

Simtech *Solutions*

Unsheltered Homeless Point-in-Time Count Surveyor Training: Using the Mobile App for Observation Only Surveys

Training materials provided are informed by US Department of Housing & Urban Development (HUD) guidance, feedback from people with lived experience of homelessness, service providers, and Simtech Solutions for use of mobile technology.

Conducting Surveys Using Counting Us

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Your jurisdictional lead will provide you with the location or locations to which you and your count team have been assigned to canvas



You may be walking around an area where many people are experiencing homelessness or driving around an area where few people experiencing homelessness are anticipated



When you encounter someone who may be experiencing homelessness, the goal is to complete a full interview with them



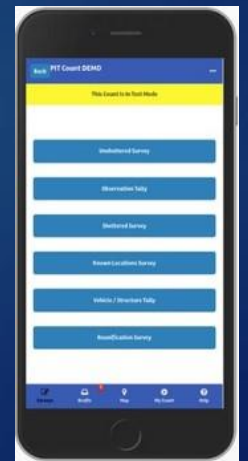
You should always introduce yourself, explain why you are there, and ask for consent to conduct the survey

Using the Counting Us Mobile App to Collect Data

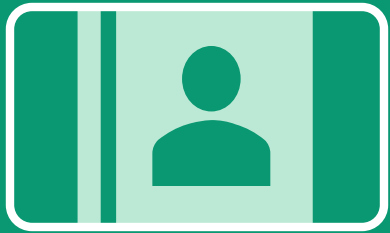
- ▶ The Counting Us Mobile App is the software selected by [COC NAME] to collect data for the Point-in-Time Count
- ▶ Download the Counting Us Mobile App if you haven't already
 - ▶ Scan the QR Code to the right, visit the direct link below, or search for Counting Us in your device's App Store.
 - ▶ Google Play: https://bit.ly/Counting_Us_Google
 - ▶ Apple Store: https://bit.ly/Counting_Us_Apple
- ▶ Login to Counting Us using the email and password you created when you registered as a volunteer (<https://alameda.pointintime.info/>)
- ▶ Tap on the Survey you want to conduct!



