



Simtech
Solutions

Unsheltered Homeless Point-in-Time Count Surveyor Training: Using the Mobile App for Full Unsheltered Survey

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



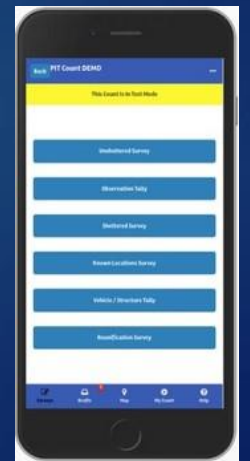
You should always introduce yourself, explain why you are there, and ask for consent to conduct the survey

Using the Counting Us Mobile App to Collect Data

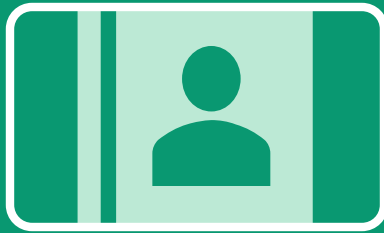
- ▶ The Counting Us Mobile App is the software selected by Solano County to collect data for the Point-in-Time Count
- ▶ Download the Counting Us Mobile App if you haven't already
 - ▶ Scan the QR Code to the right, visit the direct link below, or search for Counting Us in your device's App Store.
 - ▶ 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://solano.pointintime.info/>)
- ▶ Tap on the Survey you want to conduct!



Mobile App
Download
QR Code



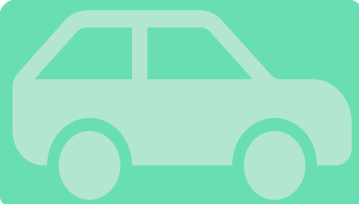
Understanding the Different Survey Types in Counting Us



