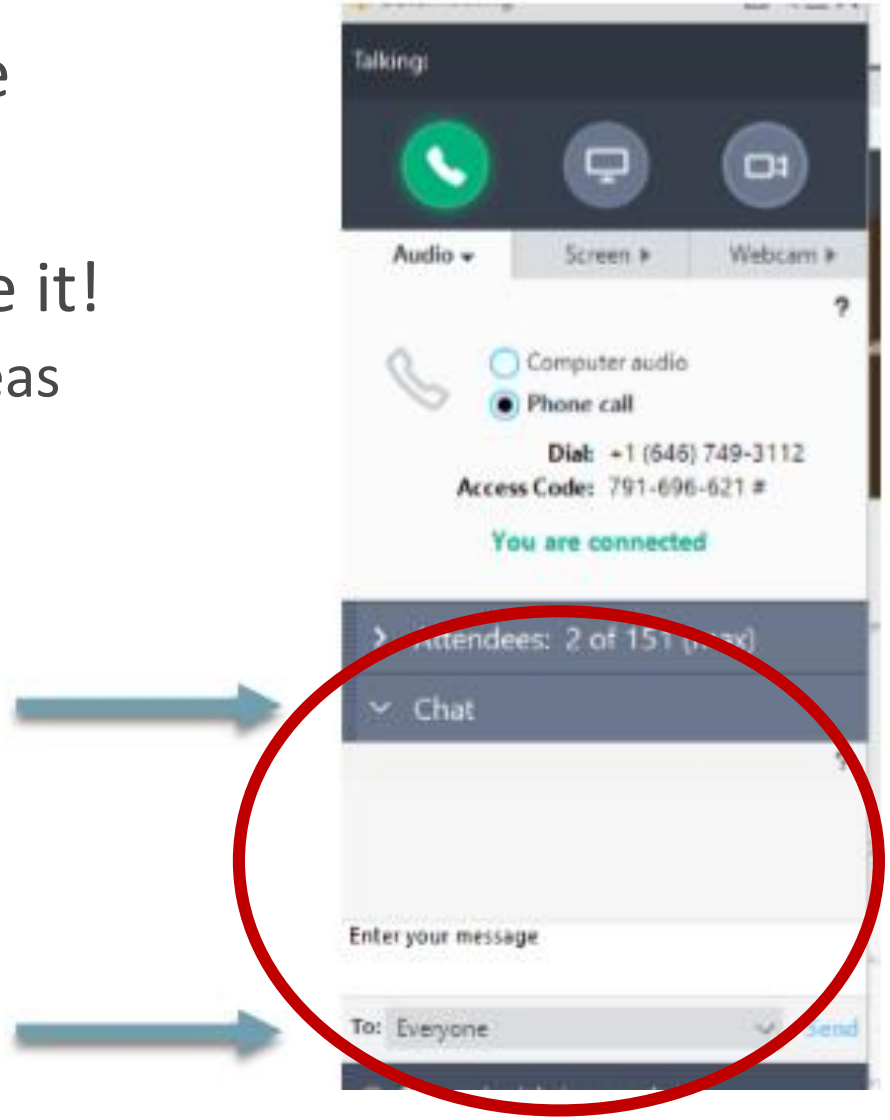
Point In Time App

November 25, 2019

NC COALITION to end HOMELESSNESS

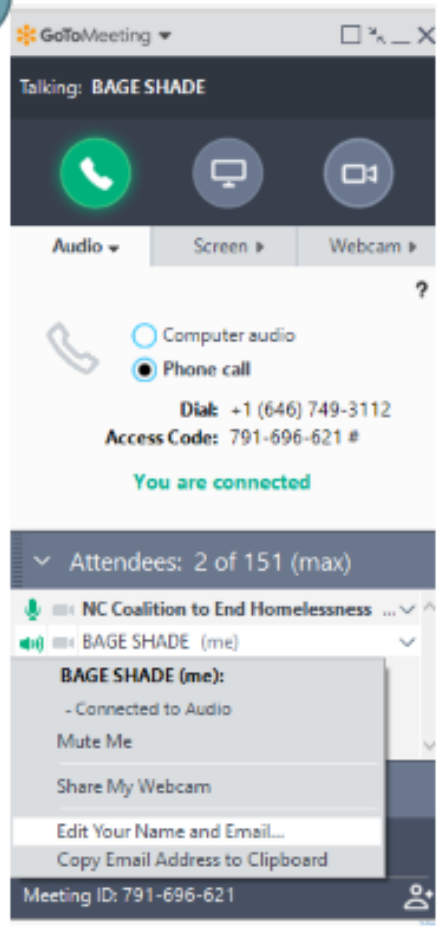
Welcome

- Your line is muted to reduce background noise
- We'll unmute the line during Q & A pauses
- The chat box is available – we invite you to use it!
  - Chat is a great way to pose a question or share ideas during the presentation.
- This webinar will be recorded

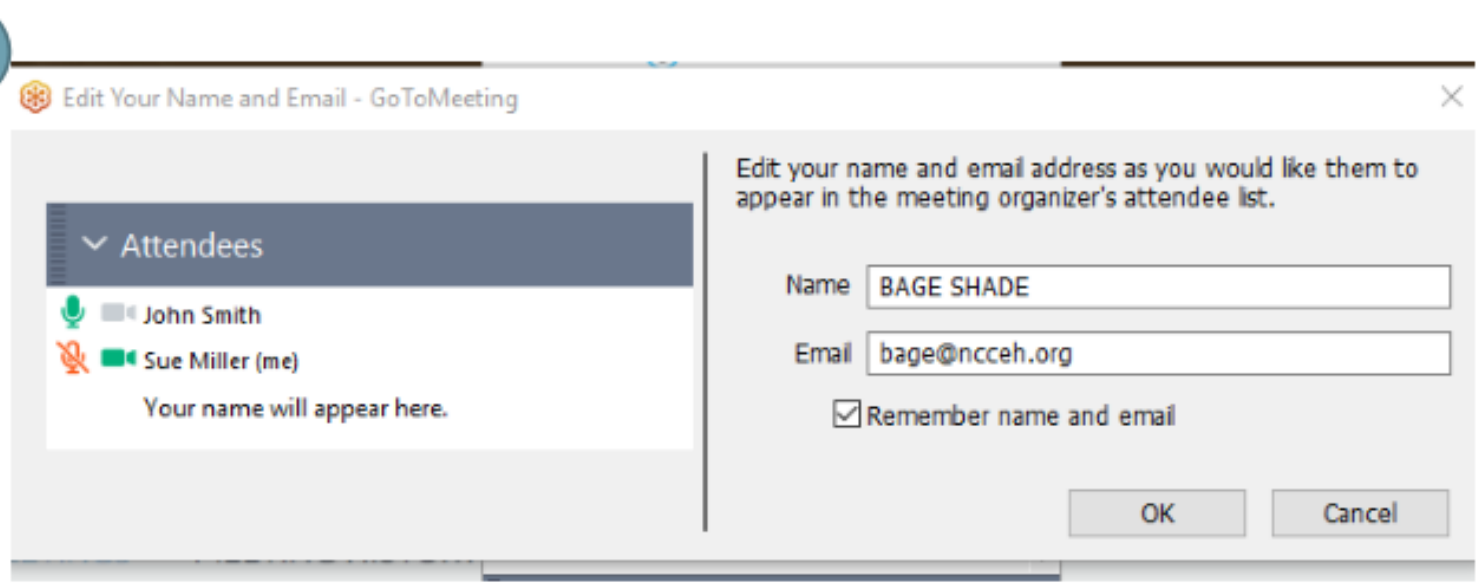


How to edit your name/email information:

1



2



Slides & resources will be available!

- We’re covering brand new material today!

- We'll post these slides and companion resources on the website. https://www.ncceh.org/datacenter/pointintimehowto/

- This information will be good to share with your team, so everyone is starting from the same place.

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Agenda

- Introducing the PIT Count
- Inside the Counting Us App
  - PIT Questions
  - Beta Testing

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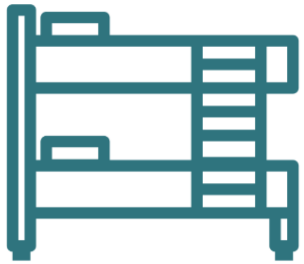
Introducing Counting Us

Data Collection for Point-in-Time Count



Unsheltered	Sheltered Count		
	HMIS ES + TH	Non-HMIS ES + TH	
Counting Us App	**HMIS Reports**	**Counting Us App**	Aggregate Reports*
Night of Count: Jan 29 Service Based Counts: Jan 29-Feb 5	Work with NCCEH Data Center to finalize data and submit reports	Night of Count: Jan 29 Service Based Counts: Jan 29-Feb 5	NCCEH staff can assist agency staff to gather and report data by 2/14/20

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Counting Us App

Because Everyone Counts

Improvements from last year's App

- Includes expert technical support
- Use on phones, tablets, or computers
- Low-barrier access and use (does require sign-up)
- Available for agencies and volunteers to practice with starting in mid-November

Other awesome features

- Used nationwide
- Already includes all questions required by HUD
- Data submitted will be immediately able to be viewed, allowing for quicker response and reporting

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Tips for Good Etiquette During PIT:

General tips:

- Explain your role as a volunteer with the annual one-night homeless census of people experiencing homelessness.
- Use open-ended questions when asking demographic questions: “What is your gender?” or “What is your race?”
- It’s ok to refuse questions! It’s up to us to ask them.
- Remember you are asking for someone’s time. Thank folks for their help.
    - Offering socks, hygiene products, or gift cards may help incentivize participation.

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Tips for Good Etiquette During PIT:

Unsheltered Count:

- Keep mobile device held down or hidden when approaching someone.
- Do not wake someone up if they are sleeping. Calling out “hello” should be enough to determine if they are awake.
- Make plenty of noise as you approach an individual or camp. Try not to surprise anyone with your presence.

Sheltered Count:

- Survey individuals in private spaces whenever possible.
- Reinforce that answering PIT survey is not required to receive shelter services.

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Inside the App

A look inside the App

- We will give you access to the App for testing at the end of this training

- For now, we're skipping past the steps:
  1. Download the app
  2. Tap Register
  3. Register
  4. Log In and select "Choose Count"
  5. Join the Count
  6. Click "Get Started"

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Unsheltered Survey

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Select the Survey activity

Let’s look at the different options in the app!

