



2019 PIT: Counting Us App Webinar Scenarios

Below are nine scenarios we have designed based on situations your volunteers may encounter during their PIT count shift.

1. You approach an individual at a known location for individuals experiencing homelessness. You introduce yourself and you ask if they are willing to participate in the survey. They state that they do not want to participate and ask that you leave the area. How do you document this information? How do you proceed?
 - a. **For this scenario we are highlighting what to do when you DO NOT get consent from a participant. So in this case, you would kindly thank them for their time and walk away. But in order to still include them in the count you would take an observation tally survey, which is where you just record basic demographic information from a safe distance.**

2. You have an individual walk into your emergency shelter on the day of 1/24/2019. You have asked and received permission to conduct the PIT survey and through the interviewing you have obtained the following information: Name- Jane Doe, DOB- 1/1/1985, doesn't disclose gender, Hispanic. How do you input all this information into the survey?
 - a. **For this scenario we would chose the sheltered PIT survey option. And next we will fill out the GIS location screen of where your shelter is located. And here it might be easier if you have allow your device to access your location, so you don't have to manually type in an address for every survey. Then you want to choose your correct organization and project name and please remember that if you don't see your organization or project name here to contact your PIT lead immediately. Then we will continue to fill out the survey to all the way through the question 'Hispanic or Latino'. Then since no other information was given you can go ahead and submit the survey or save it as a draft. I would also like to note that only question that is required in the survey is the 'Age Range.' So even if they didn't give you any other information, you can go ahead and enter in what age range you believe they fall into.**



3. You and your team are surveying individuals' downtown when you notice a father and what appears to be his daughter sleeping in a car. Based on the appearance of the situation you determine that they are likely experiencing homelessness. Which survey do you choose and how do you input the information?
 - a. **For this survey, since the participants are sleeping and cannot consent to an interview survey we would go ahead and conduct an observation survey. And since we see two individuals sleeping in the car, we can choose the household option and enter 2 when prompted. Then we can just continue on answering the following demographic questions as accurately as possible.**

4. You and your team are at an encampment and you survey two young males who state that they are siblings. The siblings state that they ran away from home and are reluctant to provide much identifying information. They decide to give you their first and last initial but do not give you their DOB. How do you input all this information into the survey?
 - a. **The answer for this scenario is that you would first select the unsheltered survey and you will select the household of two. The first required question on this survey is the where are you sleeping tonight section. Based on the interview we have determined that they will be staying here in the encampment. It is very important that your volunteers ask where individuals plan to sleep rather than just assume they are staying where your volunteers come into contact with them. Now that we have selected outdoor encampment we are going to go ahead and fill in the other information we know. We do not know the full name, so we are just going to put in some initials. The next mandatory information we have is the age range. Since we do not know their Date of birth we are only going to select the age range. I do want to highlight though, that these youth disclosed some very valuable information. They stated that they ran away from home. So I am going to scroll all the way down to the Reasons why you are experiencing homelessness portion and select "Ran away from home".**



5. You approach a mother and her two children who are on the side of the street near a stop light. You determine through interviewing that they are experiencing homelessness. The mother informs you that they will be sleeping at the local park, five miles away. You are able to obtain all of the information from the survey questions. How do you enter in this information?
 - a. **The answer for this scenario is that you would first select the unsheltered survey and you will select the household of three. The tricky part about this survey is that you are encountering this family at a location other than where they are planning to sleep. It is on this step that instead of sharing your location, you are going to manually enter the name of the park that they family is planning to stay at. Instead of needing to know the exact address, this app has the ability to change the location based on the names of local landmarks. If your volunteers don't notice a change, they can always save the draft of their surveys and type in a more exact address prior to submitting the survey.**

6. You just finished surveying individuals at a park when you see a group of five individuals walking down an alley way to settle into their space. You do not feel comfortable approaching the group in order to conduct the survey. How do you proceed? Is there a way for you to document information about the group?
 - a. **The answer for this scenario was the observation survey. Because this is the survey you will use when you feel unsafe approaching individuals to ask them to take the survey. The main thing we wanted you to know for this one was what you do once you select the observation tally. Even though this is a group of individuals sleeping in the same vicinity, we cannot assume that they are a household. So once we click the observation tally, we are actually going to select individual here. You are going to need to go through the survey for each individual you see. For this scenario you will then go through the process five separate times.**



7. You are surveying at the local domestic violence shelter. A woman states that she is willing to take your survey and provides you her full name and DOB as part of the interview. How much of this information are you permitted to document in the survey?
 - a. **First, you will click the Sheltered Survey Option. Note: When it comes to Domestic Violence Shelters, you are limited in the amount of information you should be uploading. To ensure confidentiality standards are being followed, you as a volunteer or PIT lead should not provide more than an individual's age/age range and their first and last initial. Even if they are willing to provide you more information, best practice would be to limit as much specific identifying data as possible. You will also need to manually change your address instead of sharing the specific location (because many shelters have an undisclosed location). Please only enter the zip code of where you are surveying, do not include the full address or allow your location to be shared.**

8. You are surveying at your local city park when you come across a group of four individuals that report they are experiencing homelessness. They seem to know each other but you are not sure if they are related. They report that they are a group of friends and consent to completing the survey. What survey option would you choose? And is it possible for this group to be considered a household?
 - a. **First you will select the unsheltered survey option. In order for a group to be considered a household, you need to obtain verbal consent that they are. Your volunteers need to ask if the individuals in this group identify as being a part of the same household. If they do, please click household and select four. If they do not, please select individual for all four people. Then proceed with the survey normally.**



9. You are at your local emergency shelter and you are about to start surveying. You share your location in the app; however, when you go to select the name of the shelter you currently are in, you do not see it there. What should you do?
 - a. **It is very important that you call your PIT lead immediately if you run into this situation. We want to ensure that the data collected is filed under the correct program name. You will not be able to proceed in the interview without this being fixed, so please wait until you get a response from your PIT lead or assigned THN staff member telling you that the project has been added. It is incredibly important that you do everything in your power to ensure that the shelters you are planning to survey at are in the system prior to the night of the count.**