

# 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!



# **2026 Point-In-Time Training**

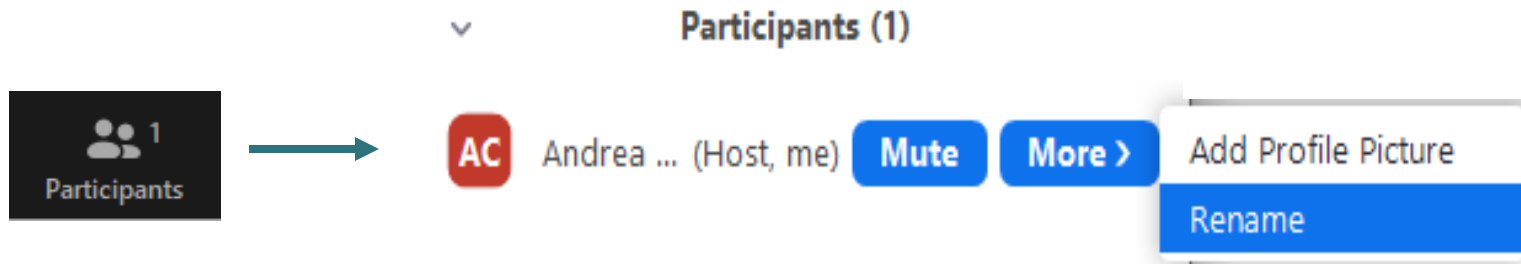
## **for non-HMIS Agencies**



**NC COALITION<sup>to</sup>  
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'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.

# 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!**



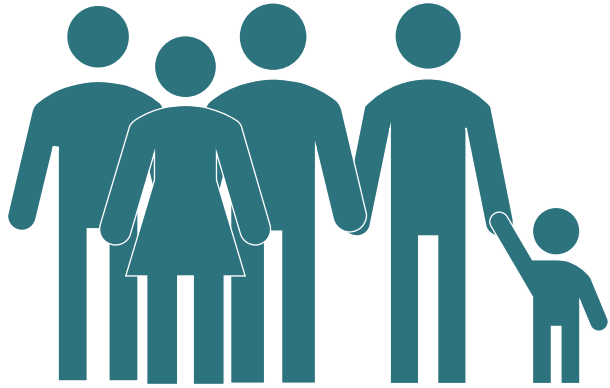
**HELPS FUND  
RESOURCES!**



**IT'S REQUIRED!**

# Point in Time and Housing Inventory Count

Wednesday, January 28, 2026



## People

How many people are experiencing homelessness?



## Beds and Units

How much capacity does our system have?



NCCEH



# 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](https://ncceh.org/bos/pithic))
- **HMIS:** Contact the Data Center at [hmis@ncceh.org](mailto:hmis@ncceh.org)

The background of the entire image is a repeating pattern of white line-art icons on a teal background. The icons represent various types of buildings, including single-story houses, multi-story apartment buildings, and industrial structures like factories with smokestacks. Some icons also include small trees or clouds. The pattern is dense and covers the entire frame.

# Introducing the Counting Us App

# Why Use the Counting Us App



**Because Everyone Counts**

**Accurate**

**Logical**

**Easy**

**Fast**

**Secure**



**NCCEH**

# 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: “**ncbos2025**”
  6. Select your Region based on County
  7. Click “Get Started”



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

# 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)



# 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*

## 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!



# 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)



## 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!



# 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 4<sup>th</sup>
- Notes are only read by NCCEH staff and cannot connect people to services

# 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



# 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.

# 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

# Sheltered and Housed non-HMIS Data Collection

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

- Collect and enter all data sundown Jan 28<sup>th</sup> to Feb 4<sup>th</sup>
- Submit from Counting Us App by Feb 5<sup>th</sup>
- Complete Interview with NCCEH by Feb 21<sup>st</sup>



Jan 28th

Feb 4th

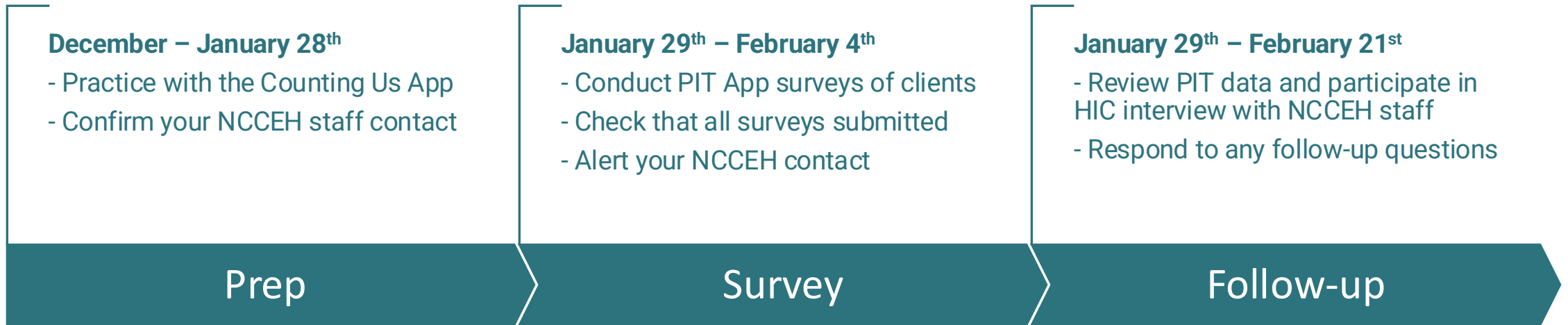
Feb 5th

Feb 21st

# 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)

# Next Steps to a non-HMIS Sheltered PIT/HIC



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



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 27<sup>th</sup>

Send questions and feedback at [bos@ncceh.org](mailto:bos@ncceh.org)