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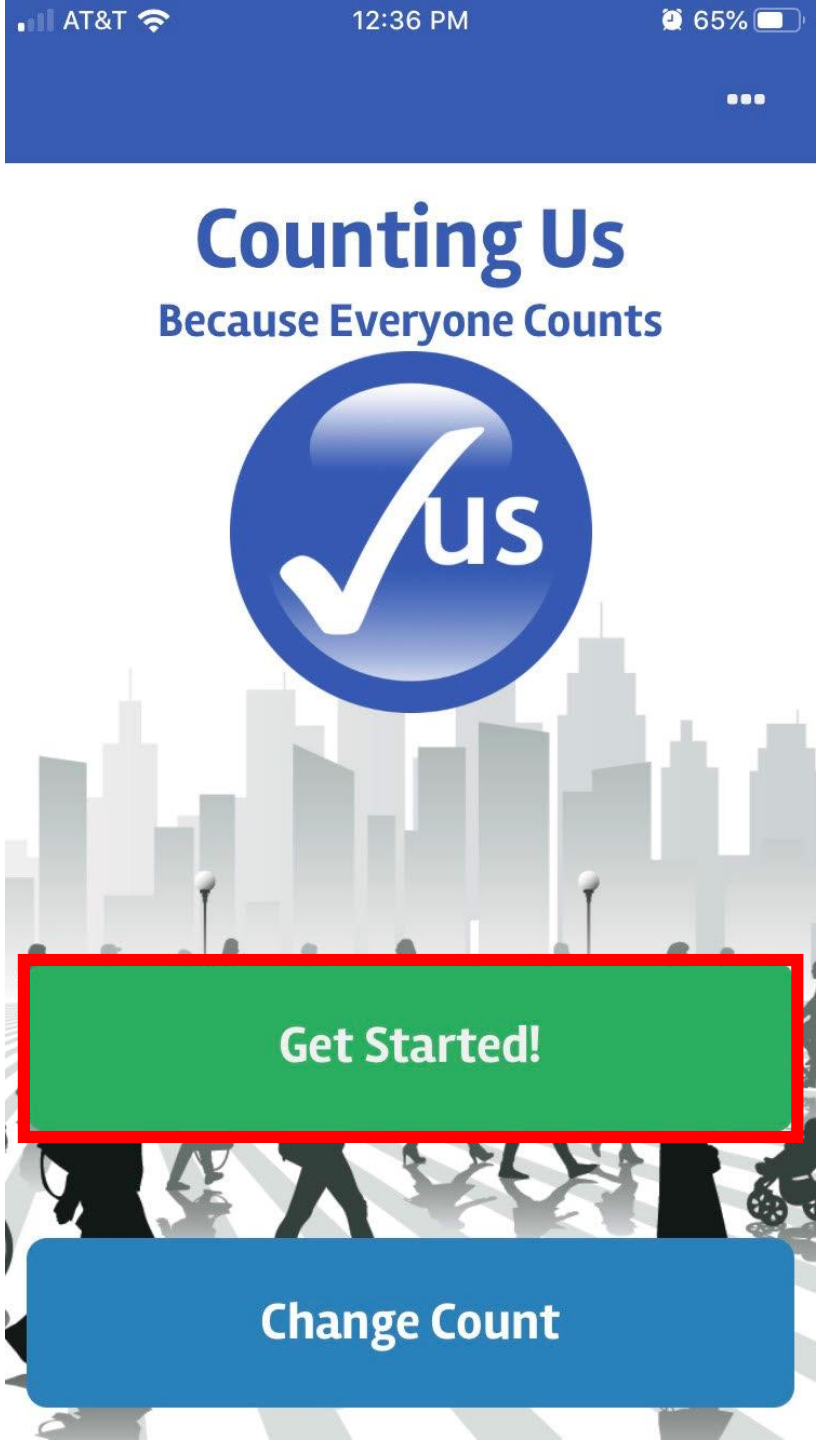
AT&T
12:36 PM
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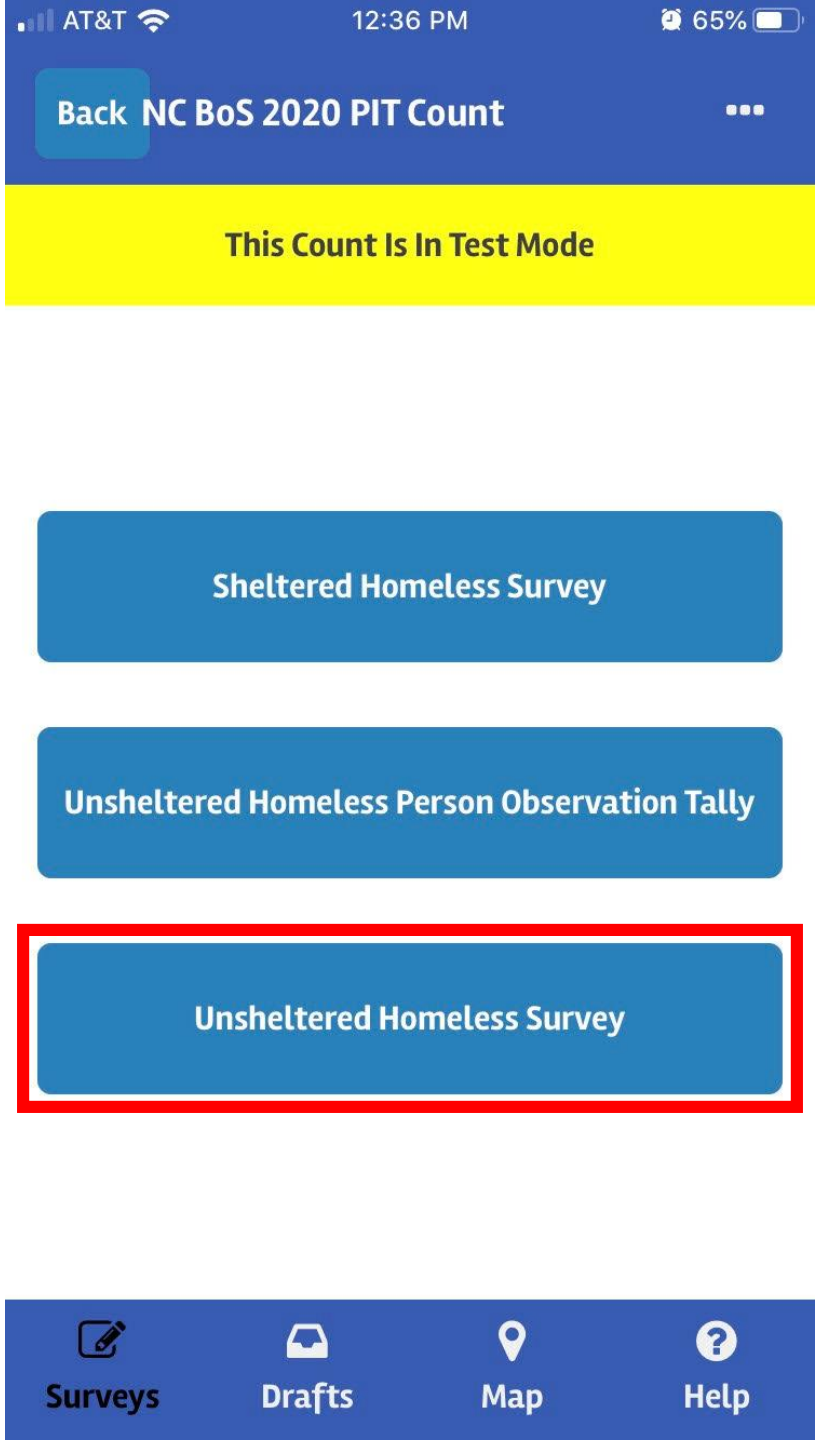
Counting Us
Because Everyone Counts
Get Started!
Change Count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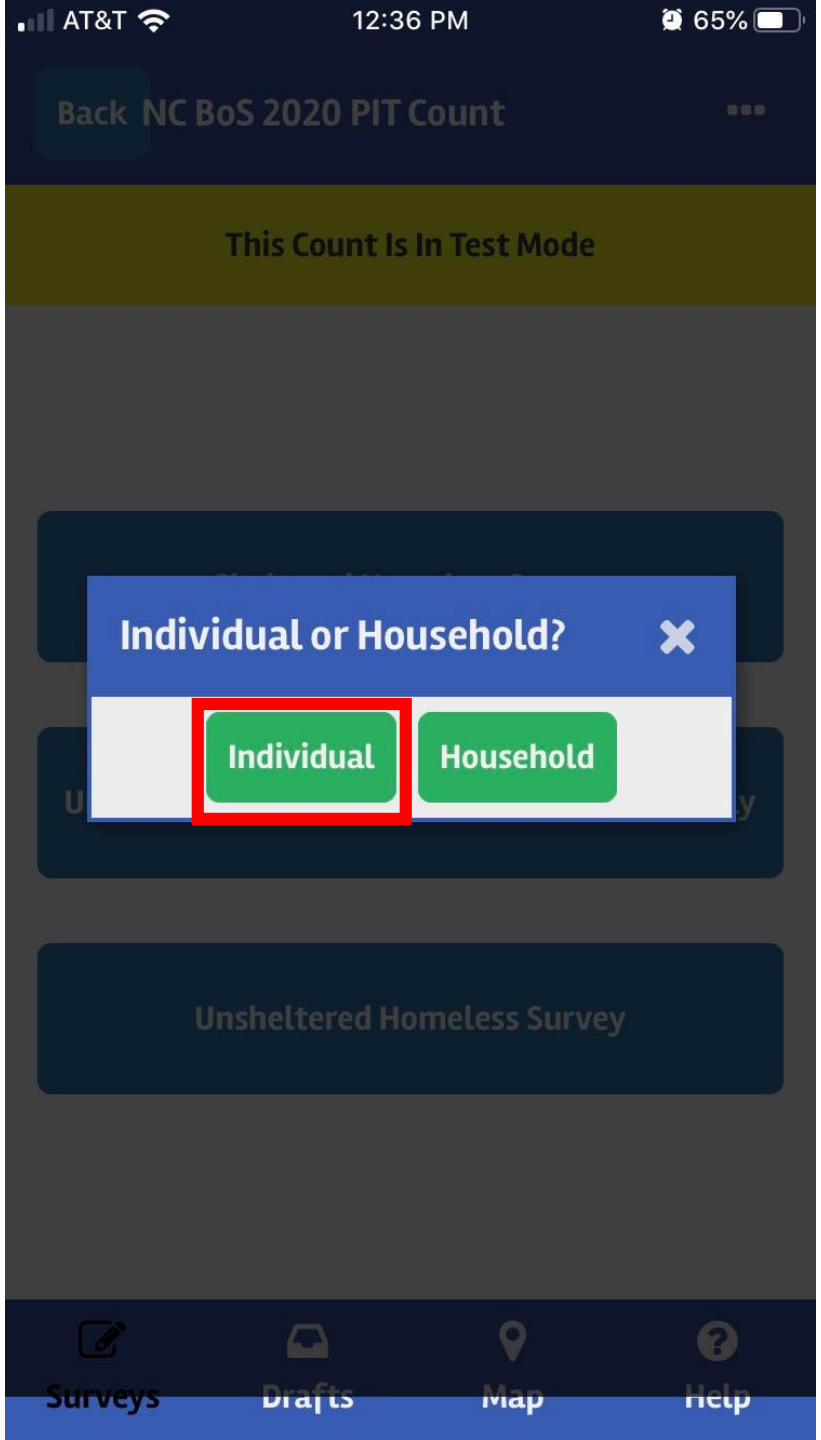
Back
NC BoS 2020 PIT Count
This Count Is In Test Mode
Sheltered Homeless Survey
Unsheltered Homeless Person Observation Tally
Unsheltered Homeless Survey
Surveys
Drafts
Map
Help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12:36 PM
65%
Back
NC BoS 2020 PIT Count
This Count Is In Test Mode
Individual or Household?
Individual
Household
Unsheltered Homeless Survey
Surveys
Drafts
Map
Help

Add your location

Add the location of this conversation

- Use your device's location OR
- Use an address or intersection

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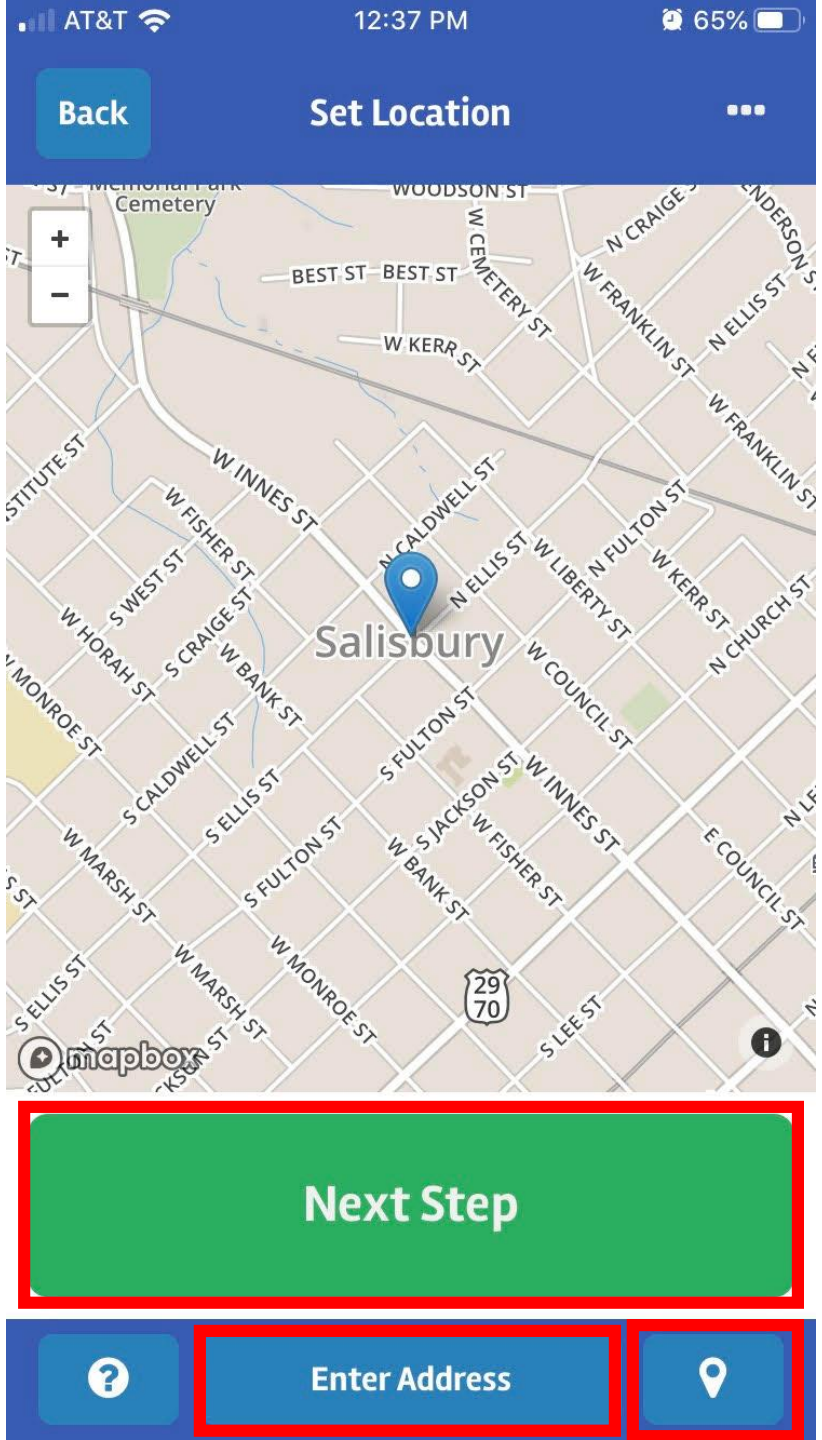
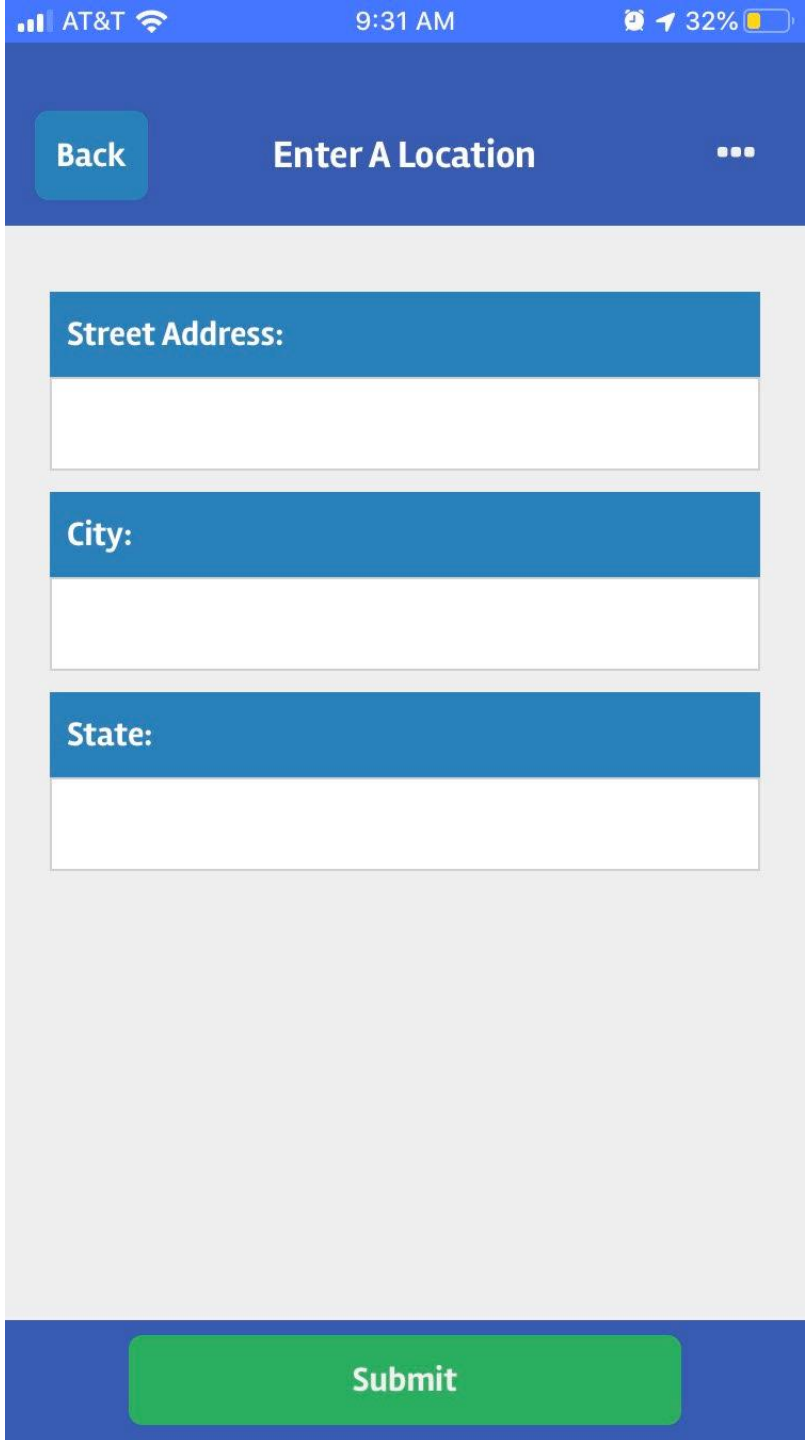
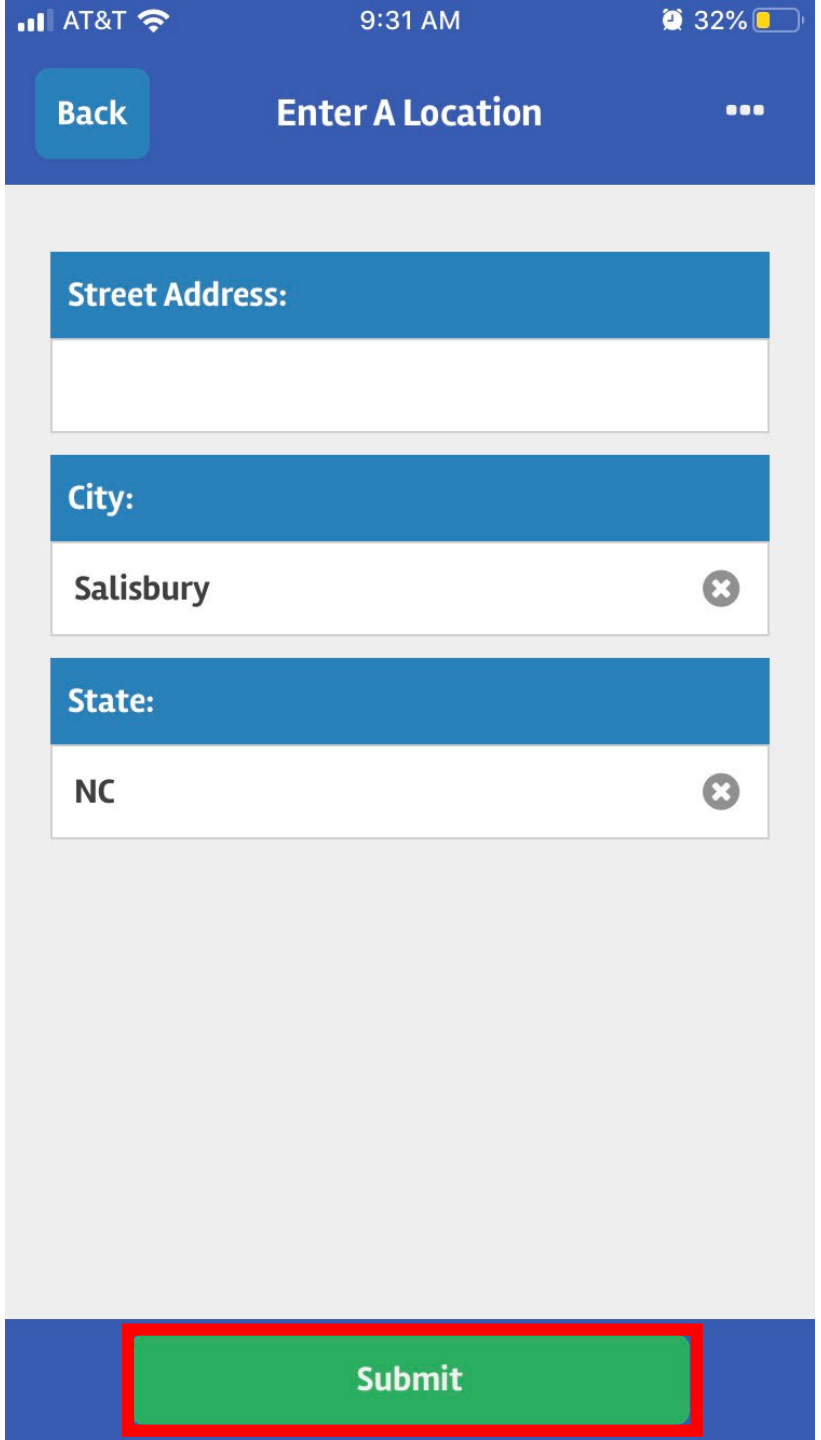

