

# 2019 PIT: Counting Us App Instructions and General Volunteer Description

## Counting Us Application:

- Access the application by either using the web browser [link](#) or downloading it from [Google Play](#) or the [App Store](#), register an account, and use the count code of "TX2019" to get started and practice entering in surveys.
- Texas BoS CoC will be using the app to conduct both sheltered and unsheltered surveys.
- The surveys can either be completed by using the mobile app or by using a web browser link on your computer.
- In order to access the application you must first create an account
  - If using the web link, go to <https://counting.us/> and click on the "Register"
  - If using the mobile app, download, open the app, and click on the "Register"
  - Once you have registered you can practice by choosing the count "TX2019"
  - On the day of the count, **January 24<sup>th</sup>, 2019**, you and the volunteers will use the same count code, "TX2019" to conduct the surveys.
- After you log in and choose the correct count, you will then hit "Get Started"
  - The following screen will show you all the survey options- based on the type of survey you are conducting, select the most appropriate option.
- Next, you will be taken to the "GIS" location screen
  - If you are at the location where the person is "sleeping" that night, please just select "Next Step" and it will automatically assign your location.
  - If you are not at the location where the client will be "sleeping" on the night of the count please select "Enter address" and enter in the location. The system will then automatically associate that survey with the designated location.
- Finally, you will be taken to the survey screen
  - Please attempt to ask and answer all of the questions
    - Answer will either be located in the drop down or will need to be entered in manually
    - If using the web browser link, you will need to manually click and drag the screen to move through the survey questions.
- Once you have completed the survey either "Submit" if you have internet access or "Save Draft" and upload once you have internet access.
- You do not need mobile data or internet access to complete the surveys but in order to submit them to the system you must be connected to internet.
  - If you have mobile data or internet access, please enter and submit all surveys in real time.
  - If you do not have mobile data or internet access, after you complete the survey, please click "Save Draft" and submit once you have internet access.
    - When you save a draft, it will alert you of the number of drafts saved at the bottom of the app.
    - Make sure all drafts are submitted by 11:59PM on January 24<sup>th</sup>.

## **Volunteers:**

### Training

- Complete online PIT training to learn about general PIT information and how to use the Counting Us app.
- Review “Volunteer Interviewing Guide” to familiarize yourself with how to approach potential participants and how to conduct the survey.
- Download Counting Us app and use count code “TX2019” and practice entering at least 5 surveys before January 24<sup>th</sup>, 2019.
  - If using the web browser version, register an account and conduct the surveys via <https://counting.us/>
  - If using the mobile app, download via [Google Play](#) or [App Store](#).
  - If you are having trouble downloading the app or entering surveys, please contact your PIT Lead.

### Geographical Sections

- If your PIT Lead provides you with your designated area ahead of time, scout out the location and become familiar with the route.
- Talk to any business owners or organizations on your route to see if they have any information as to where people experiencing homelessness can usually be found.

### Carrying out the Count

- Have your phone or tablet fully charged on day of count.
  - Bring back-up power sources if possible.
- Select the count code “TX2019” on the Counting Us app to conduct official surveys.
- If you are using mobile data, make sure to submit each survey immediately after it is completed.
- If you are working without internet, make sure to save each survey as a draft and submit once you have internet access and do so no later than 11:59PM on January 24<sup>th</sup>.
- If at any time you make a mistake or have technical issues please contact your designated THN staff member/PIT Lead right away.
- After you complete your shift, make sure to call your PIT Lead to confirm that you have finished and submitted all of your surveys.

### After the PIT Count

- Make sure to complete and submit “[Volunteer Hours Form](#)”
- Be prepared to possibly work with the PIT Lead/THN staff to answer any questions about data quality concerns.