Full Unsheltered Survey



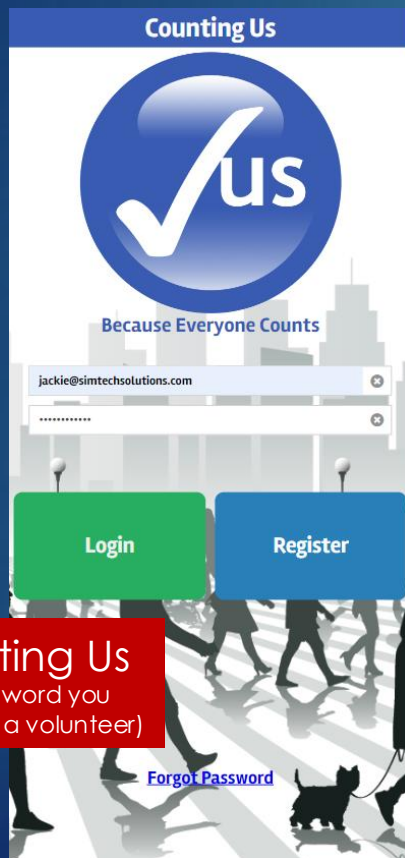
Unsheltered Observation Tally



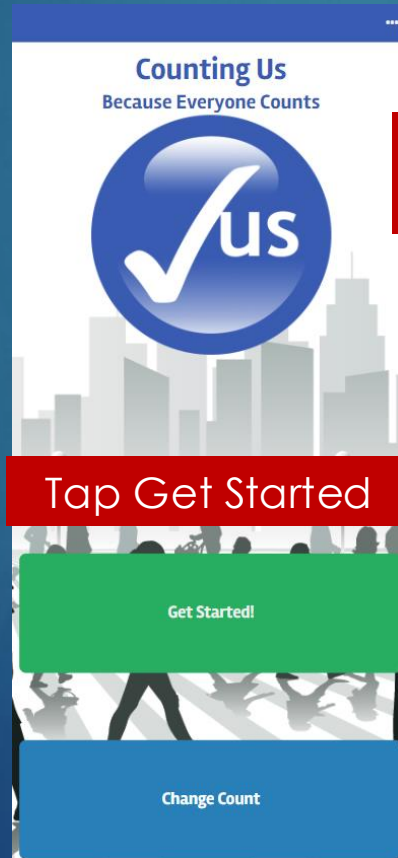
Vehicle/ Structure
Observation Tally

Conducting a Full Unsheltered Survey

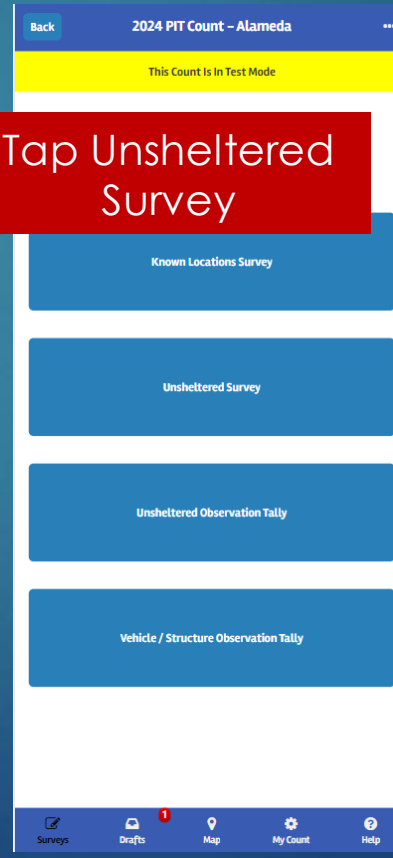
- ▶ To view recorded videos of “mock interviews” or to review the survey questions outside of the app, visit the surveyor resources page here: <https://pointintime.info/volunteer/solano-county-point-in-time/solano-surveyor/>



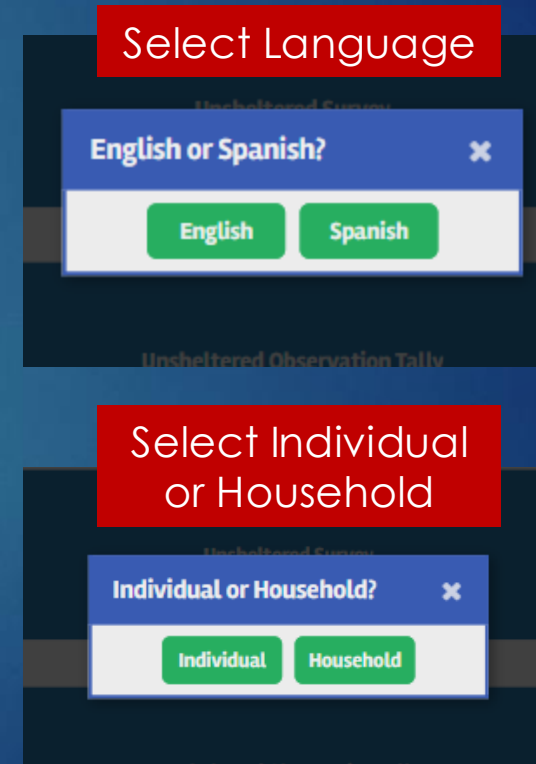
Login to Counting Us
(using the email and password you set up after registering as a volunteer)