AT&T
12:37 PM
65%
Back
Set Location
Cemetery
WOODSON ST
BEST ST
W KERR ST
W INNES ST
W FISHER ST
S WEST ST
W HORAH ST
S CRAIGE ST
W BANK ST
S CALDWELL ST
S ELLIS ST
W MARSH ST
W MONROE ST
S LEE ST
N CALDWELL ST
N ELLIS ST
W LIBERTY ST
N FULTON ST
W KERR ST
N CHURCH ST
W COUNCIL ST
S FULTON ST
S JACKSON ST
W FISHER ST
W BANK ST
E COUNCIL ST
W FRANKLIN ST
N ELLIS ST
N CRAIGE
W CEMETERY ST
Salisbury
29
70
mapbox
Next Step
Enter Address


AT&T
9:31 AM
32%
Back
Enter A Location
Street Address:
City:
State:
Submit


AT&T
9:31 AM
32%
Back
Enter A Location
Street Address:
City:
Salisbury
State:
NC
Submit

Screen for previous interviews

Next question

- We want to make sure we're not double-counting folks!
- If someone has already taken the survey, thank them for their participation and continue to the next person.

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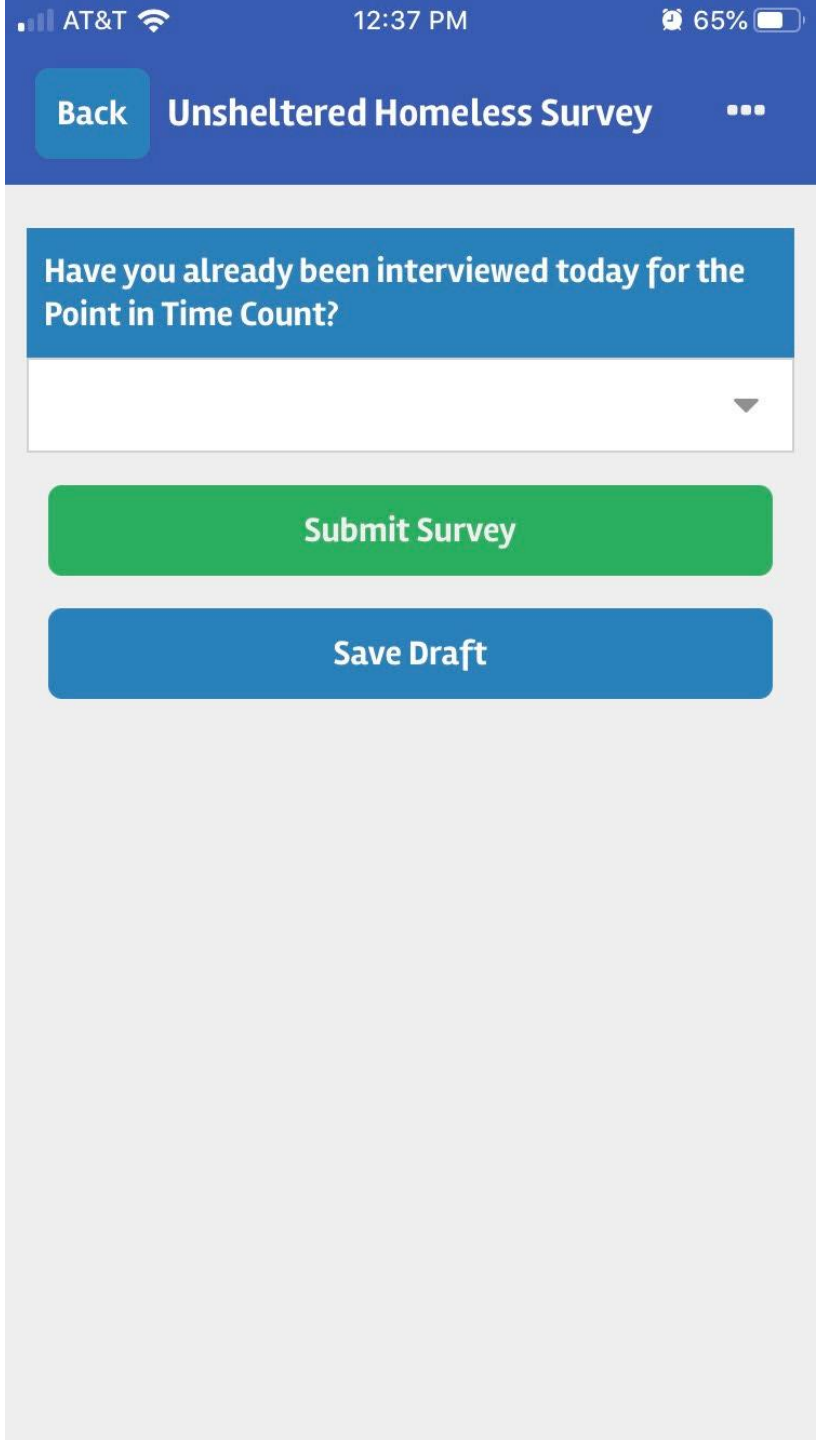
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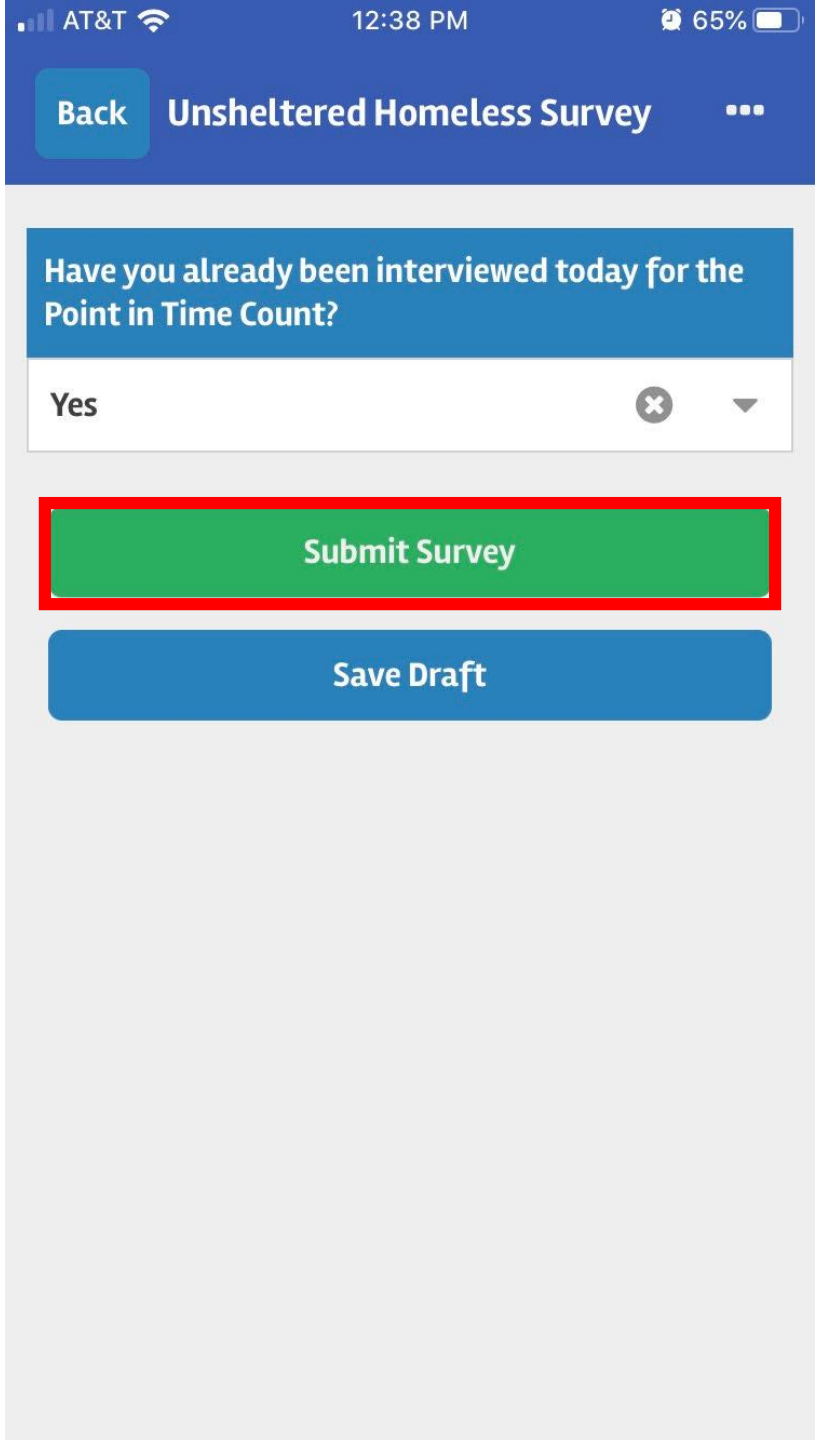
Back
Unsheltered Homeless Survey
Have you already been interviewed today for the Point in Time Count?
Submit Survey
Save Draft


AT&T
12:38 PM
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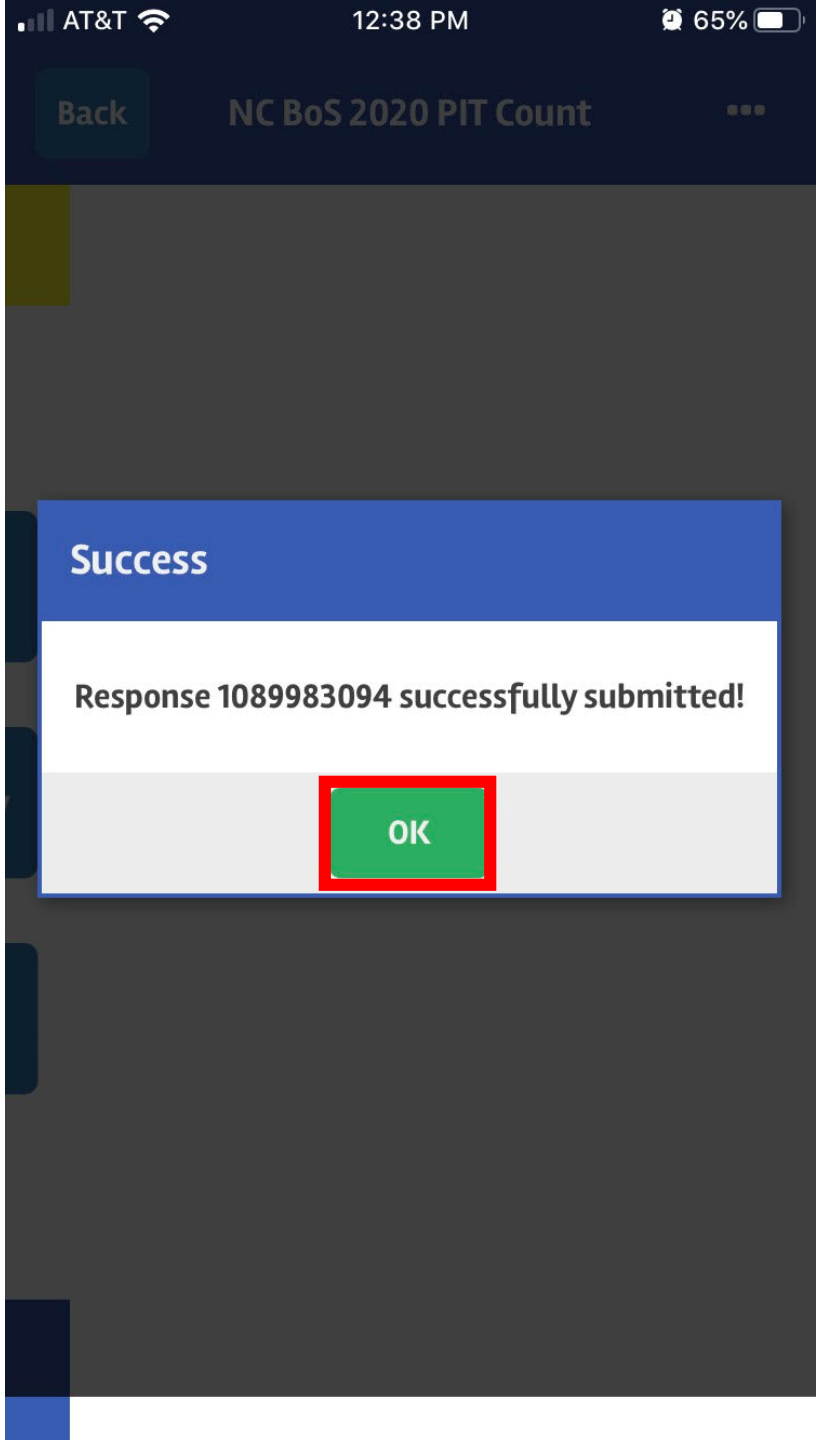
Back
Unsheltered Homeless Survey
Have you already been interviewed today for the Point in Time Count?
Yes
Submit Survey
Save Draft


