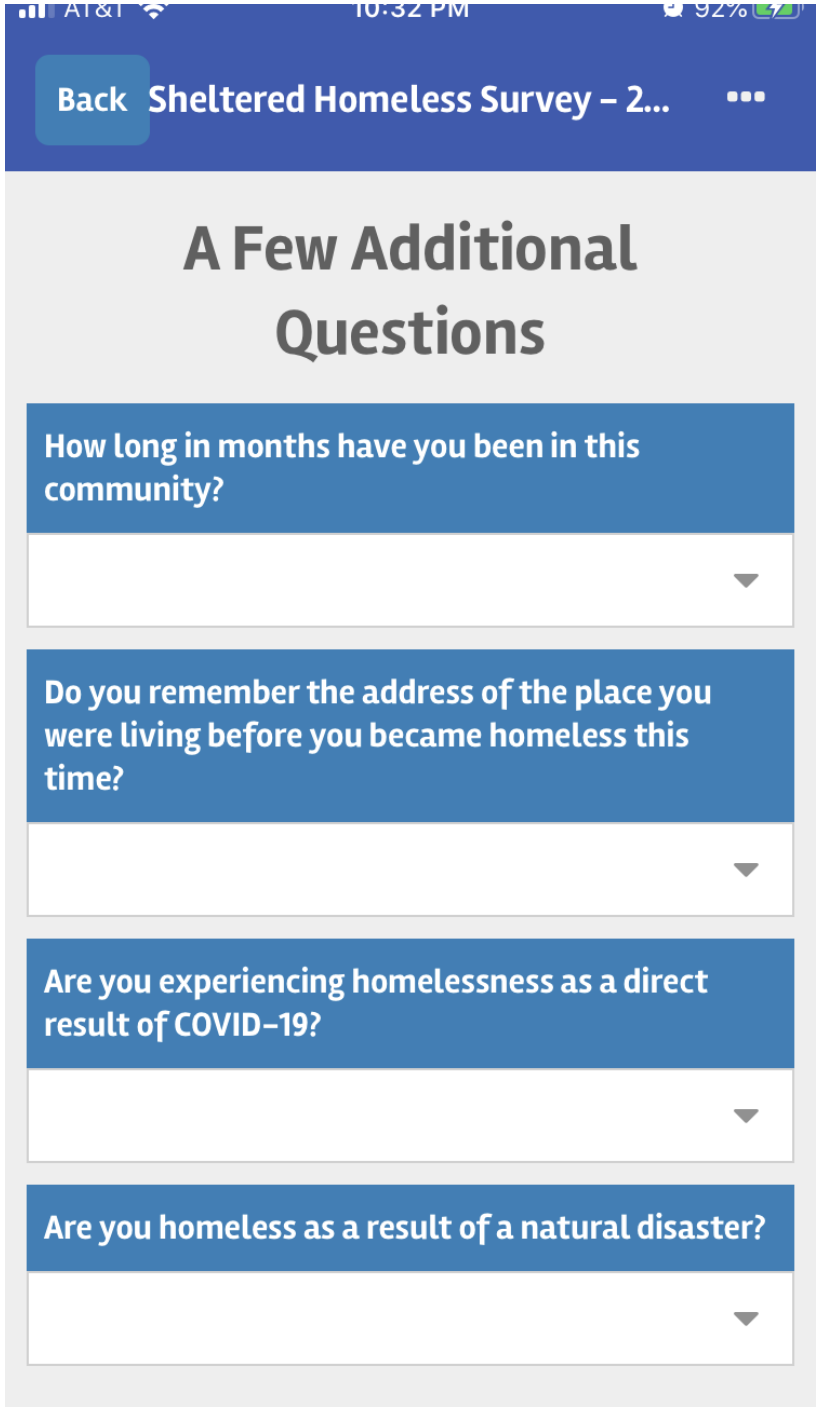
Yes
Please remember to thank the person for their time. Use the notes field below to record any additional information that you may feel may be
Submitting Survey, please wait...
Notes
Age may need to be double checked
Submit Survey
Save Draft


Back
NC BoS 2020 PIT Count
This Count Is In Test Mode
Success
Response 1773731373 successfully submitted!
OK
Unsheltered Homeless Survey
Surveys
Drafts
Map
Help



- Optional, but could lead to greater insights

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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

