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: "**ncbos2024**"
  6. Select your Region based on County
  7. Click "Get Started"

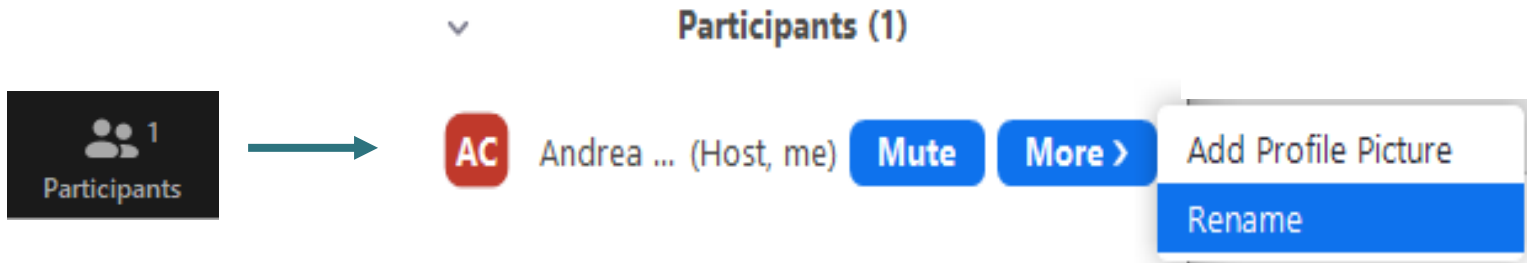If you have used Counting Us before, you must still select Choose Count for this year!
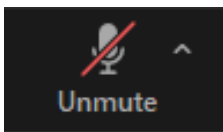
NCCEH

2024 Point-In-Time Training

for non-HMIS Agencies

NC COALITION to end HOMELESSNESS
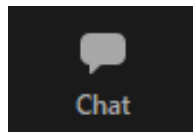
We want to get to know you!

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

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

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/bos/pithic/

- 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

Introducing the PIT/HIC

Point in Time and Housing Inventory Count

CONTRIBUTE TO REGIONAL COUNTS!

ADVOCATE WITH STAKEHOLDERS!
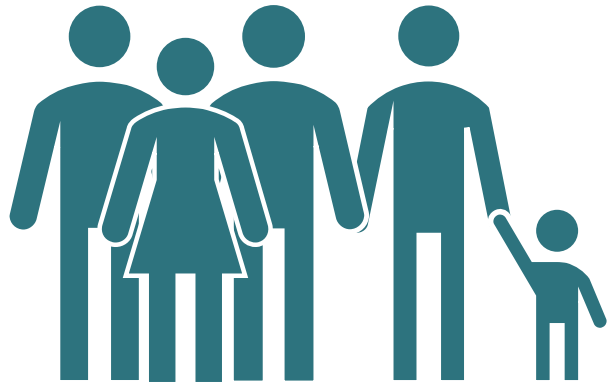
HELPS FUND RESOURCES!

IT'S REQUIRED!

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Point in Time and Housing Inventory Count

January 31, 2024

People

How many people are experiencing homelessness?

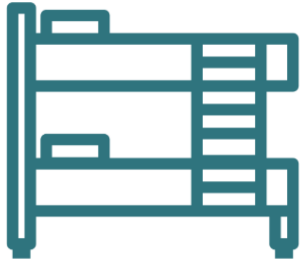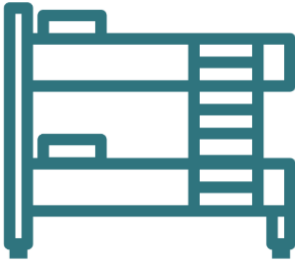## Beds and Units

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
Data data ts	Data submitted Feb 1 – 7

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Data Collection for Housing Inventory Count

Temporary Sheltered	Permanent Housing
HMIS	HMIS
Non-HMIS **ES + TH** People Count: **Counting Us Survey App** (Due 2/7) **Bed + Unit survey** with NCCEH staff (Due 2/21)	**Non-HMIS** **RRH + PSH + OPH** People Count: **Counting Us Survey App** (Due 2/7) **Bed + Unit survey** with NCCEH staff (Due 2/21)

Today's Focus

...is the **Sheltered Count** for Emergency Shelters, Transitional Housing, 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

Because Everyone Counts

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: "**ncbos2024**"
    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 Sheltered Survey to make sure your clients count!