AT&T
12:38 PM
65%
Back
NC BoS 2020 PIT Count
Success
Response 1089983094 successfully submitted!
OK

Now let’s see the screen for a household

Start with the correct Survey Activity

- Select Sheltered, Observation, or Unsheltered

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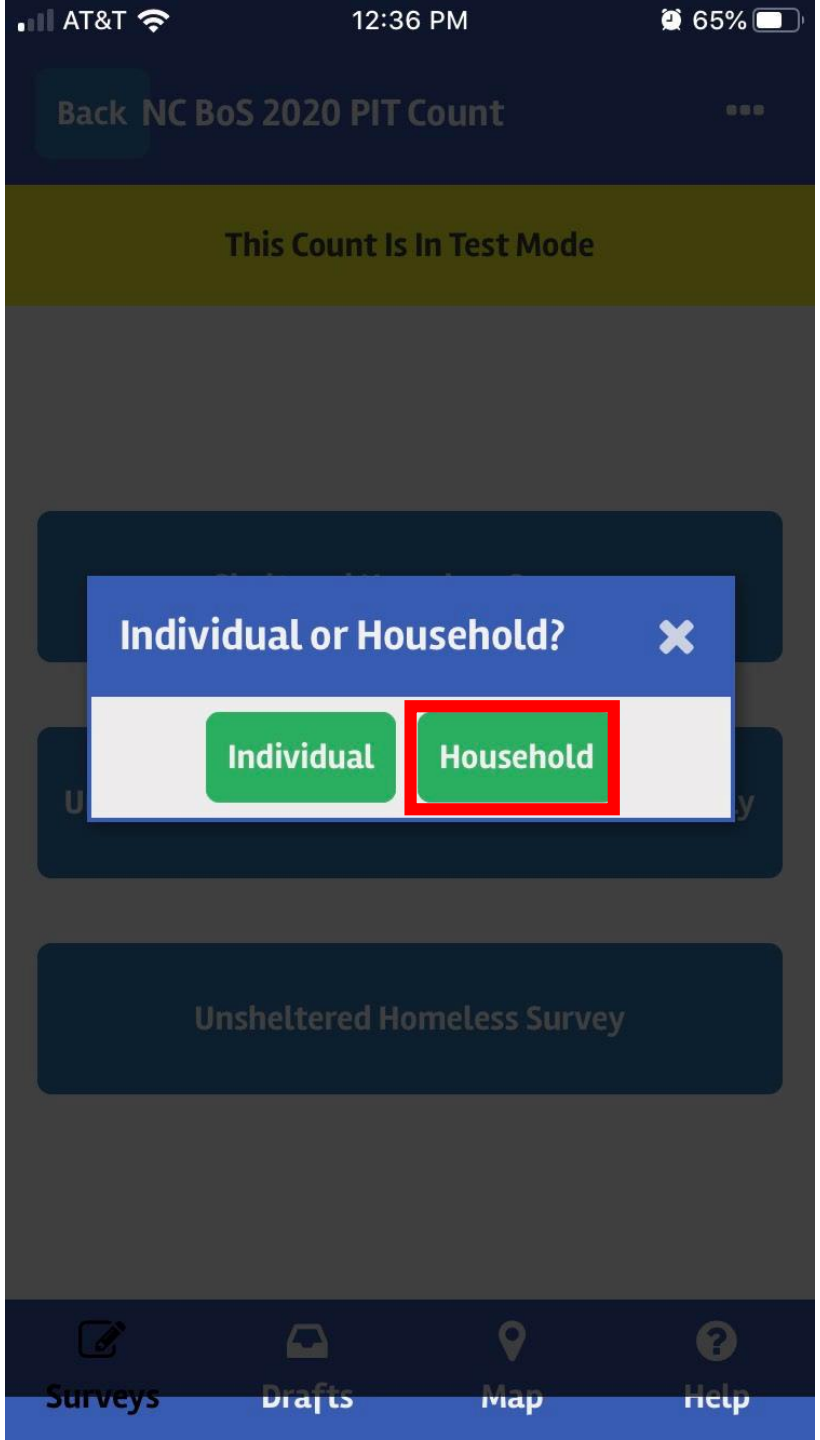
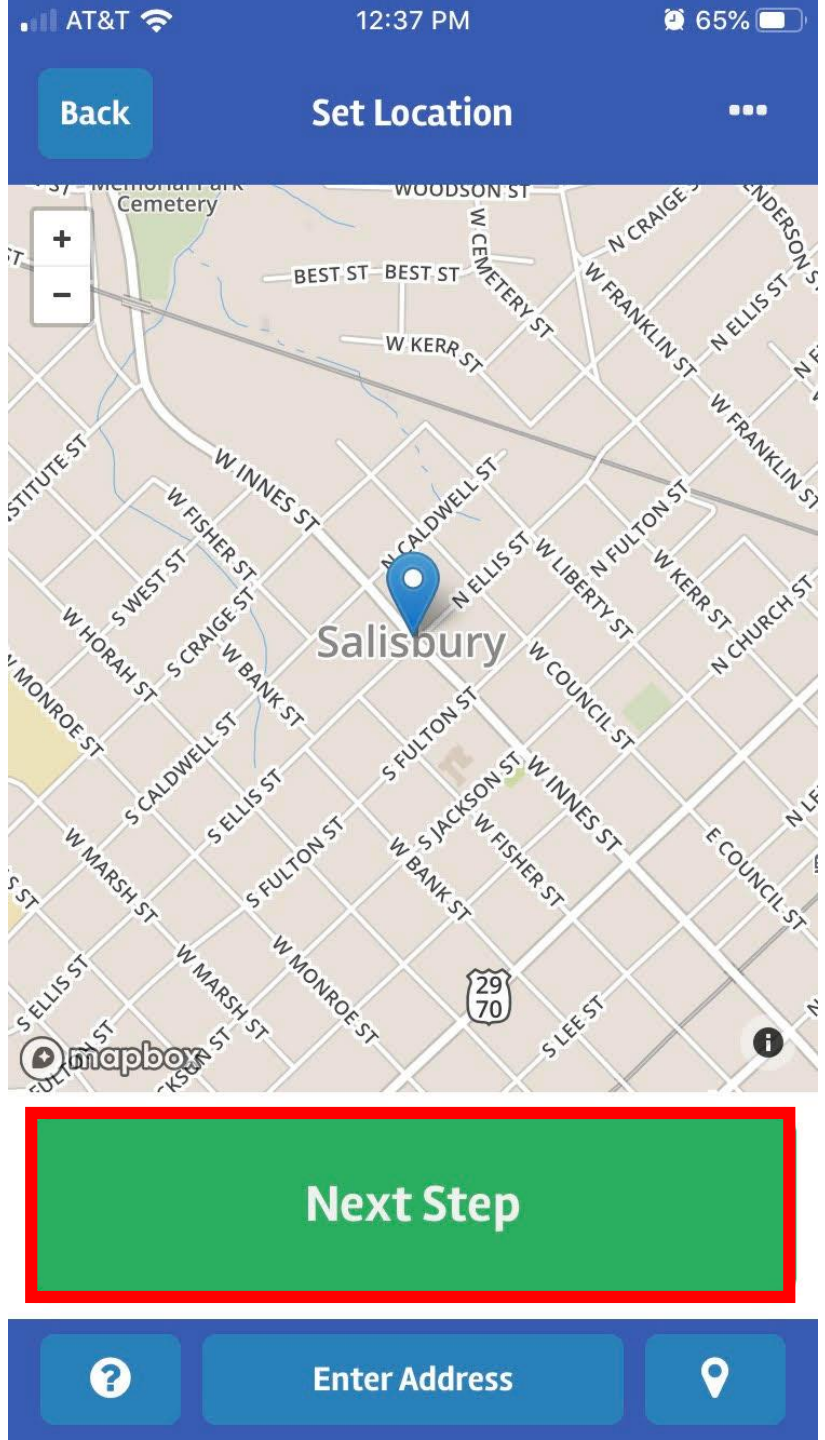