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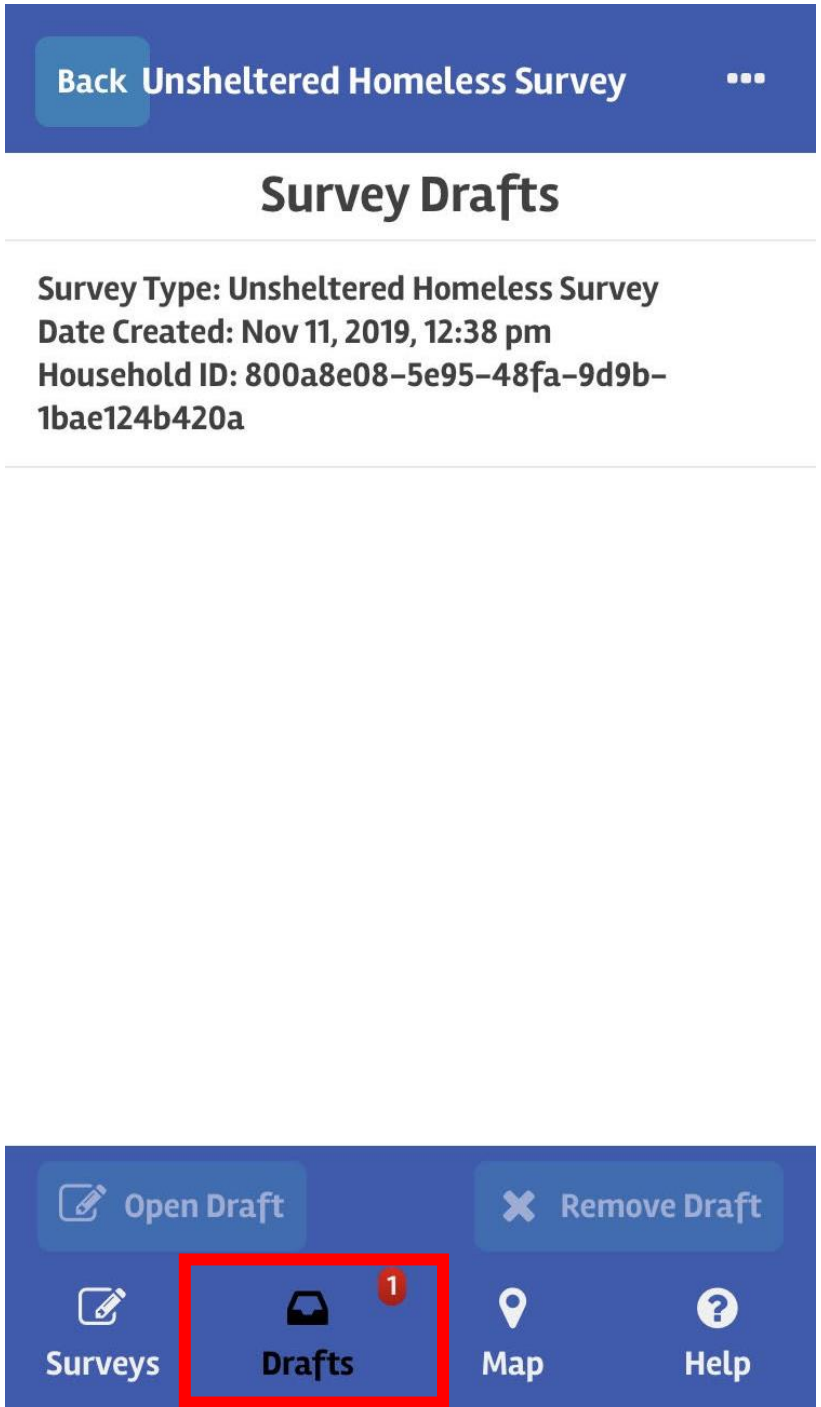