Tap Get Started



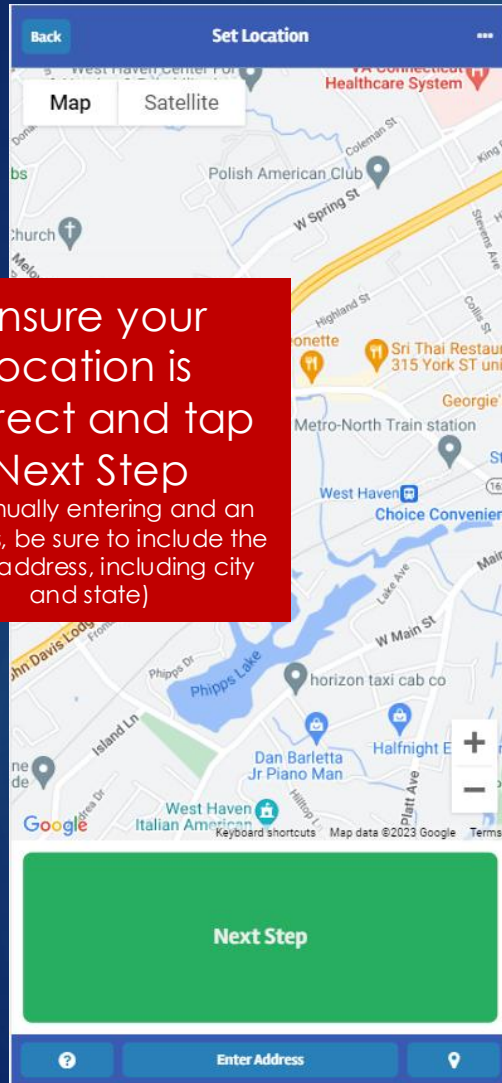
Tap Unsheltered Survey



Select Language

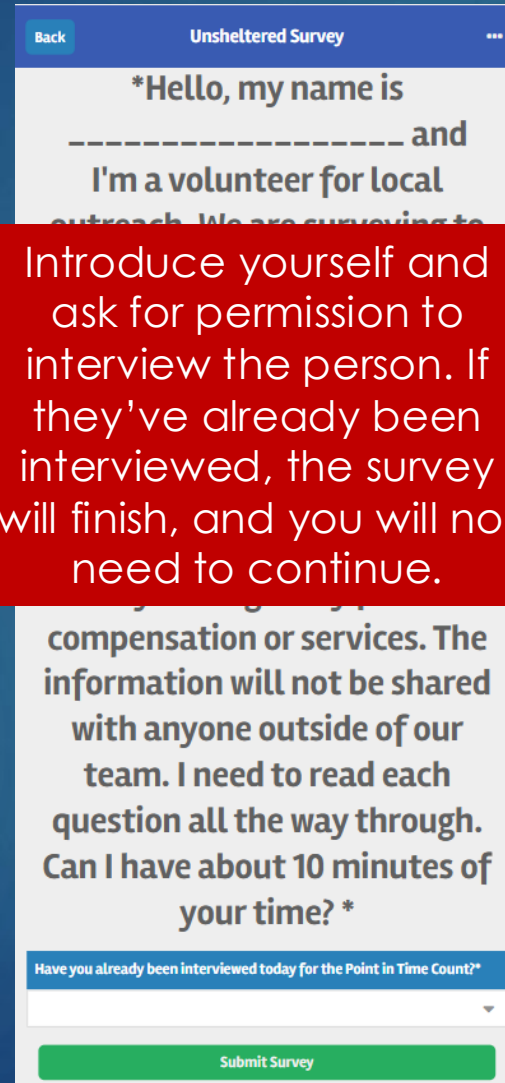
Select Individual or Household

Conducting a Full Unsheltered Survey

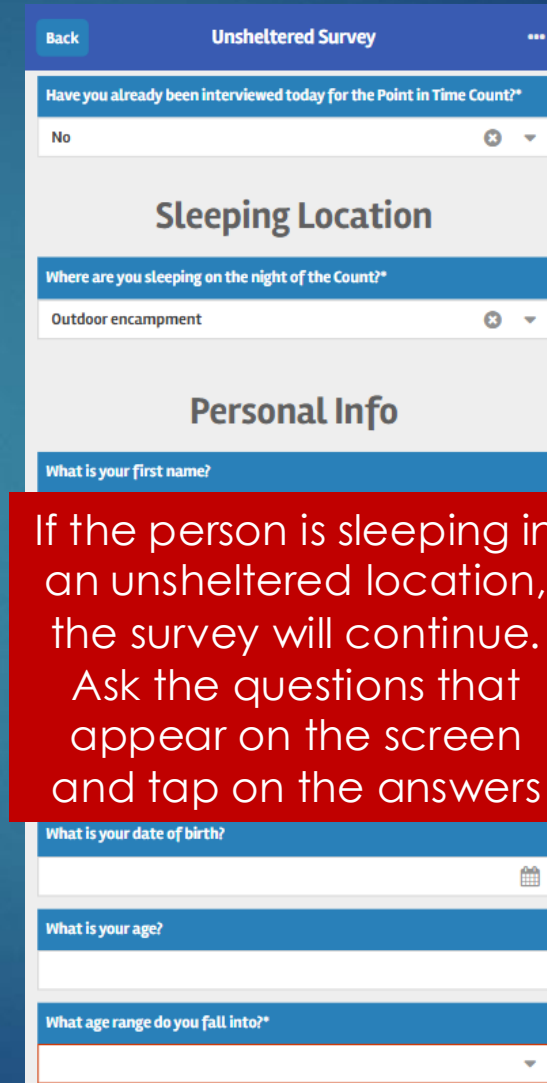
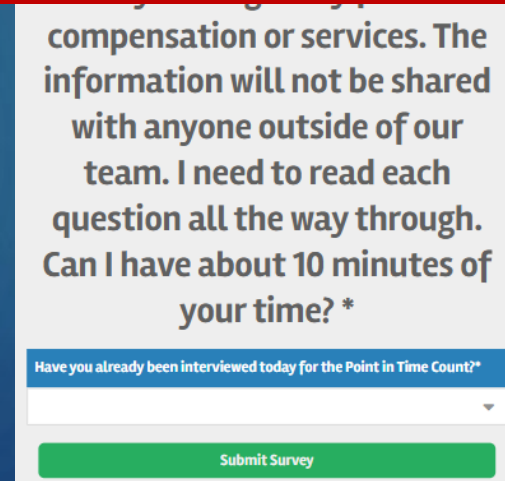


Ensure your location is correct and tap Next Step

