
Jurisdictional/Regional Lead Responsibilities

1. Support the identification of areas where people experiencing homelessness are commonly found.

- a. Recruit various local experts, including outreach staff, service providers, law enforcement, etc., and encourage them to register for an account using the region's Volunteer Registration Portal. Links to most of the portals can be found [here](#). Note: If your community's portal is not displayed, and it is ready to be shared, please contact support to request for it to be added.
- b. During the planning stage of the count, community participants may submit [Known Location Surveys](#) to identify the locations where Persons Experiencing Homelessness (PEH) are known to be residing. This information is used by Administrators during the Coverage Planning to ensure that sufficient volunteers are allocated for high-density areas. A quick video with details on this step can be found [here](#).

2. Support the Recruitment of Volunteers.

- a. To facilitate this critical aspect of a successful count, Simtech offers packages for support with [marketing the PIT and recruiting volunteers](#). The messaging should guide volunteers to the region's Volunteer Registration Portal.
- b. The [Volunteer Registration Portal](#) will be customized by the CoC Count Administrators to meet local needs and share details of the count. Volunteers will be asked to create a profile with their contact information and key details that will help Jurisdictional Leads create well-balanced count teams. The volunteer registration portal automatically registers the volunteer with an account for Counting Us.

3. Plan survey coverage and assign count teams to coverage areas.

- a. Within the Regional Command Center, Jurisdictional Leads can create Count Teams and designate the coverage areas for these teams.
- b. The Jurisdictional Lead can work with the list of volunteers who registered through the Volunteer Registration Portal to [create well-balanced Count Teams](#).

4. Set expectations and share relevant information with volunteers

Jurisdictional leads should be prepared to answer the questions outlined below that surveyors may have. Much of this can be addressed within the customizable Welcome Email.

- a. When is the count?
- b. How do I sign up for the count and select where I am willing to count?
- c. How do I use the app?

- d. Who is my Regional Count administrator?
- e. How do I contact my Regional Count administrator?
- f. Who is my Count Team leader?
- g. Where do I go?
- h. Who am I meeting with?
- i. Are there incentives such as gift cards or care kits that I need to pick up? If yes, where do I get them?
- j. How do I get help if I have questions during the count?
- k. What do I do when I am done canvassing my area?
- l. How much time should I reserve for participating in the count?

5. Logistics & Supplies Management

- a. The leader will manage logistics, or recruit assistance for someone else to take on this role, to gather and distribute supplies. Supplies may include “getting started” flyers to walk through the usage of the app, print-friendly coverage maps, care kits, and gift cards.
- b. Collaborate with local organizations and for-profits to solicit items for the care kits.
- c. Arrange for transportation, if needed, for volunteers to cover designated areas.
- d. Establish communication channels among volunteers and teams with the aid of the tools found within the Command Center.

6. Provide local support to volunteers and Team Leads before and during the count.

Simtech provides a variety of support materials to help ensure volunteers and team leaders know how to use the Counting Us app, including “train-the-trainer” webinars, a [video training series](#), a [support page](#), [FAQs](#), as well as a [Guide to Getting Started with the Counting Us app*](#). Jurisdictional leads who need additional assistance can also get help from Simtech’s [virtual help desk](#).

*NOTE: Regions that sign up for the Volunteer Registration Portal will be provided with their own unique “Getting Started” flyer that will contain a QR code to direct volunteers to the region’s registration portal. To request your flyer, please [contact support](#).

7. Monitor the count results in real-time for integrity

During the Count, Administrators and Regional Administrators monitor the incoming survey results to verify the integrity of the data and ensure its accuracy. [Quality control](#) measures are implemented to [identify and rectify inconsistencies](#).

8. Assist in post-count data clean-up efforts, including outreach to surveyors.