# 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.



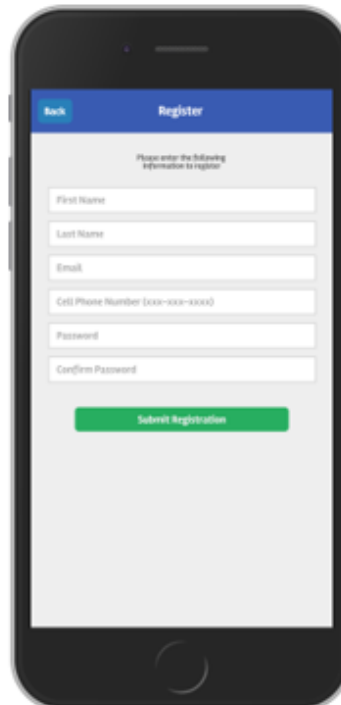
## **Step 2: Tap Register**

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!



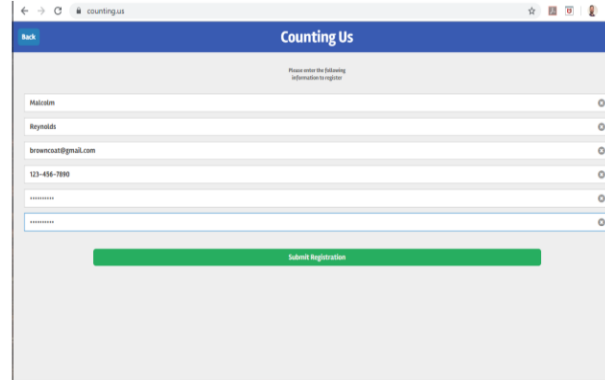
# Getting Started with Counting Us Website

**Step 1: Visit [counting.us](https://counting.us) from your web browser and click “Register”**



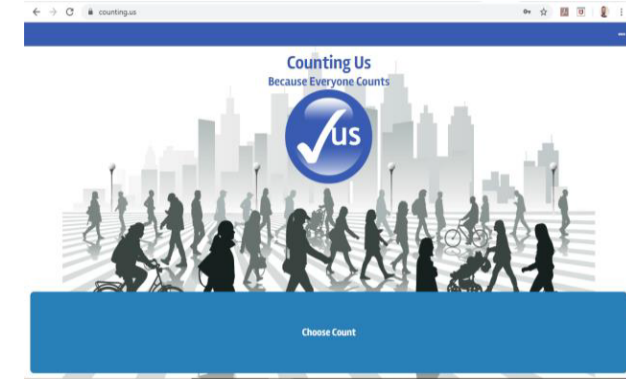
**Step 2: Register**

Fill in the required information and click “Submit Registration”



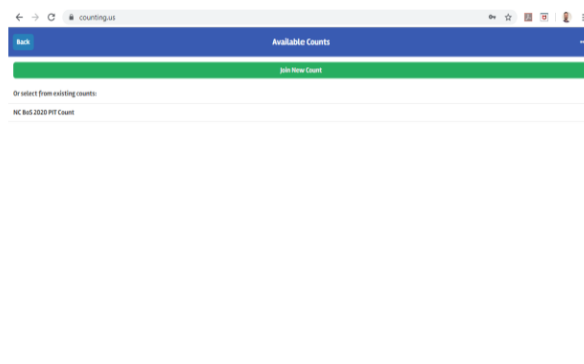
**Step 3: Login**

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



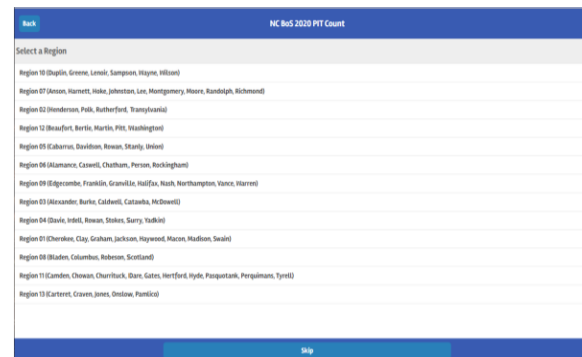
**Step 2: Join New Count**

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!



# 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 <ul style="list-style-type: none"><li>Not sure who? Email <a href="mailto:bos@ncceh.org">bos@ncceh.org</a></li></ul>
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!

# Contact Us!

NCEndHomelessness 

@NCHomelessness 

nc\_end\_homelessness 

## Contact NC Balance of State CoC Staff

[bos@ncceh.org](mailto:bos@ncceh.org)  
919.755.4393

## Contact NCCEH Data Center Help Desk

[hmis@ncceh.org](mailto:hmis@ncceh.org)  
919.410.6997

