2020 PIT: Counting Us App Instructions and PIT Lead 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 " **TX2020**" 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 "**TX2020**"
  - On the day of the count, **January 23rd, 2019**, you and the volunteers will use the same count code, **"TX2020"** 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 23rd.

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PIT Leads:

Training
- Attend any training hosted by THN in order to prepare for the Count.
- Provide training and support for volunteers on general PIT information and how use the Counting Us application.
  - Emphasize the importance of getting first and last name along with full date of birth. If not possible, at least gather initials and age. This will help with deduplication process.
  - Provide volunteers with "Volunteer Interviewing Guide" to ensure the volunteers feel comfortable with asking the survey questions and so the same message is being communicated across the community.

Volunteer Coordination and Promotion
- Work with local agencies to recruit and coordinate a group of general volunteers for the count.
- Promote the count in your community in order to spread awareness and gain buy-in from key stakeholders.
- Provide information on how the volunteers can complete the online training and notify that in order to participate on the day of the count, the volunteers must complete training by **11:59PM January 22nd, 2019**.
- Ensure volunteers fill out and submit the "Volunteer Hours Form" via Google Forms no later than **5PM on January 30th, 2019.**

Geographical Sections
- Lead the scouting of agencies that have emergency shelters and transitional housing and provide them with PIT information and instructions.
- Identify areas in your community where people may be sleeping in places not meant for human habitation.
- Create a "Count Day Plan" for your volunteers that identifies the time of their shifts and how they will cover the defined geographical section on the day of the Count to survey people experiencing homelessness.
  - This will be informed by your scouting efforts. This includes meeting with the volunteers prior to the count to build rapport and strategize for the day of the Count.
- THN recommends setting up your "Count Day Plan" in shifts of volunteers to ensure people reach all of the different areas in the community and in order reduce fatigue.

Carrying out the PIT Count
- Responsible for ensuring the Count occurs within the community.
- Responsible for being point-of-contact between the volunteers and THN.
  - Must be available to answer your phone and help troubleshoot problems throughout the Count process.
- Help THN ensure the Count is conducted safely and all persons surveyed are treated respectfully
- Check-in with all volunteers at the end of the Count to ensure that no surveys are left on their devices and that all draft surveys have been submitted.

After the PIT Count
- Assist THN in the data clean-up by contacting volunteers and correcting any inaccurate information in the "PIT Data Clean-up" document.
  - THN will send "PIT Data Clean-up" document once available.

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