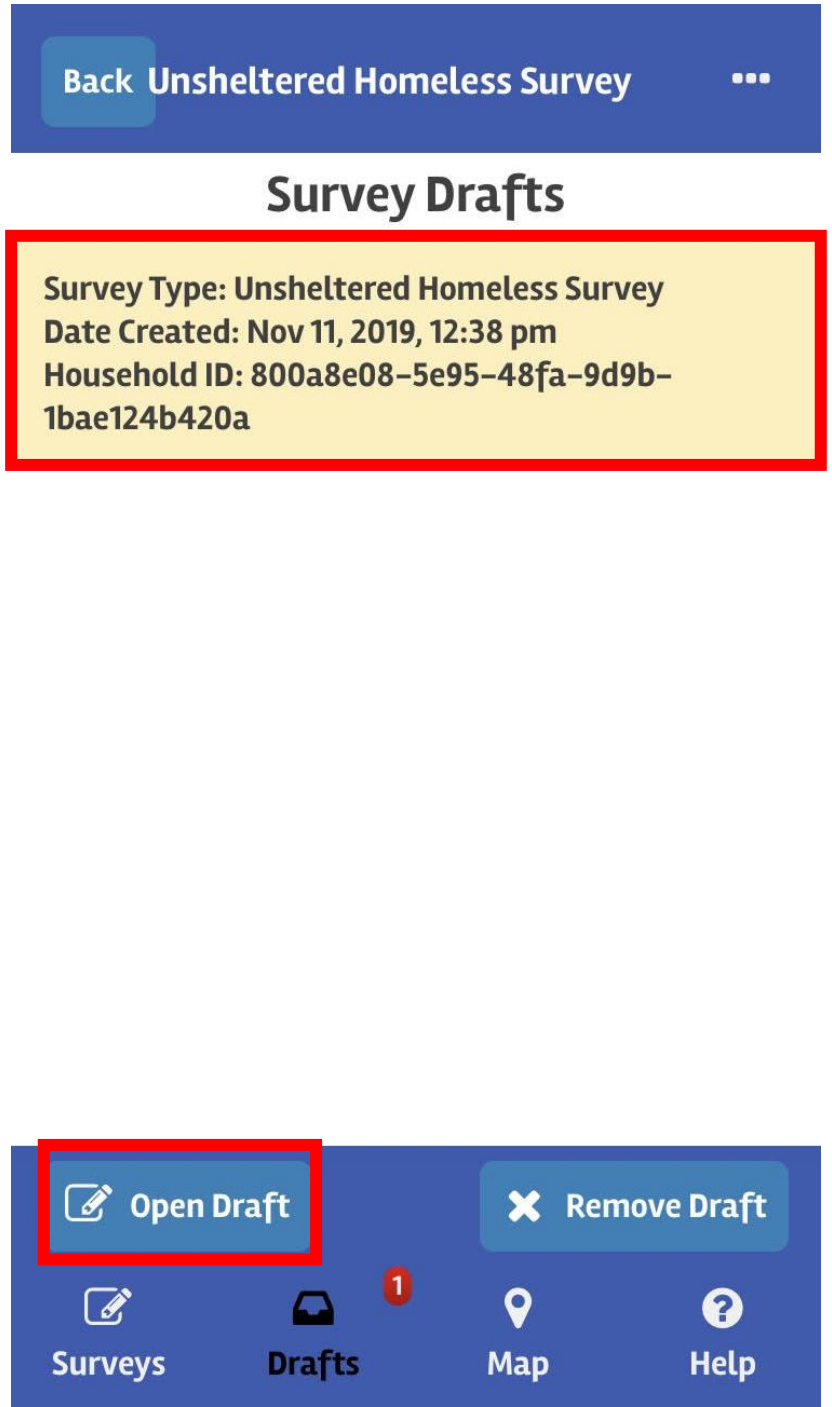
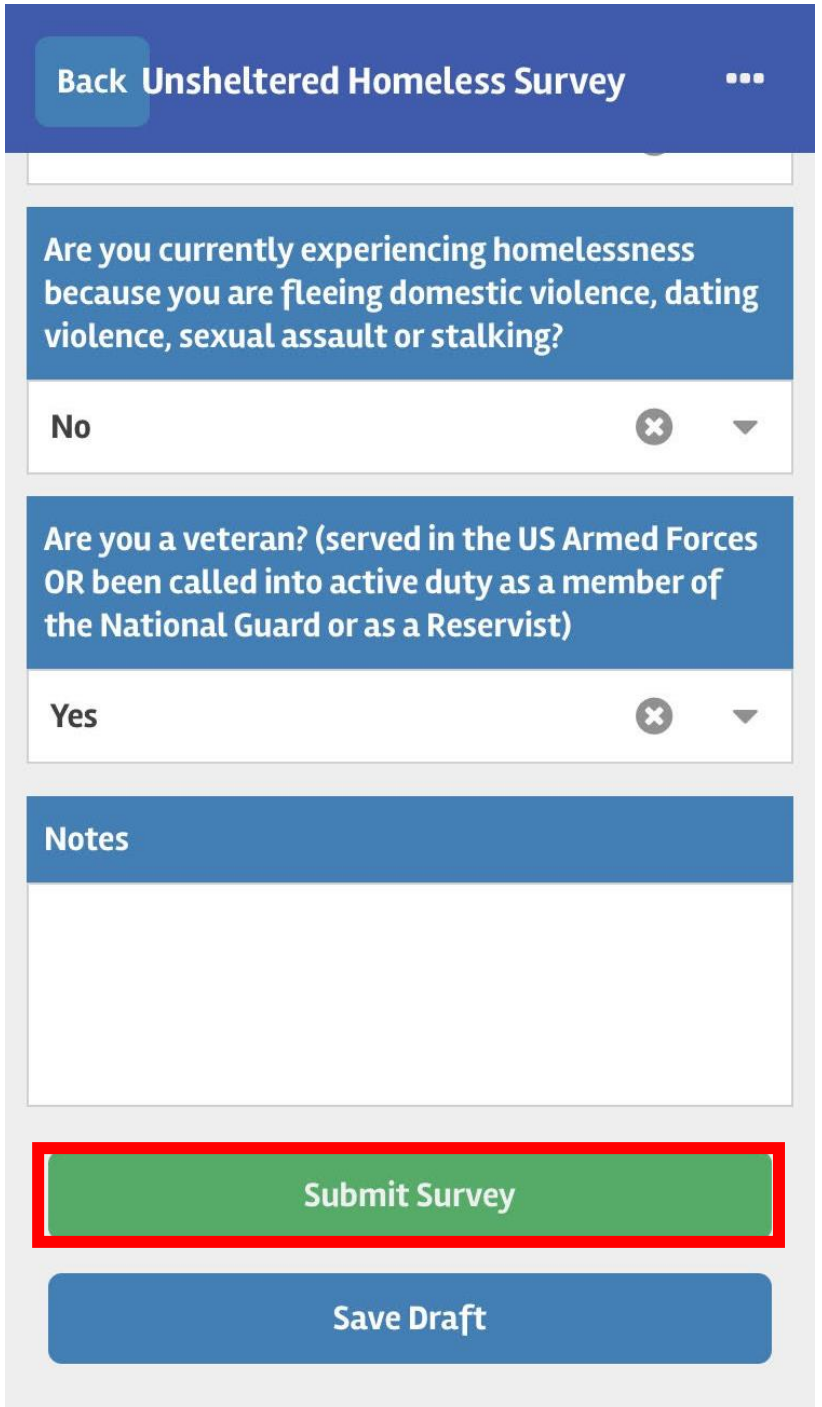
Let’s look at how to submit Saved Drafts