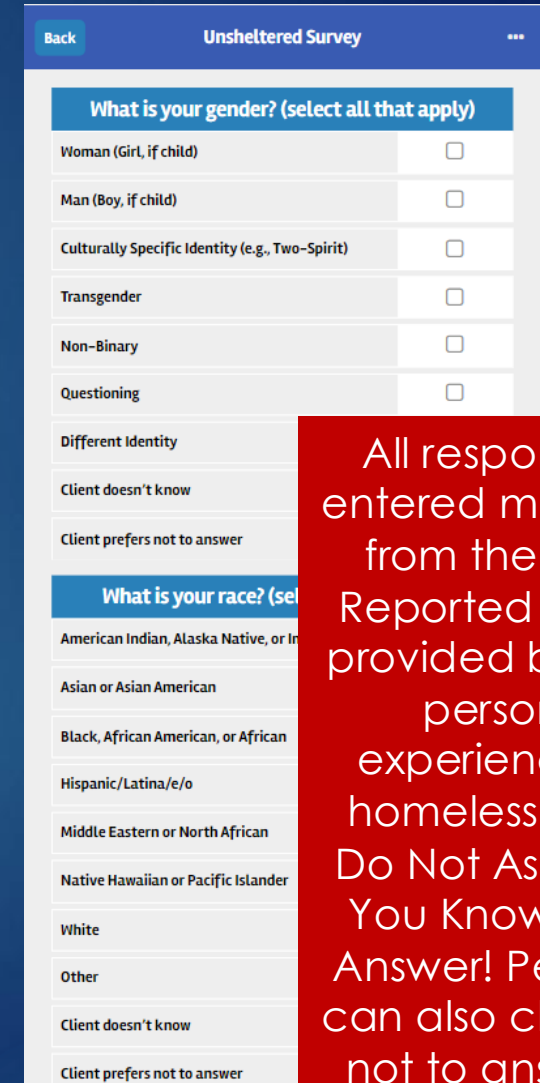
(if manually entering an address, be sure to include the entire address, including city and state)



Introduce yourself and ask for permission to interview the person. If they've already been interviewed, the survey will finish, and you will not need to continue.