AT&T
12:36 PM
65%
Back
NC BoS 2020 PIT Count
This Count Is In Test Mode
Individual or Household?
Individual
Household
Unsheltered Homeless Survey
Surveys
Drafts
Map
Help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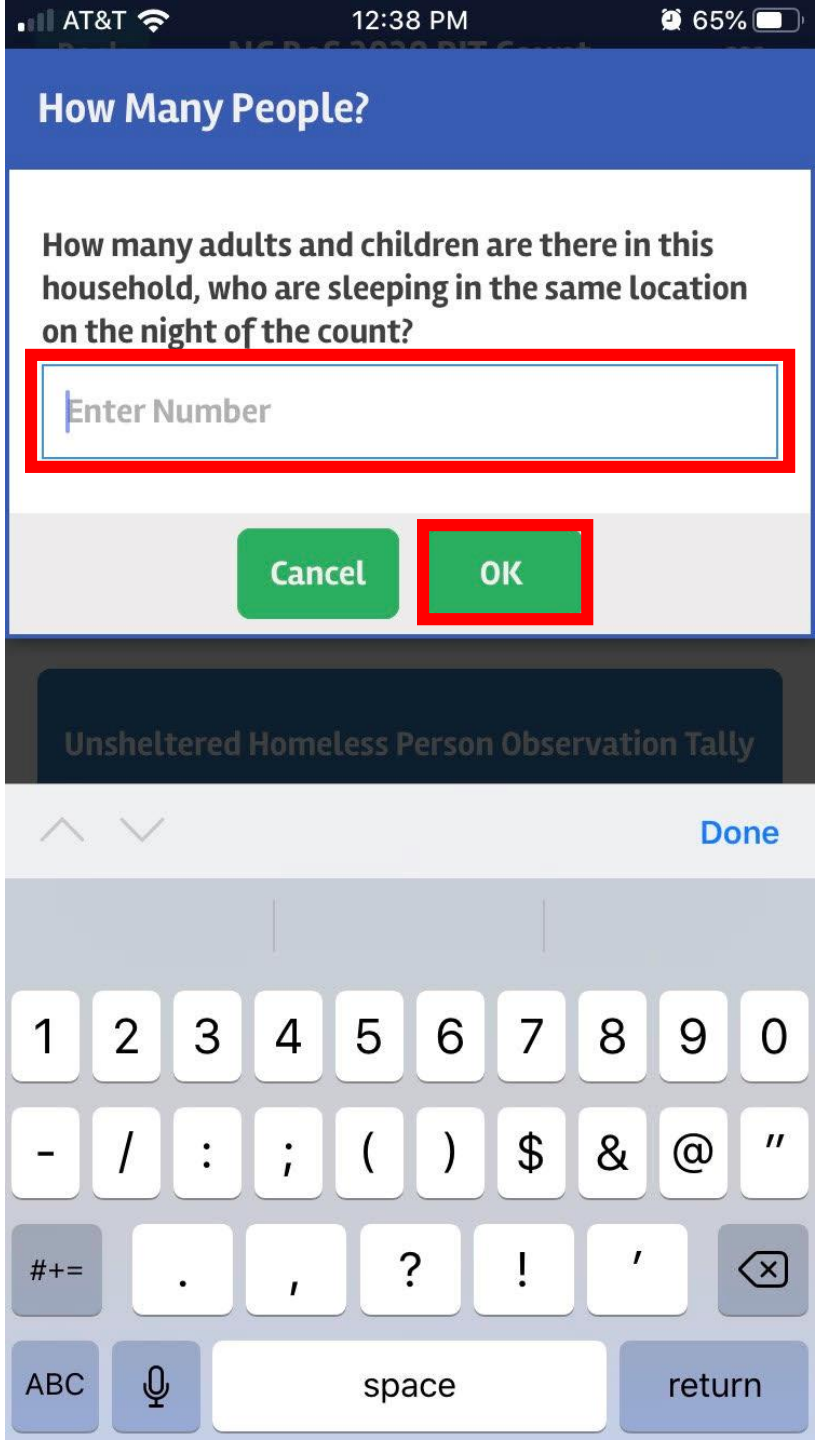
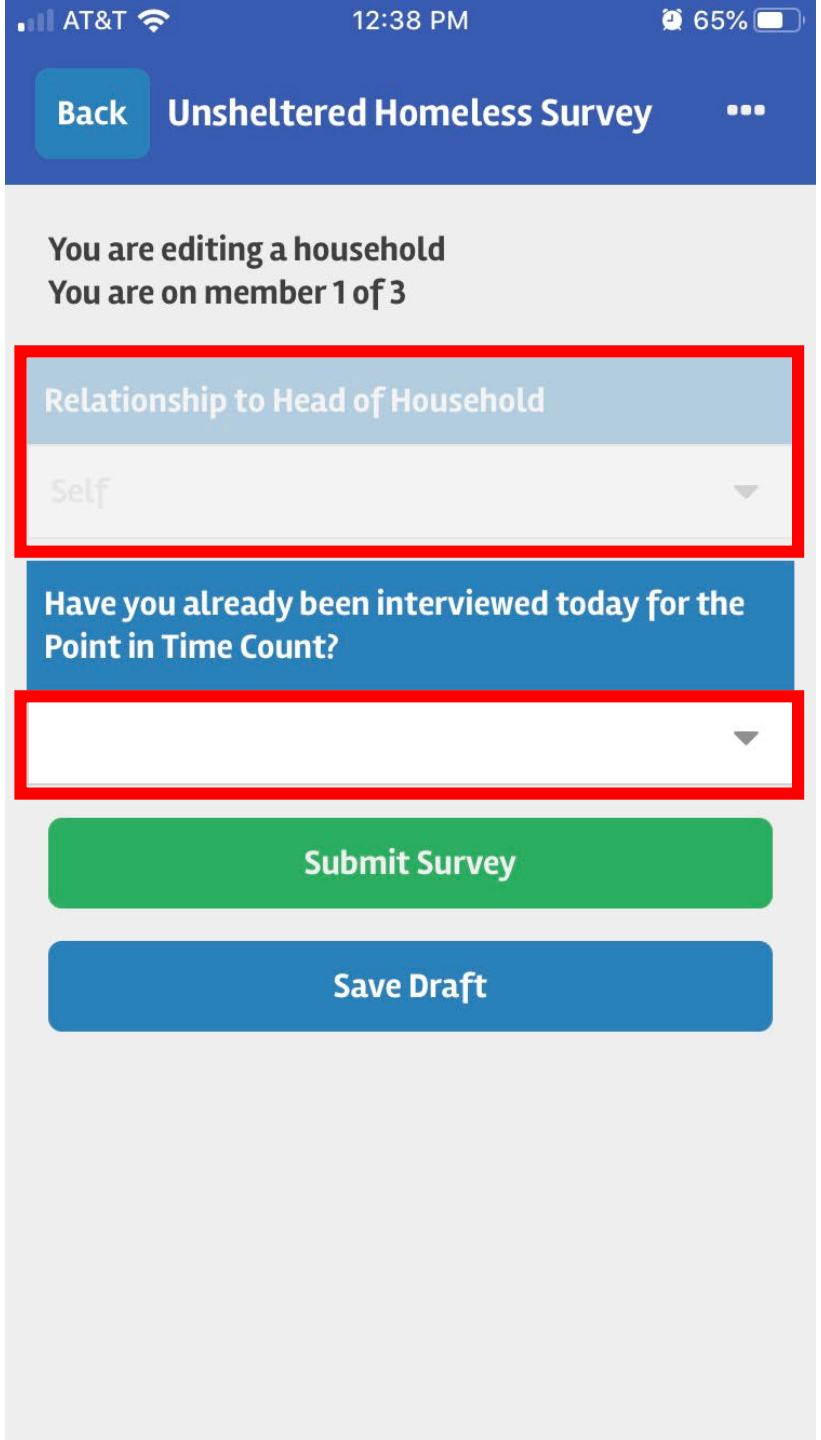
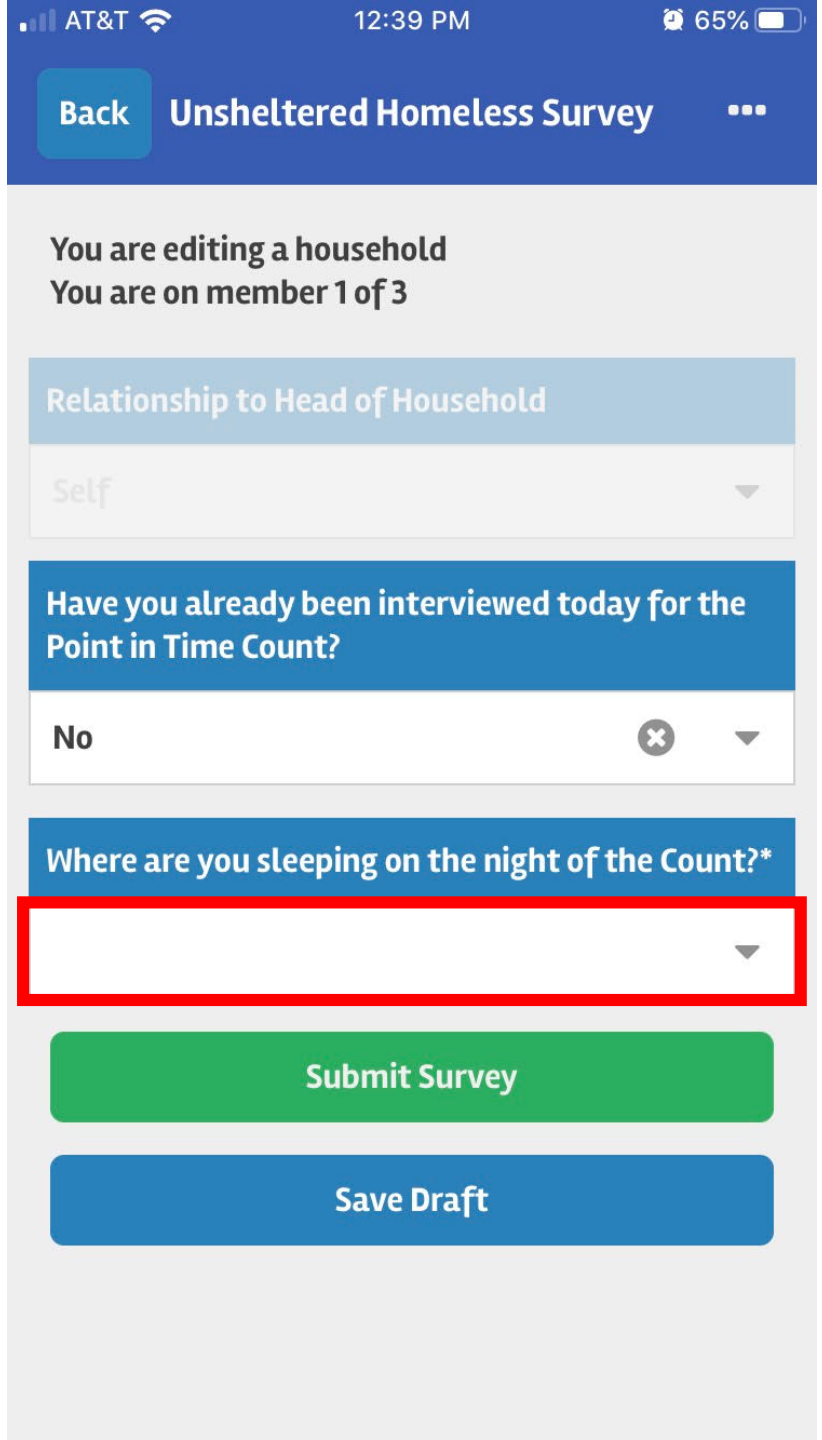
12:37 PM
65%
Back
Set Location
Cemetery
WOODSON ST
BEST ST
W KERR ST
W INNES ST
W FISHER ST
S WEST ST
W HORAH ST
S CRAIGE ST
W BANK ST
S CALDWELL ST
S ELLIS ST
W MARSH ST
W MONROE ST
S LEE ST
N CALDWELL ST
N ELLIS ST
W LIBERTY ST
N FULTON ST
S FULTON ST
W COUNCIL ST
N CHURCH ST
W FRANKLIN ST
N ELLIS ST
Salisbury
29
70
mapbox
Next Step
Enter Address


AT&T
12:38 PM
65%
How Many People?
How many adults and children are there in this household, who are sleeping in the same location on the night of the count?
Enter Number
Cancel
OK
Unsheltered Homeless Person Observation Tally
Done
1 2 3 4 5 6 7 8 9 0
- / : ; ( ) $ & @ "
#+= . , ? ! '
ABC
space
return


AT&T
12:38 PM
65%
Back
Unsheltered Homeless Survey
You are editing a household
You are on member 1 of 3
Relationship to Head of Household
Self
Have you already been interviewed today for the Point in Time Count?
Submit Survey
Save Draft


AT&T
12:39 PM
65%
Back
Unsheltered Homeless Survey
You are editing a household
You are on member 1 of 3
Relationship to Head of Household
Self
Have you already been interviewed today for the Point in Time Count?
No
Where are you sleeping on the night of the Count?*
Submit Survey
Save Draft

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Now we're getting to the main PIT questions!

- Only required questions included
- 1st screen for PIT is if the person has been interviewed already
- 2nd screen for PIT is if the person slept in a HUD Homeless situation

Unsheltered/ Places not meant for human habitation		Sheltered locations / housing / other
• Street/sidewalk • Vehicle (car, van, RV, truck) • Park • Abandoned building	• Bus, train station, airport • Under bridge/overpass • Woods/outdoor encampment • Other unsheltered location	• Emergency shelter • Transitional housing • Motel/hotel • House/apartment • Jail, hospital, treatment program