NCCEH


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
Open Draft
Remove Draft
Surveys
Drafts
1
Map
Help


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
Open Draft
Remove Draft
Surveys
Drafts
1
Map
Help

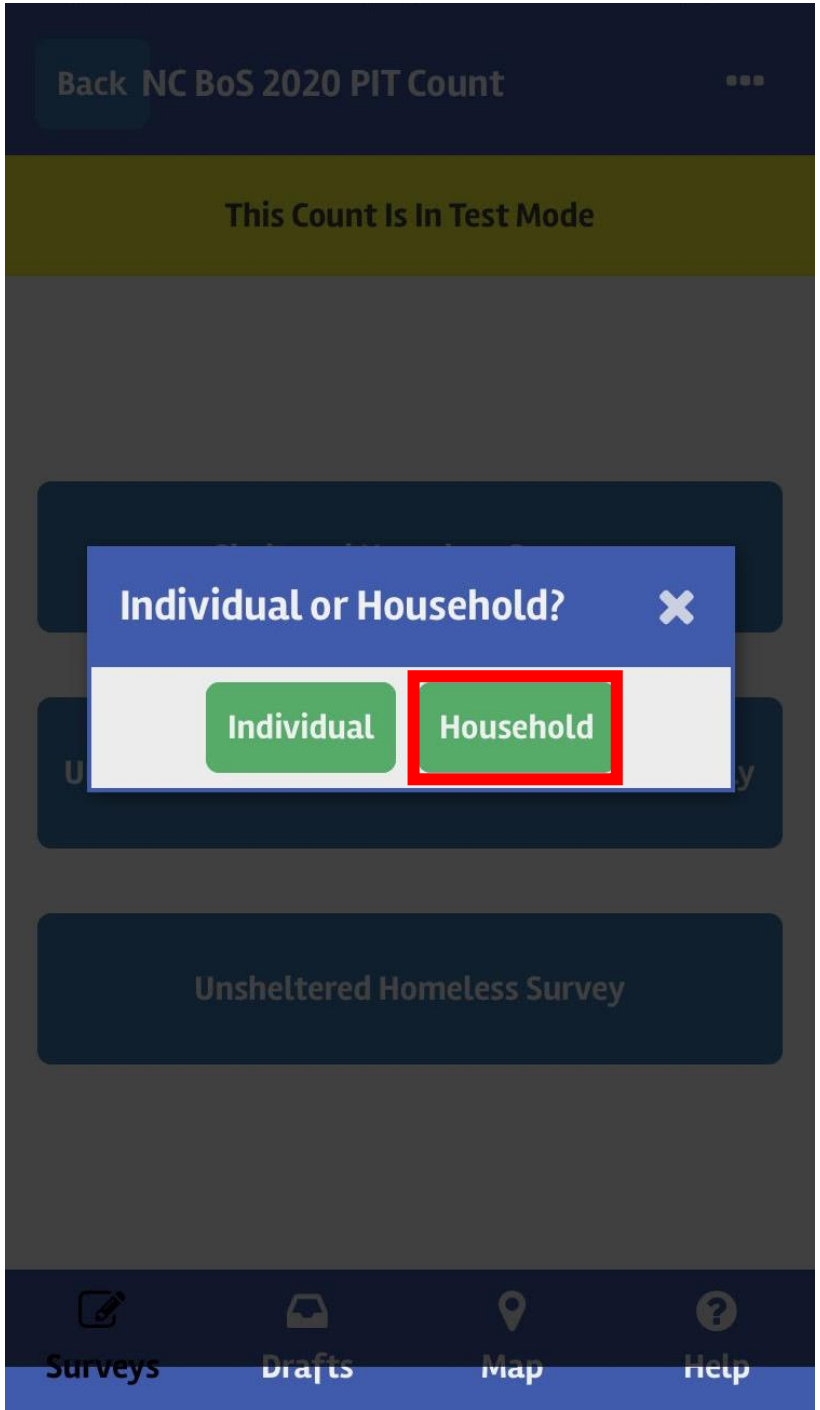

Back Unsheltered Homeless Survey
Are you currently experiencing homelessness because you are fleeing domestic violence, dating violence, sexual assault or stalking?
No
Are you a veteran? (served in the US Armed Forces OR been called into active duty as a member of the National Guard or as a Reservist)
Yes
Notes
Submit Survey
Save Draft