If the person is sleeping in an unsheltered location, the survey will continue. Ask the questions that appear on the screen and tap on the answers



All responses entered must be from the Self Reported data provided by the person experiencing homelessness. Do Not Assume You Know The Answer! People can also choose not to answer.

Conducting a Full Unsheltered Survey

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Back Unsheltered Survey ...

Which of these options best describes your sexual orientation?

Bisexual	<input type="checkbox"/>
Gay	<input type="checkbox"/>
Lesbian	<input type="checkbox"/>
Queer	<input type="checkbox"/>
Straight	<input type="checkbox"/>
Other identity	<input type="checkbox"/>
Doesn't know	<input type="checkbox"/>
Prefers not to answer	<input type="checkbox"/>

Are you currently pregnant or expecting to become a parent within the next 9 months?

Do you have a pet (currently living with you)?

Have you served in the U.S. Armed Forces? (Army, Navy, Air Force, Marine Corps, or Coast Guard)

Back Unsheltered Survey ...

Homeless History and residency

Is this the first time you've been homeless?

How long have you been homeless this time? Only include time you spent staying in shelters and/or on the streets.

Have you been living in an emergency shelter and/or on the streets (including bus stations, underpasses, encampments, abandoned buildings, etc.) for the past year (12 months) or more?

How old were you the first time you experienced homelessness?

How long have you lived in Alameda County?

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

What is the primary event or events that led to you currently being homeless?

Back Unsheltered Survey ...

The next set of questions asks about sensitive topics. You don't have to answer any question that you don't want to but your feedback will help us improve services in the community.

Do you have a substance use disorder?

Do you have a chronic health condition?

Do you have a mental health disorder?

Do you have a physical disability?

Do you have a developmental disability?

Do you live with AIDS or an HIV-related illness?

Are you a survivor of domestic violence?

Back Unsheltered Survey ...

Services and Assistance

What is your current employment status?

If you are not employed, what is keeping you from employment? (Select all that apply)

Are you currently receiving (or have you received in the last year) any of the following forms of income or benefits?

In the past 12 months, have you visited a doctor or other medical professional?

What barriers, if any, prevent you from using shelter services?

Have you had interactions with the criminal justice system in the past year including probation, parole, court appearances, arrests, tickets, etc.?

Please remember to thank the person for their time. Please use the notes field below to record any additional information that you consider important to collect.

Notes

Submit Survey

Save Draft

Be cautious when asking the questions shown here. They are very personal. Be mindful of the volume of your voice and tap the answers as provided to you by the person. Do not make assumptions.

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

Conducting a Full Unsheltered Survey

- ▶ If the respondent is unaccompanied by anyone else and is under age 25, the Youth Addendum Survey Questions will appear in the survey tool
- ▶ If the respondent is part of a family and everyone in the family is under age 25, the Youth Addendum Survey Questions will appear in the survey tool
- ▶ If the respondent is 25 or older, or part of a household where one or more people are over 25, the Youth Addendum Survey Questions will NOT appear in the survey tool

The screenshot shows a survey form titled "Youth Addendum". It contains several questions, each with a blue header bar and a white input area below it. The questions are: "In the past 30 days, were you living in any of the following situations? (Select all that apply)", "If safe and comfortable, please specify why", "What is the last grade you completed?", "Are you currently enrolled in school?", "In the past year, in what ways did you make money? (Select all that apply)", "Have you ever been in foster care?", and "Have you ever been in juvenile detention, prison or jail?". Each question has a dropdown arrow on the right side of its input area.

Youth Specific Questions will only appear for youth under age 25. A youth experiencing homelessness can refuse to answer any question if they are uncomfortable with it.

Thank you for your time reviewing this training!

thank
you

- ▶ The recording of this video is always available on the Surveyor page dedicated to Solano County:
<https://pointintime.info/volunteer/solano-county-point-in-time/solano-surveyor/>
- ▶ Additional Support Resources, FAQs, and Instructional Videos are always available on our Support Page here:
<https://pointintime.info/support/>