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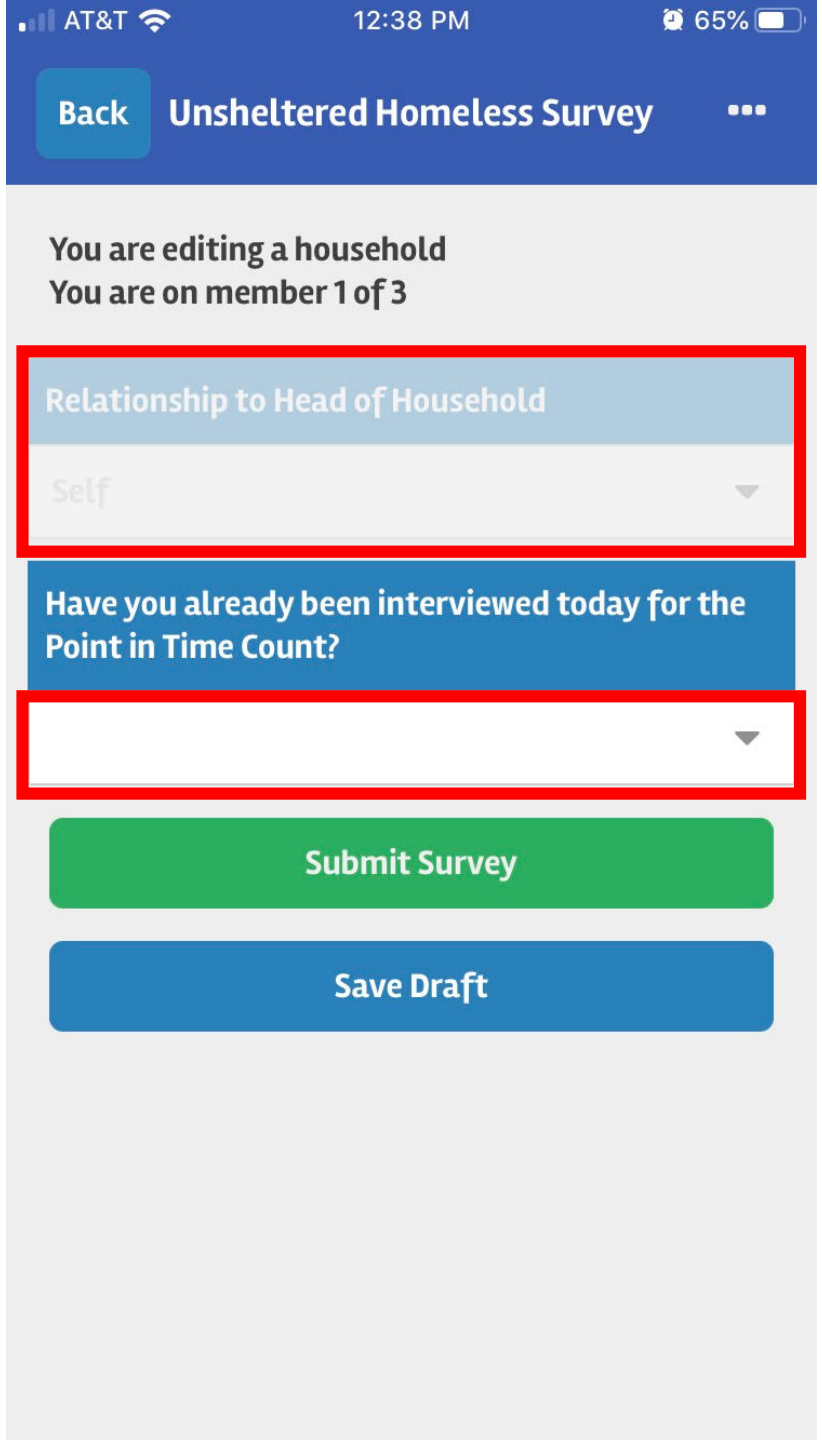
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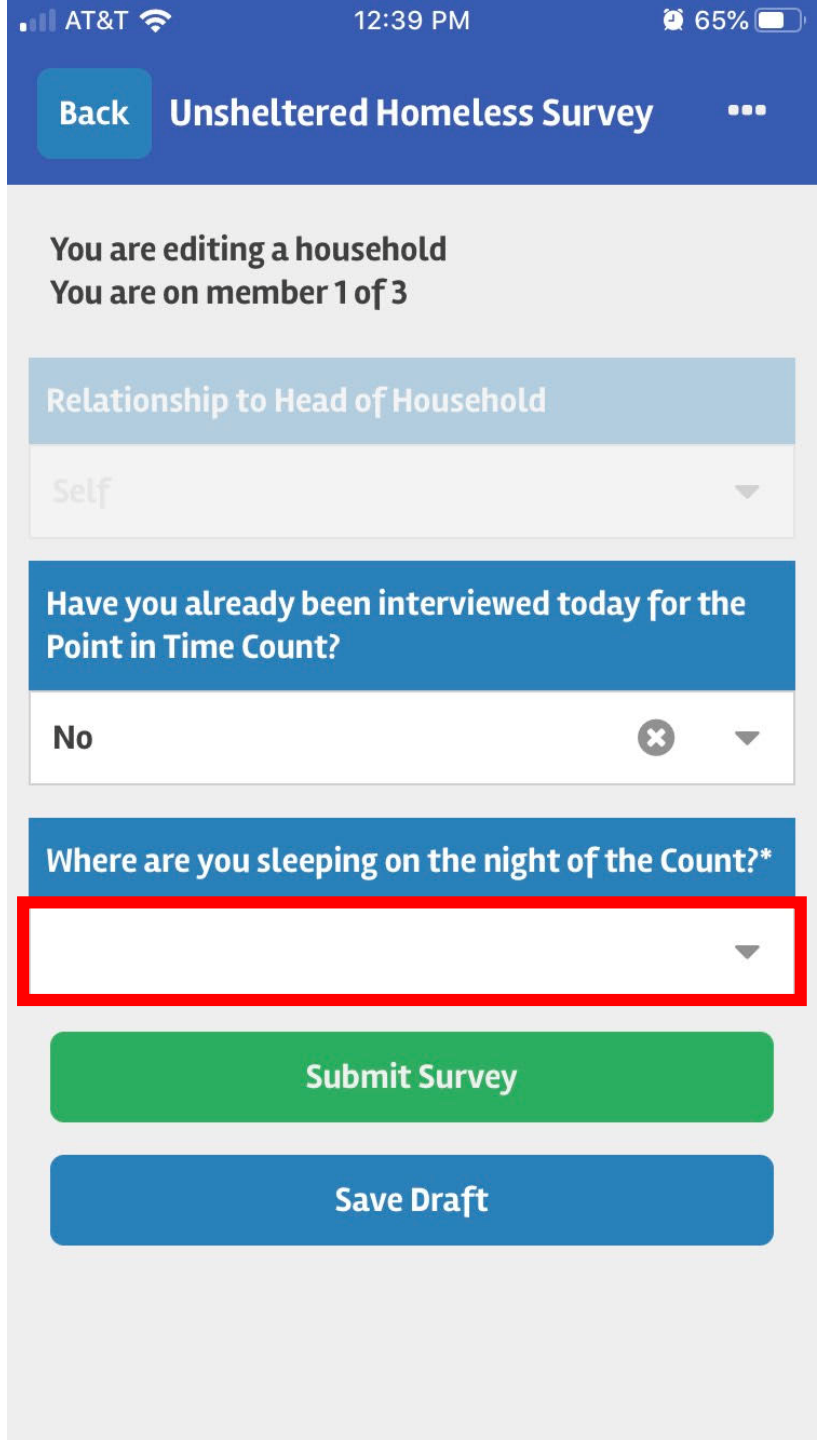
12:38 PM
65%
Back
Unsheltered Homeless Survey
You are editing a household
You are on member 1 of 3
Relationship to Head of Household
Self
Have you already been interviewed today for the Point in Time Count?
Submit Survey
Save Draft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12:39 PM
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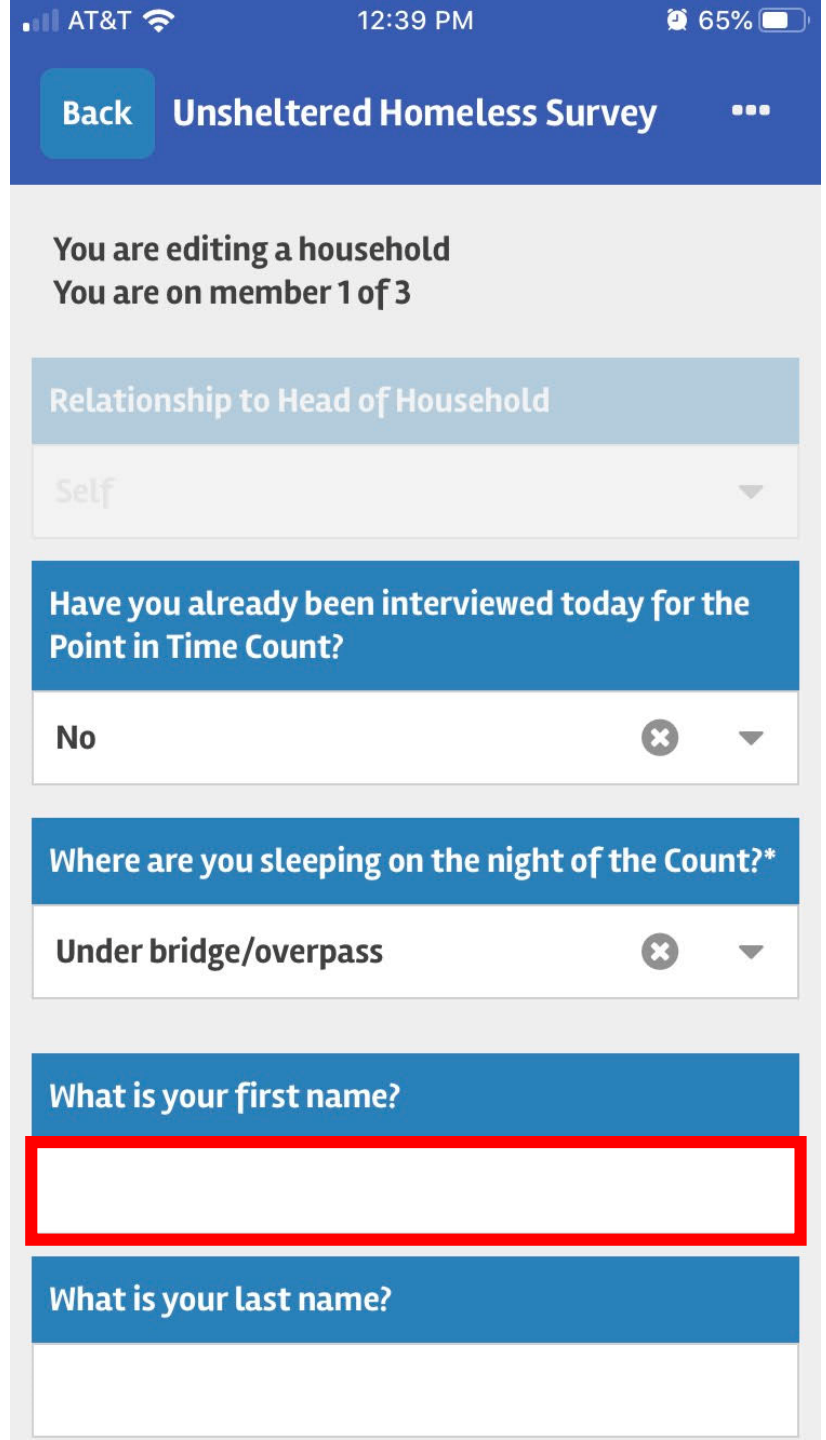
Back
Unsheltered Homeless Survey
You are editing a household
You are on member 1 of 3
Relationship to Head of Household
Self
Have you already been interviewed today for the Point in Time Count?
No
Where are you sleeping on the night of the Count?*
Submit Survey
Save Draft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12:39 PM
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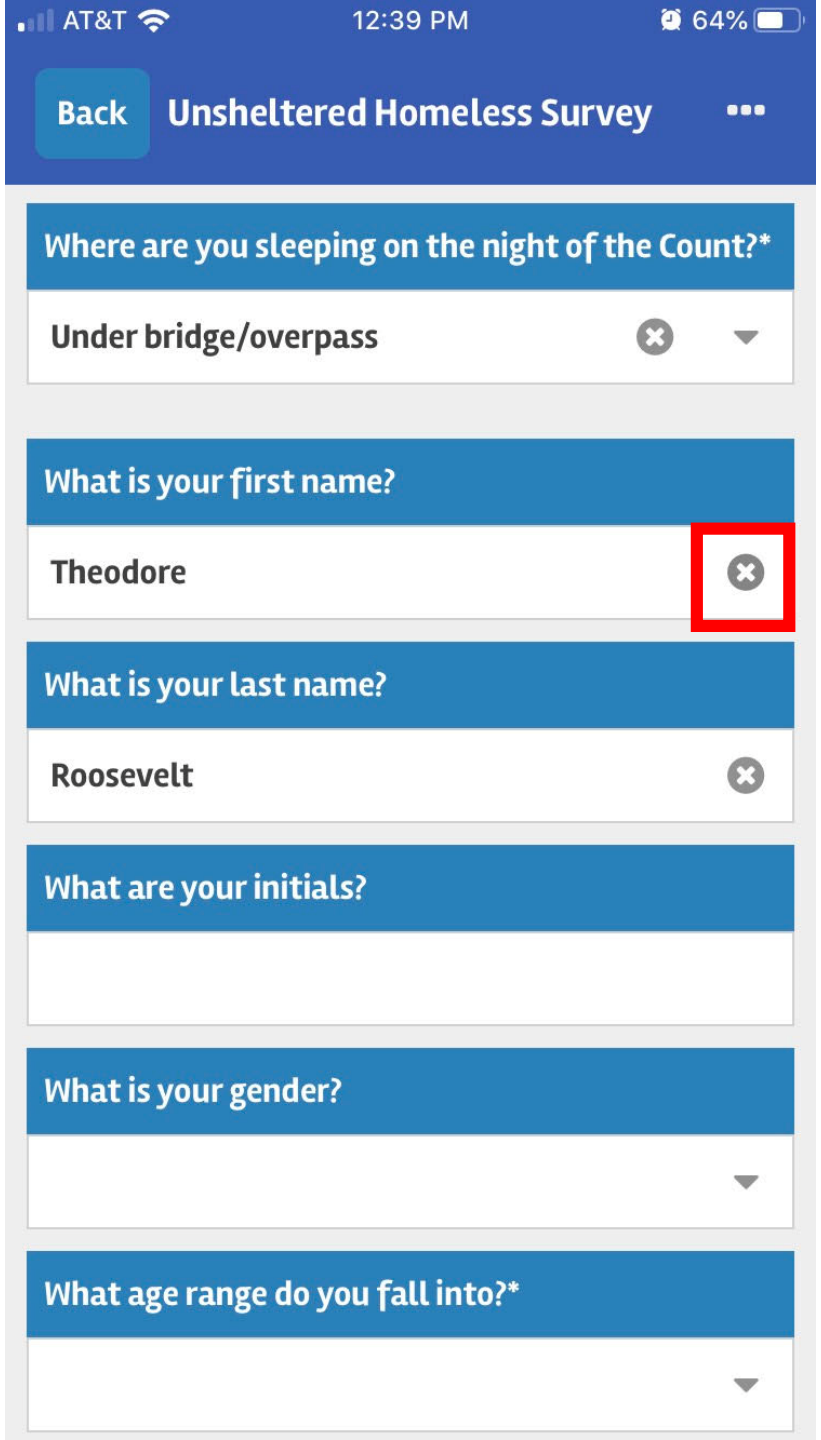
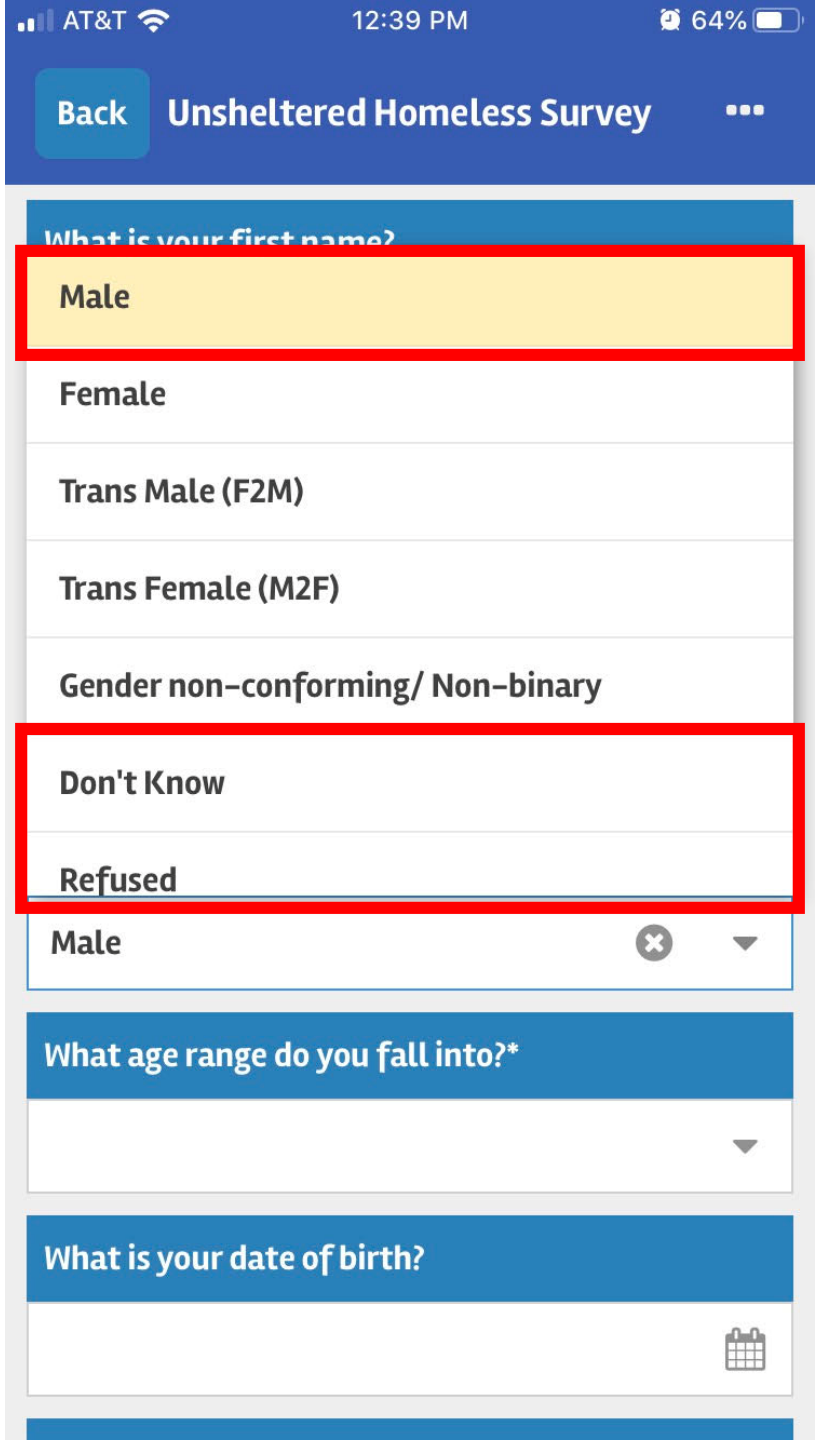
Back
Unsheltered Homeless Survey
You are editing a household
You are on member 1 of 3
Relationship to Head of Household
Self
Have you already been interviewed today for the Point in Time Count?
No
Where are you sleeping on the night of the Count?*
Under bridge/overpass
What is your first name?
What is your last name?