Sheltered Person 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

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 location of this conversation

- Use your device's location OR

- Use an address or intersection

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

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

This question has been removed!

- In past years, there has been a survey question for clients to see if they have answered the PIT this year

- It was sometimes hard to know if the right answer was Yes or No

- So, it's been removed!

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A Few Additional Questions

How long in months have you been in this community?

[dropdown ▼]

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

[dropdown ▼]

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

[dropdown ▼]

Are you homeless as a result of a natural disaster?

[dropdown ▼]

Optional

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

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Sub-population

The next few questions relate to Disabling Conditions

- Self-reported by clients
- No documentation needed
- Please ask the follow-up questions

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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
  - Review drafts from the home page
  - Open the draft and submit it individually
  - Make sure you remember to submit all your drafts by February 7th
- Notes are only read by NCCEH staff and cannot connect people to services

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Now let's see the screen for a household

Start with the correct Survey Activity

- Select Sheltered

- Select Household and the number of total clients in the family

- Individual surveys cannot be reconnected later

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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

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 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.
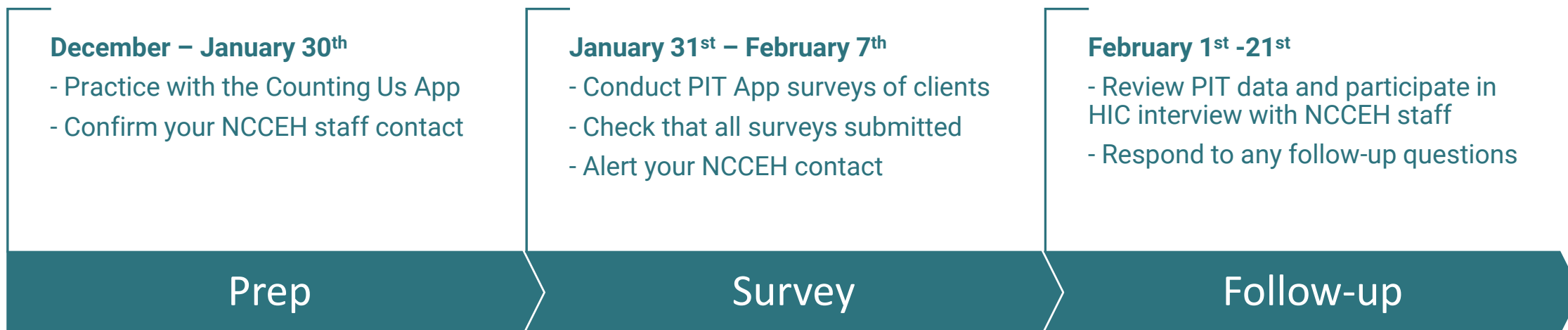
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Frequently Asked Questions

Learn from the experts!

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

- Demographics (race, gender) are check all-that-apply questions

- 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

- In past years, there's been a pre-screen question "Has someone asked you about the point in time". That has been removed!

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Next Steps to a non-HMIS Sheltered PIT/HIC

December – January 30th

- Practice with the Counting Us App
- Confirm your NCCEH staff contact

January 31st – February 7th

- Conduct PIT App surveys of clients
- Check that all surveys submitted
- Alert your NCCEH contact

February 1st -21st

- 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!

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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 Jan 24th

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"
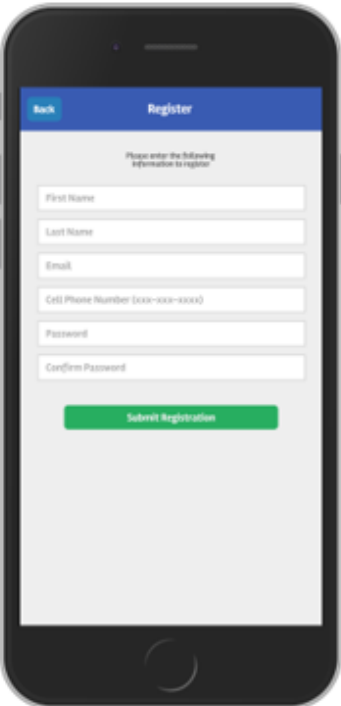
Step 4: Enter your info
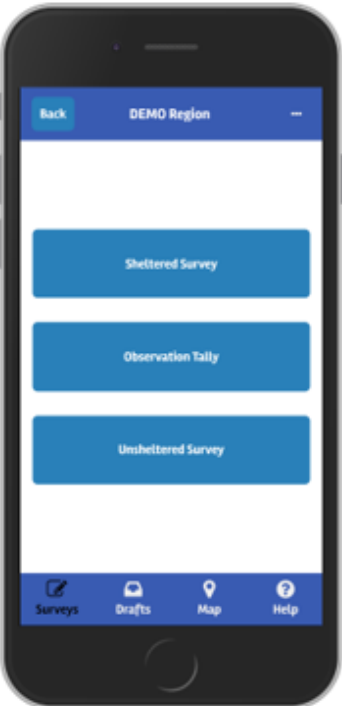Tap "Log In", "Choose Count", and then "Join New Count"