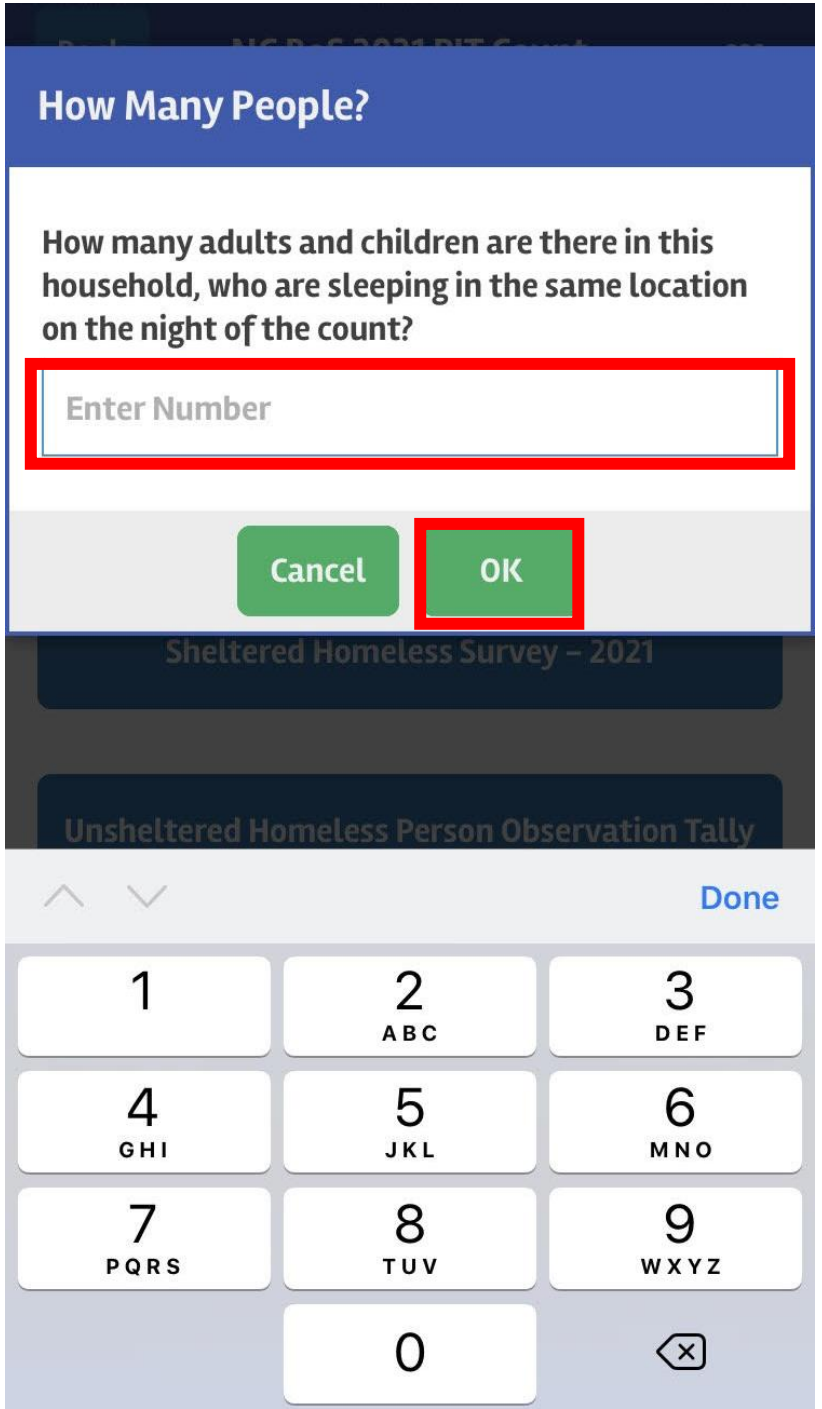
Now let’s see the screen for a household