AT&T
12:39 PM
64%
Back
Unsheltered Homeless Survey
Where are you sleeping on the night of the Count?*
Under bridge/overpass
What is your first name?
Theodore
What is your last name?
Roosevelt
What are your initials?
What is your gender?
What age range do you fall into?*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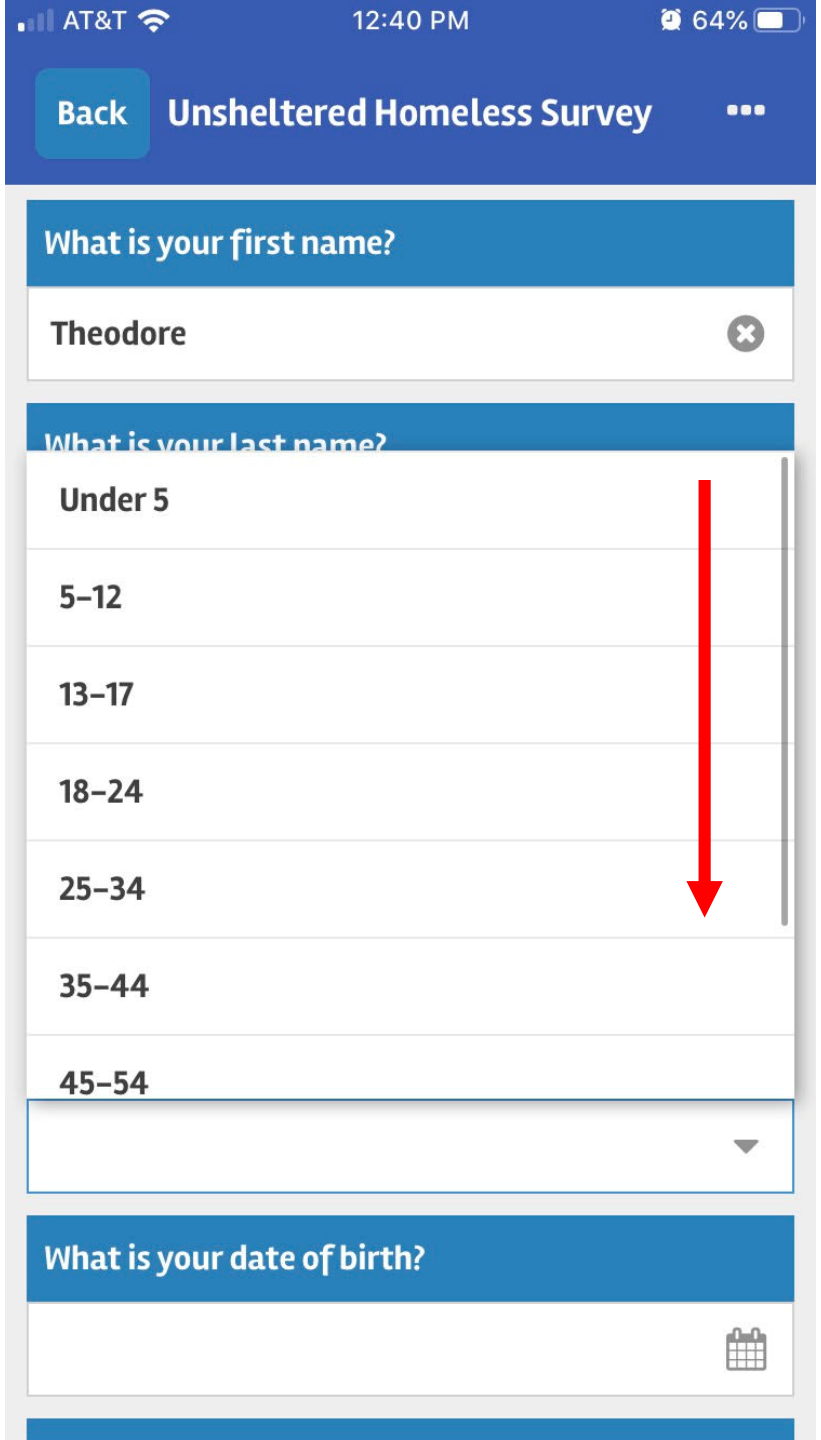
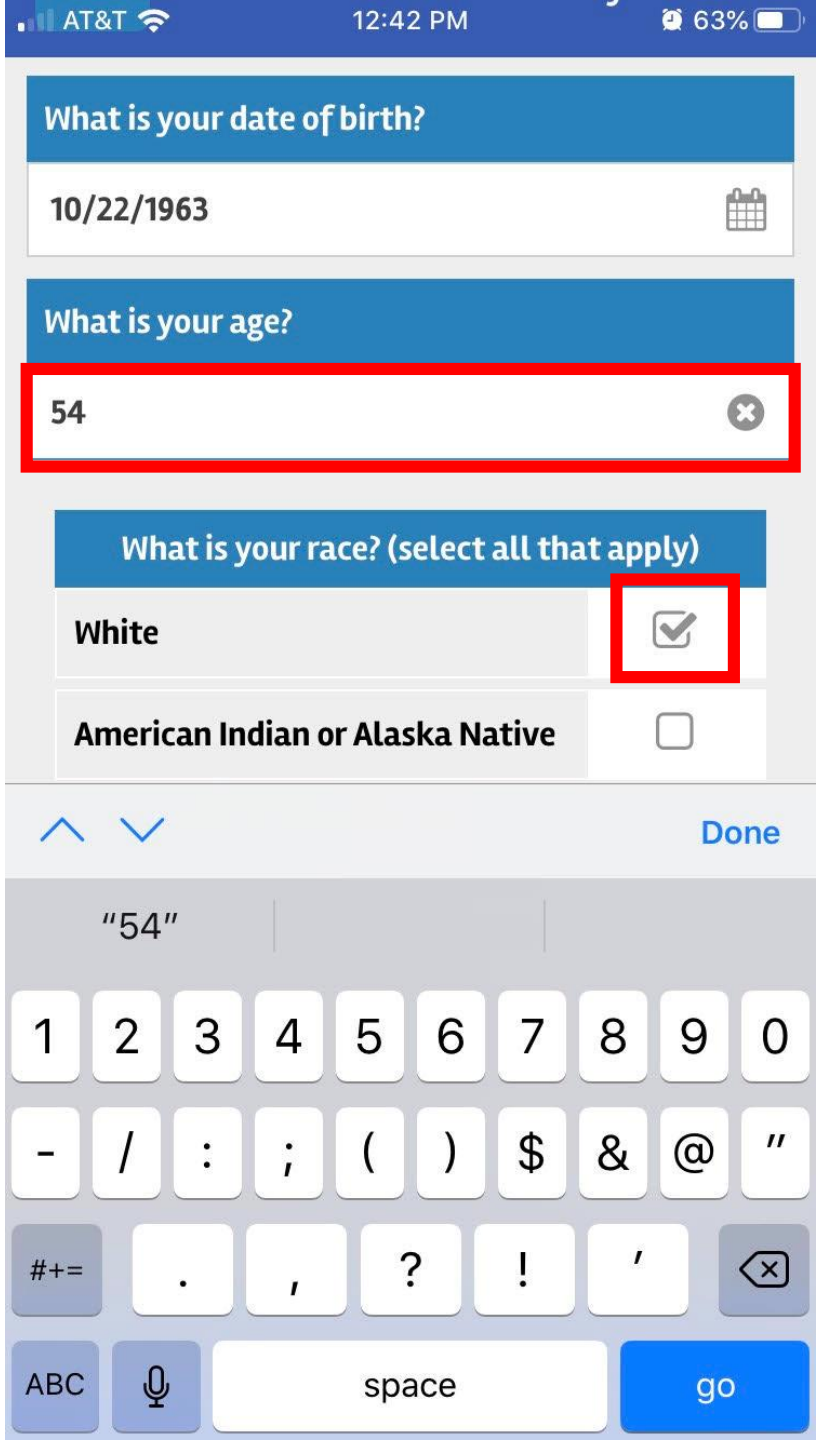
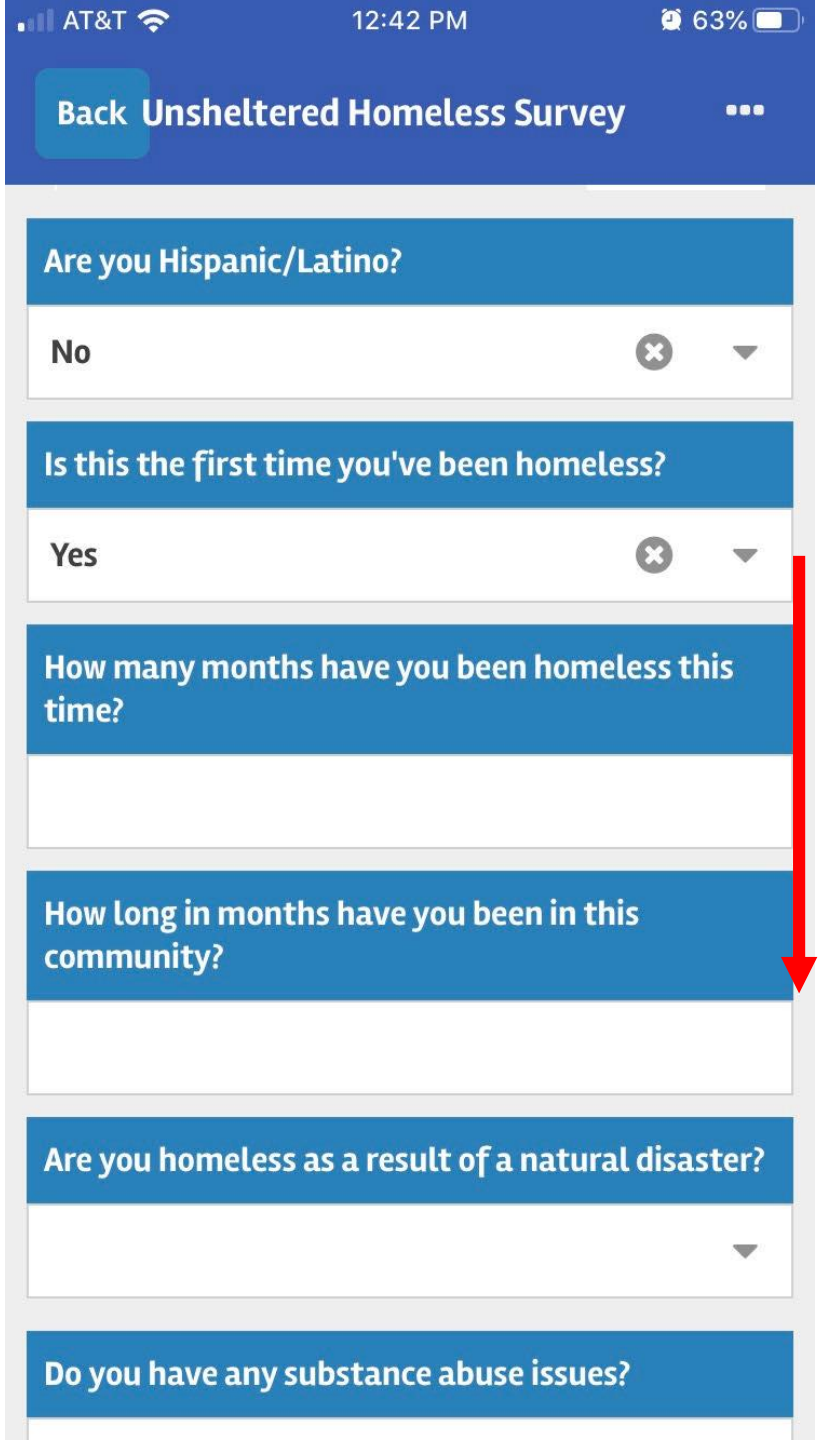
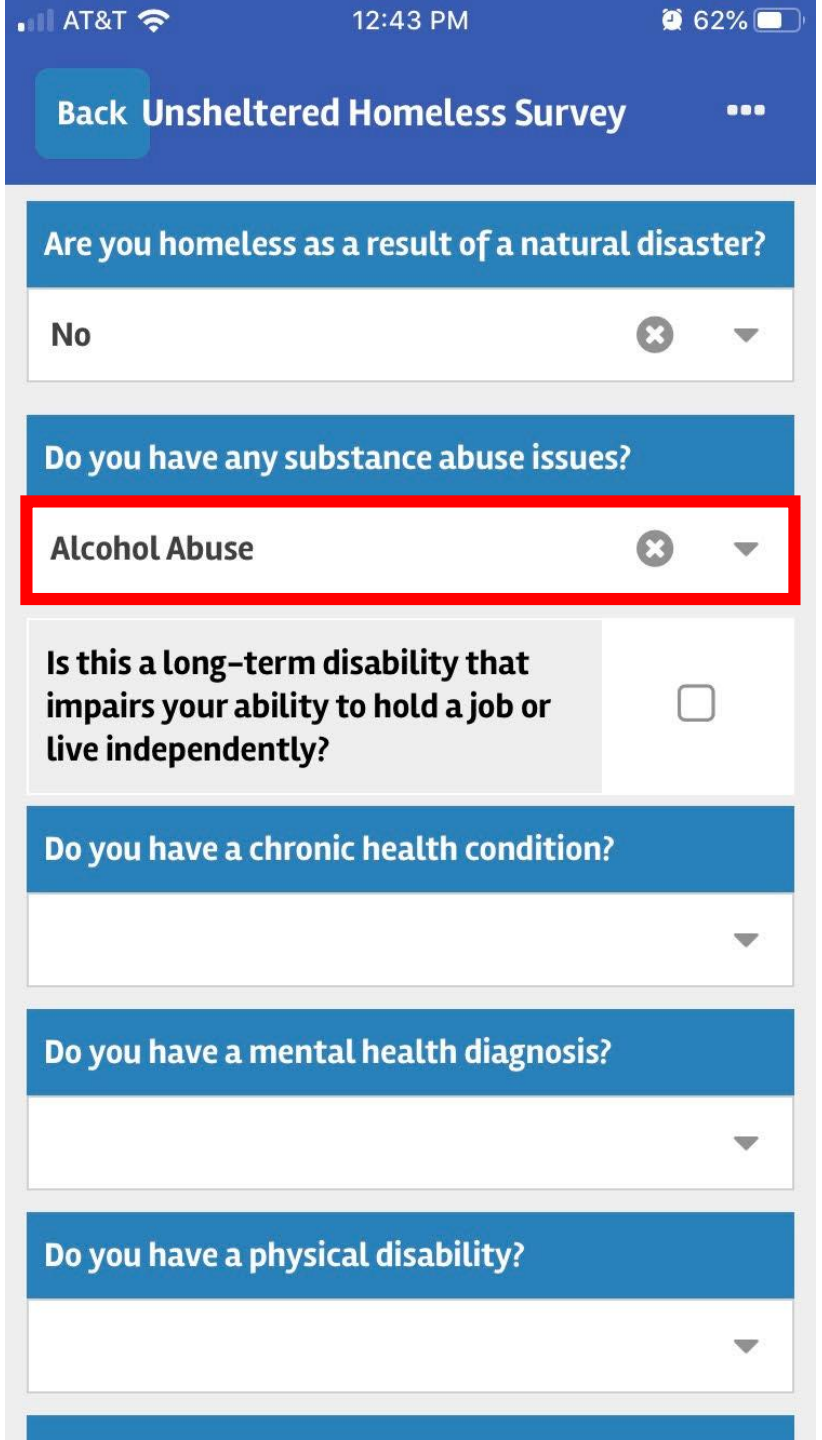
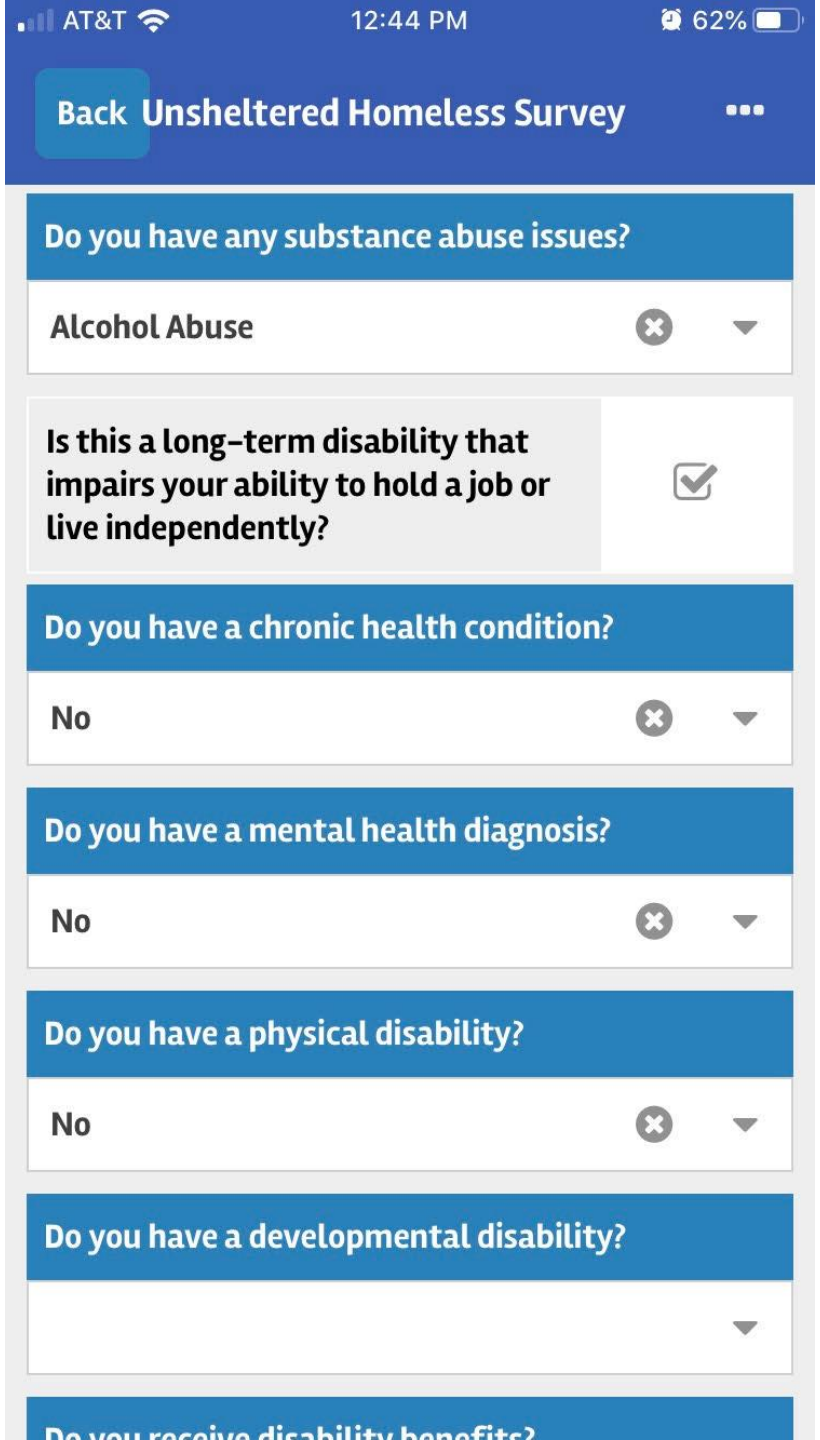
12:39 PM
64%
Back
Unsheltered Homeless Survey
Male
Female
Trans Male (F2M)
Trans Female (M2F)
Gender non-conforming/ Non-binary
Don't Know
Refused
Male
What age range do you fall into?*
What is your date of birth?