Step 5: Join a Count
Enter the Setup Key of **ncbos2024** and tap "Join Count"

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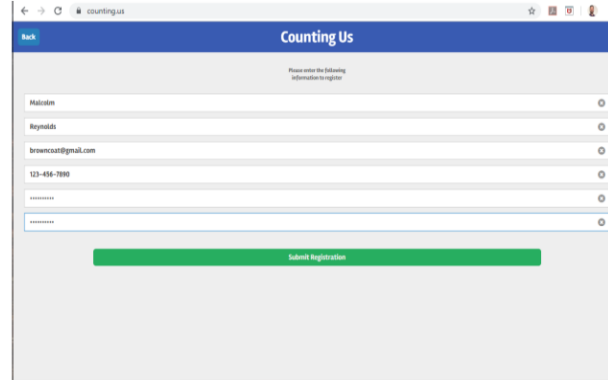Tap "Get Started" and you are ready to start the count!

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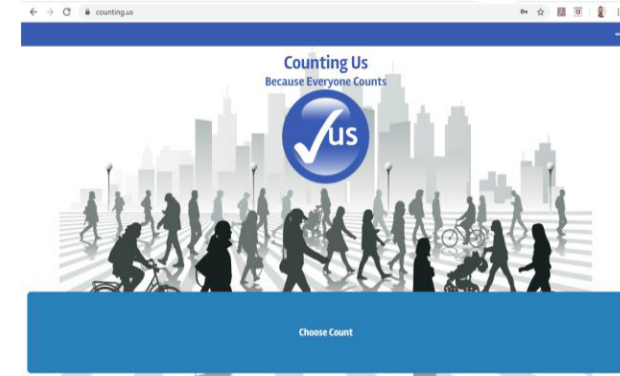# Getting Started with Counting Us Website

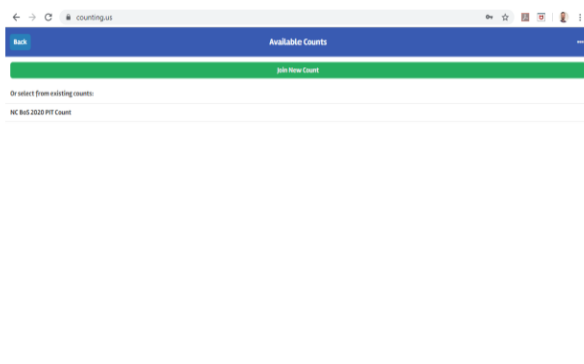**Step 1: Visit counting.us from your web browser and click "Register"**

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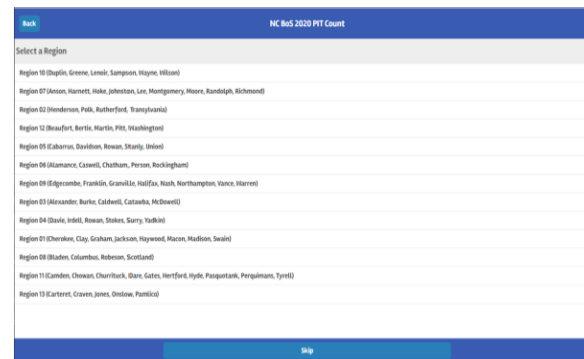Fill in the required information and click "Submit Registration"

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: **ncbos2024**

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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Stay Connected

https://www.ncceh.org/bos/pithic/

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

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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

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