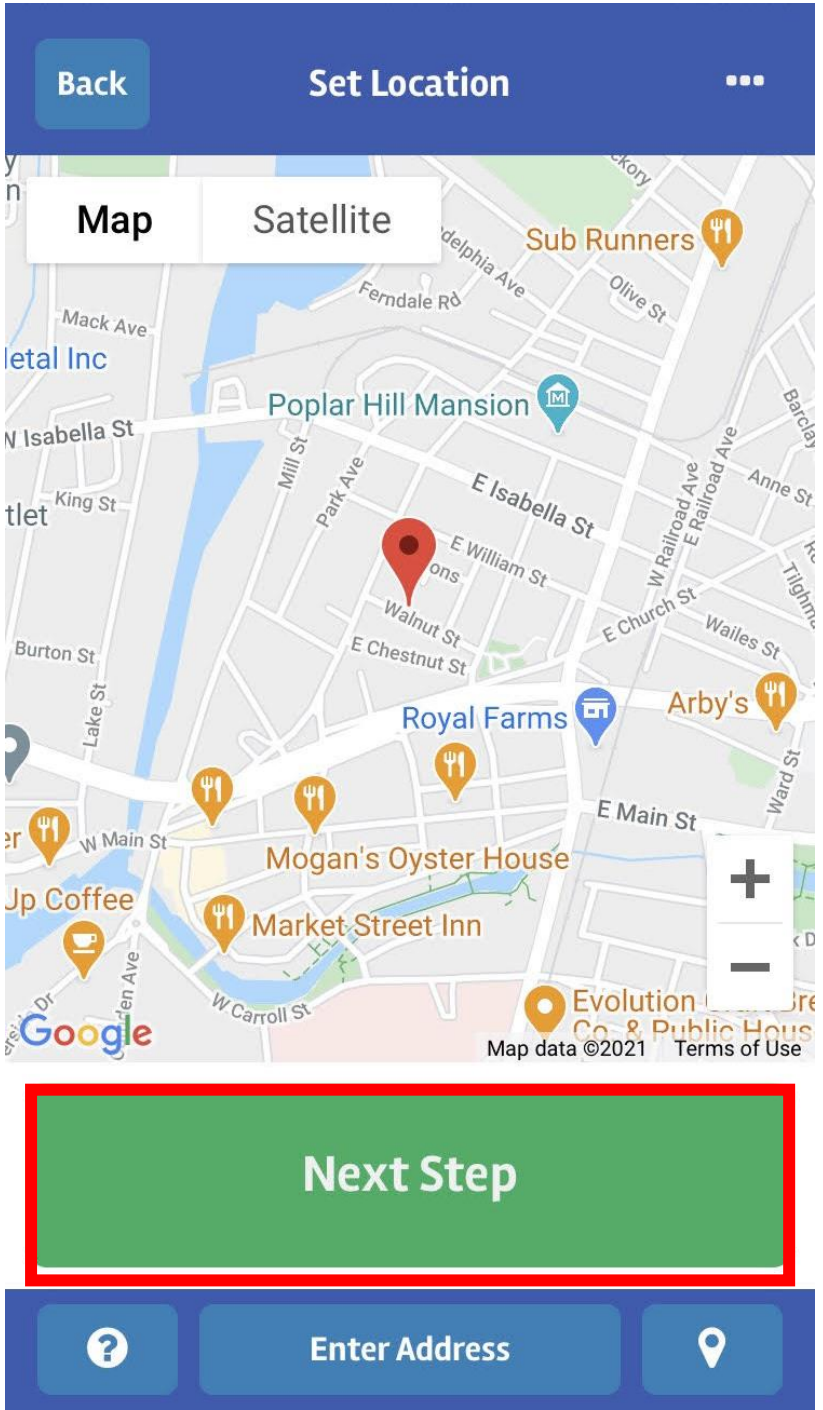
Start with the correct Survey Activity

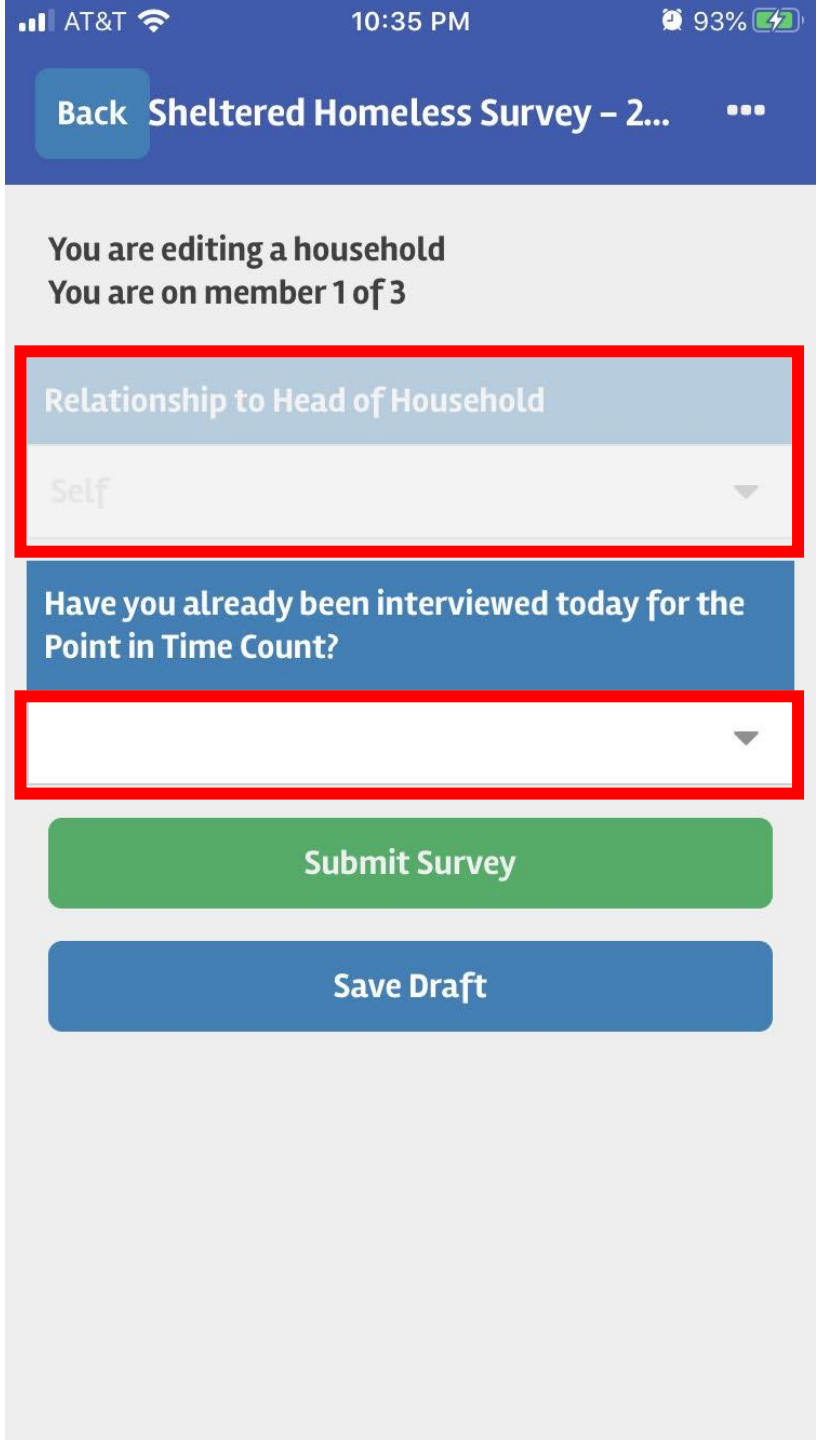
- Select Sheltered

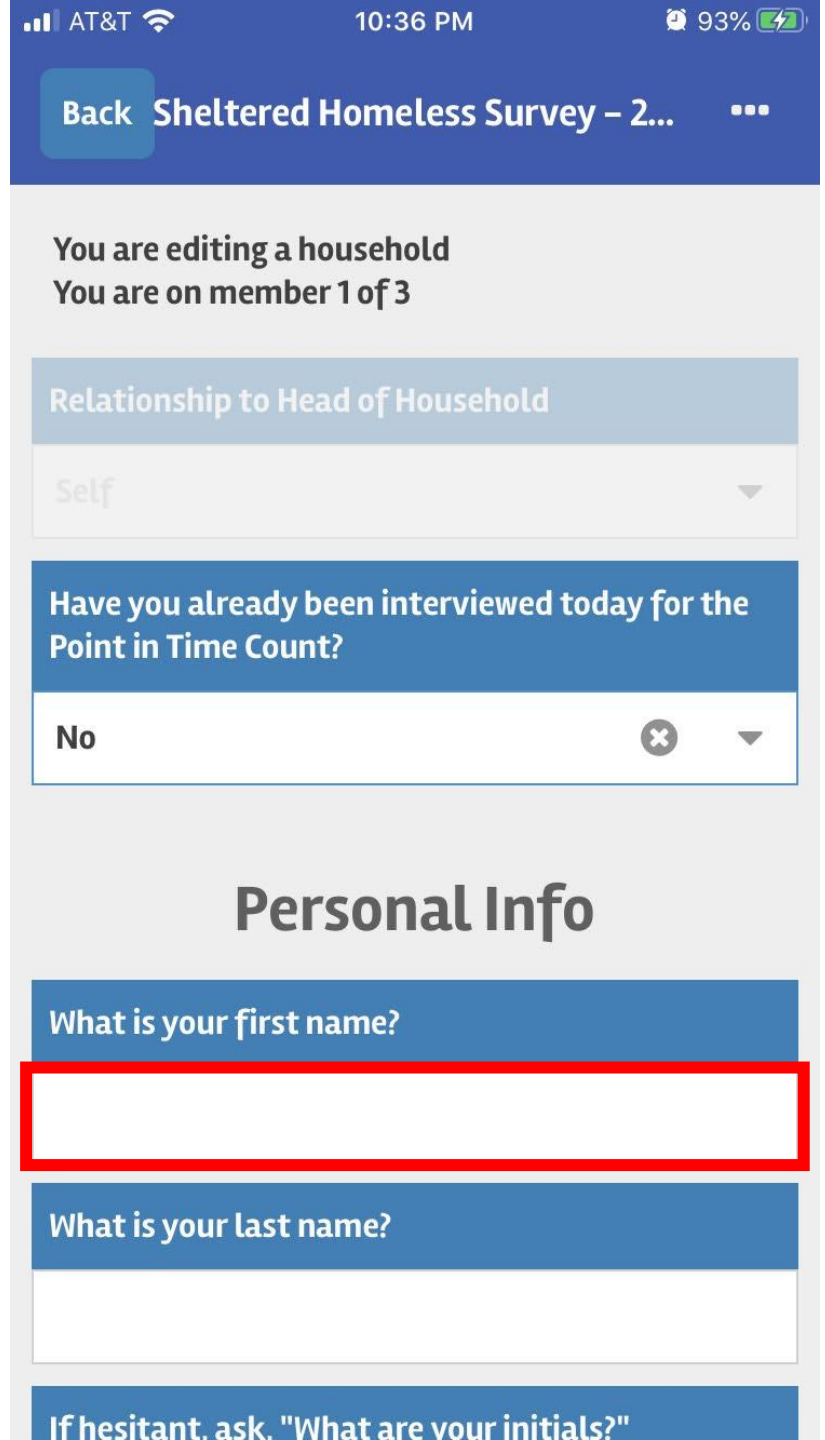
NCCEH


Back
NC BoS 2020 PIT Count
This Count Is In Test Mode
Individual or Household?
Individual
Household
Unsheltered Homeless Survey
Surveys
Drafts
Map
Help


How Many People?
How many adults and children are there in this household, who are sleeping in the same location on the night of the count?
Enter Number
Cancel
OK
Sheltered Homeless Survey – 2021
Unsheltered Homeless Person Observation Tally
Done
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
0