Mobile App
Download
QR Code



Understanding the Different Survey Types in Counting Us



Full Unsheltered Survey



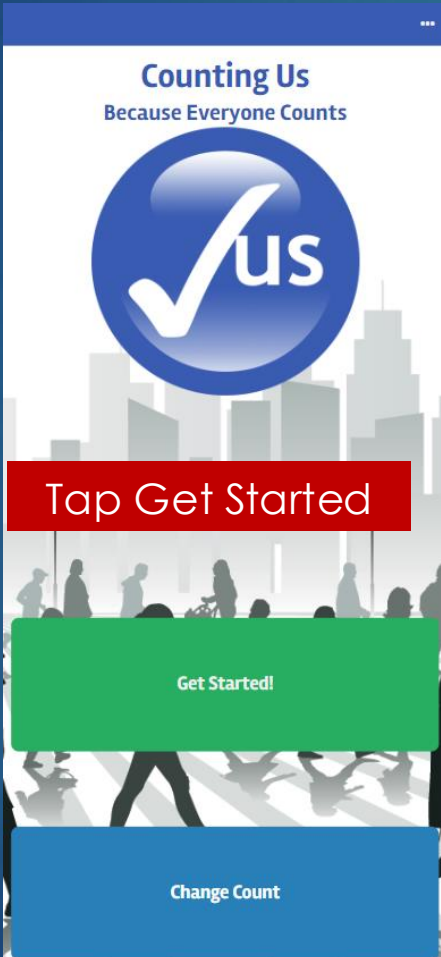
Unsheltered Observation Tally



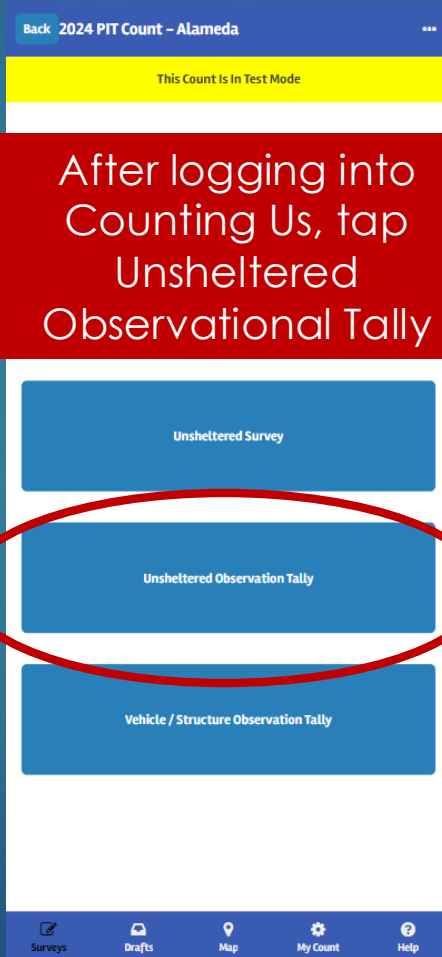
Vehicle/ Structure
Observation Tally

Conducting Observation Only Surveys

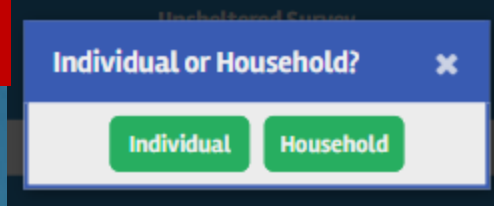
Login to Counting Us
(using the email and password you set up after registering as a volunteer)



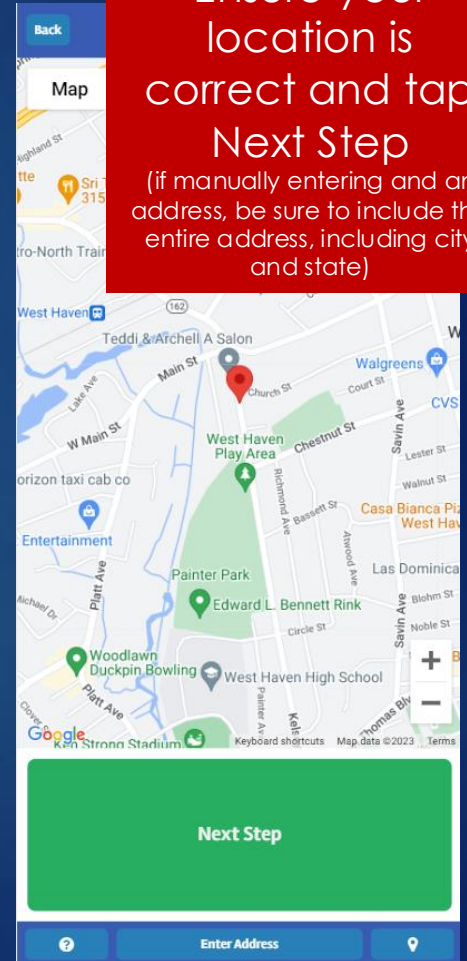
Tap Get Started



After logging into Counting Us, tap Unsheltered Observational Tally



Select Individual or Household



Ensure your location is correct and tap Next Step
(if manually entering an address, be sure to include the entire address, including city and state)

Conducting Observation Only Surveys

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If you are gathering Unsheltered Data via Observation, you will need to provide a reason why you were unable to complete a full survey

Back Unsheltered Observation Tally

Survey data is integral to a successful PIT count. Observations should only be completed if a full survey is not a viable option.

Surveyor only: Select the reason an observation is being completed instead of a full survey*

- Person is sleeping
- Person is incoherent
- Safety concerns
- Language Barrier
- Person declined
- Lack of time
- Other

Please estimate the age of the person being observed:*

What is their gender?

- Woman (Girl, if child)
- Man (Boy, if child)
- Culturally Specific Identity (e.
- Transgender
- Non-Binary
- Questioning
- Different Identity

What is their race?

- American Indian, Alaska Native
- Asian or Asian American
- Black, African American, or Af
- Hispanic/Latina/e/o
- Middle Eastern or North Africa
- Native Hawaiian or Pacific Isla
- White
- Other

Observation surveys ask for Age Range, Gender, and Race Information about the person. If the person is known to outreach staff on the count team, they may provide this information. If the person is not known, HUD has asked communities NOT to guess.

Please enter any additional notes

Submit Survey

Save Draft

Additional notes can be very helpful to document any additional information the person wants to provide or that you want to provide.

Thank you for your time reviewing this training!

thank
you

- ▶ The recording of this video is always available on your community's Surveyor page: [Alameda County Point-in-Time Volunteer Page - PointinTime.info](#)
- ▶ Additional Support Resources, FAQs, and Instructional Videos are always available on our Support Page here: <https://pointintime.info/support/>