Back
Set Location
Map
Satellite
Sub Runners
Poplar Hill Mansion
E Isabella St
E William St
Walnut St
E Chestnut St
E Main St
Royal Farms
Arby's
Mogan's Oyster House
Market Street Inn
Google
Map data ©2021
Terms of Use
Next Step
Enter Address


AT&T
10:35 PM
93%
Back
Sheltered Homeless Survey – 2...
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


AT&T
10:36 PM
93%
Back
Sheltered Homeless Survey – 2...
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 to your NCCEH Staff Contact

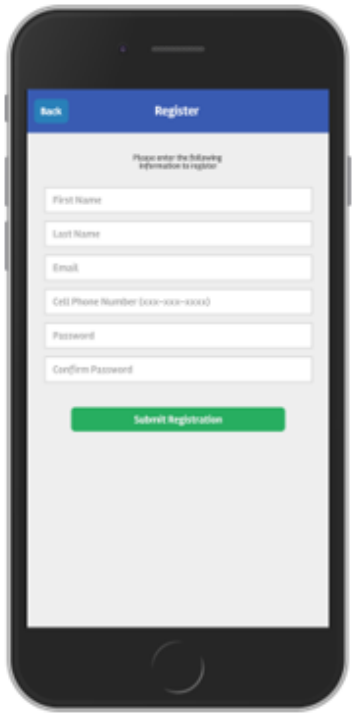
NCCEH

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!

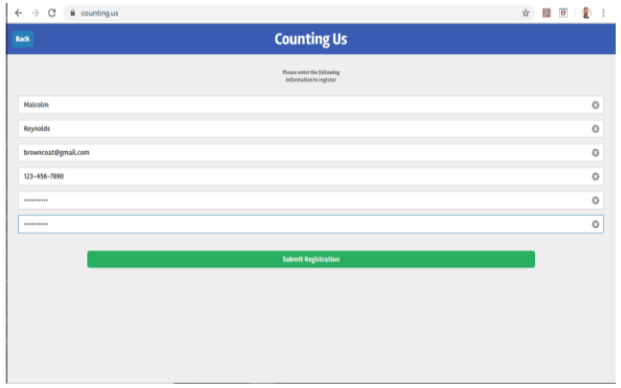
NCCEH

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”

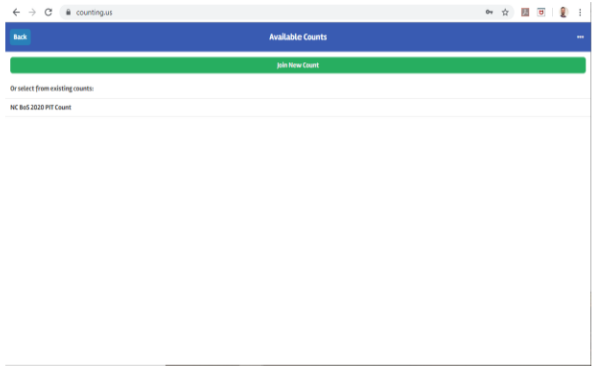


Step 3: Login

Enter your info to Log In and the click “Choose Count”

Step 2: Join New Count

Click Join New Count and Enter Setup Key: **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!

NCCEH

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, Irdell, 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)
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!
(if you don't know your NCCEH contact, email bos@ncceh.org)

NCCEH

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

NCCEH

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