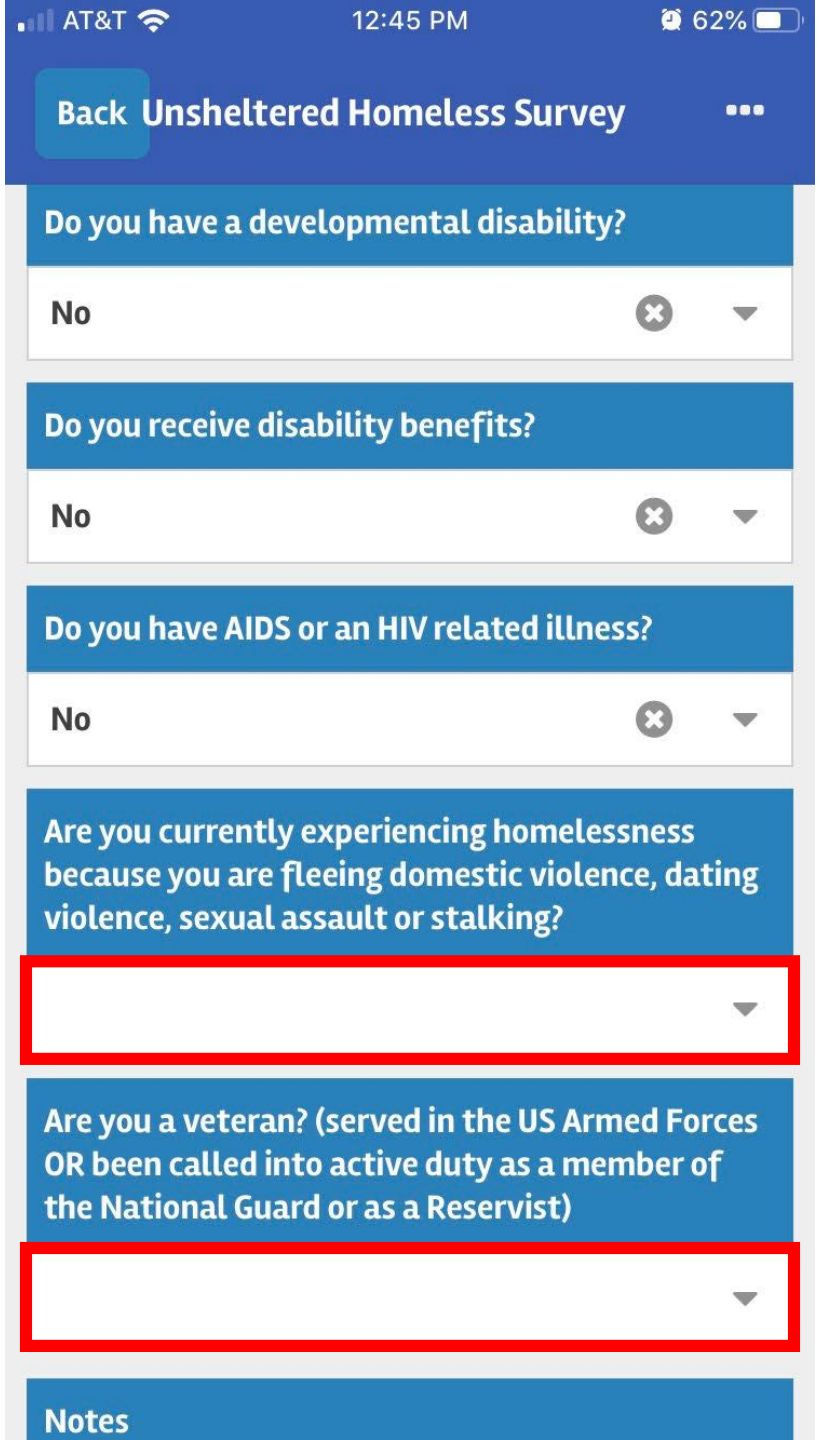

AT&T
12:40 PM
64%
Back
Unsheltered Homeless Survey
What is your first name?
Theodore
Under 5
5–12
13–17
18–24
25–34
35–44
45–54
What is your date of birth?

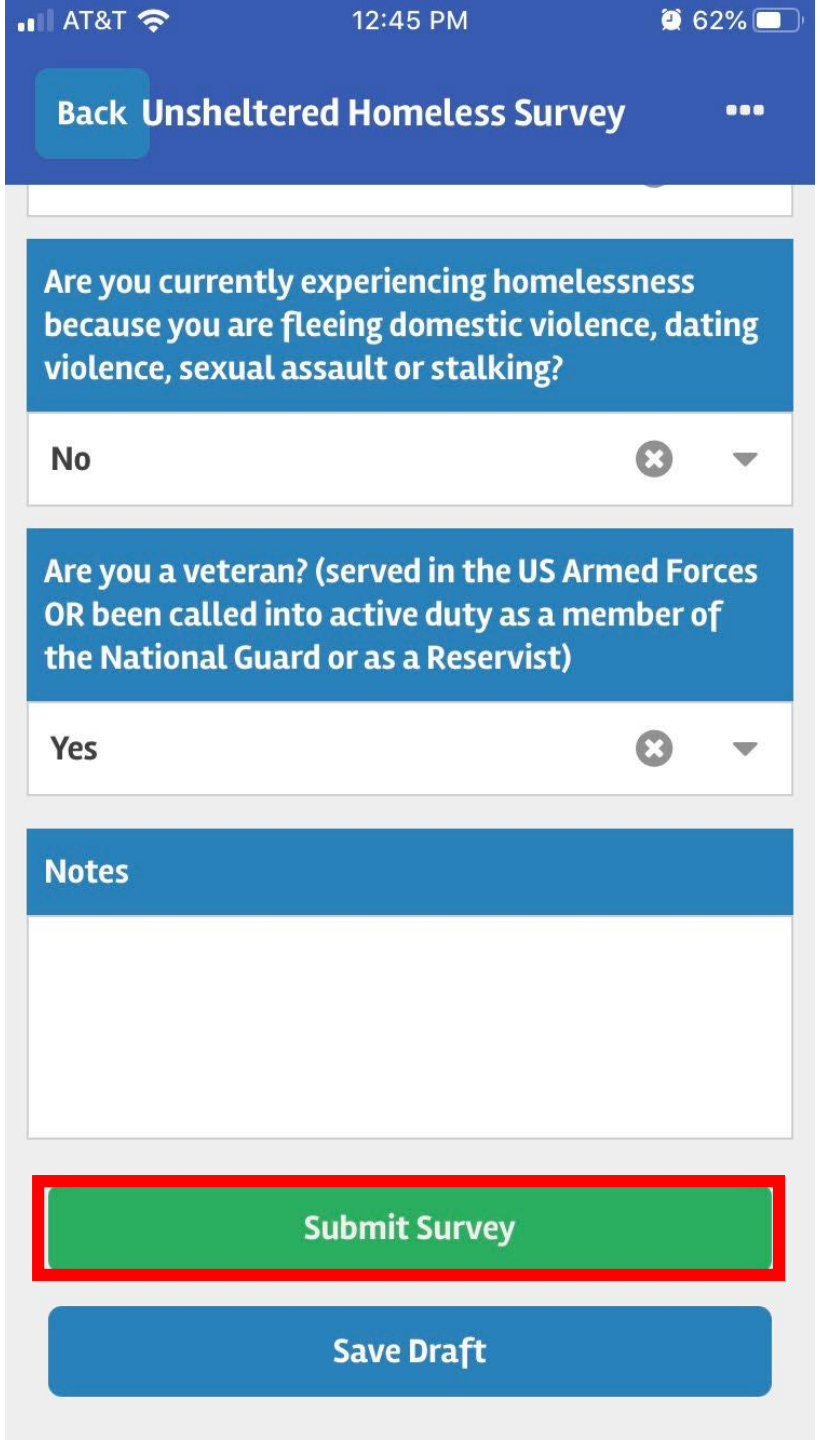

AT&T 12:42 PM 63%
What is your date of birth?
10/22/1963
What is your age?
54
What is your race? (select all that apply)
White
American Indian or Alaska Native
Done
"54"
1 2 3 4 5 6 7 8 9 0
- / : ; ( ) $ & @ "
#+= . , ? ! '
ABC space go


AT&T 12:42 PM 63%
Back Unsheltered Homeless Survey
Are you Hispanic/Latino?
No
Is this the first time you've been homeless?
Yes
How many months have you been homeless this time?
How long in months have you been in this community?
Are you homeless as a result of a natural disaster?
Do you have any substance abuse issues?


AT&T 12:43 PM 62%
Back Unsheltered Homeless Survey
Are you homeless as a result of a natural disaster?
No
Do you have any substance abuse issues?
Alcohol Abuse
Is this a long-term disability that impairs your ability to hold a job or live independently?
Do you have a chronic health condition?
Do you have a mental health diagnosis?
Do you have a physical disability?


AT&T 12:44 PM 62%
Back Unsheltered Homeless Survey
Do you have any substance abuse issues?
Alcohol Abuse
Is this a long-term disability that impairs your ability to hold a job or live independently?
Do you have a chronic health condition?
No
Do you have a mental health diagnosis?
No
Do you have a physical disability?
No
Do you have a developmental disability?
Do you receive disability benefits?

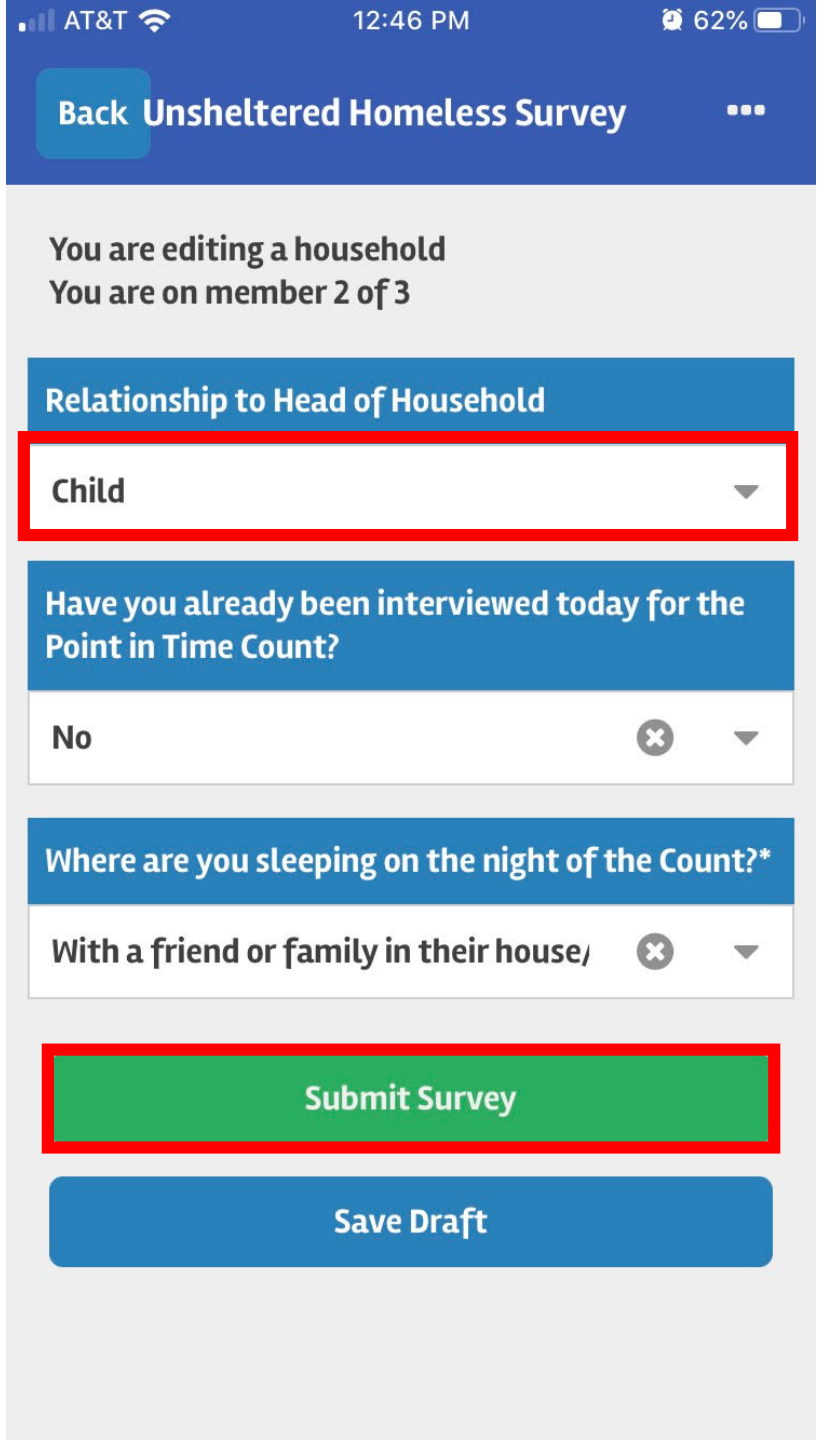

AT&T 12:45 PM 62%
Back Unsheltered Homeless Survey
Do you have a developmental disability?
No
Do you receive disability benefits?
No
Do you have AIDS or an HIV related illness?
No
Are you currently experiencing homelessness because you are fleeing domestic violence, dating violence, sexual assault or stalking?
Are you a veteran? (served in the US Armed Forces OR been called into active duty as a member of the National Guard or as a Reservist)
Notes

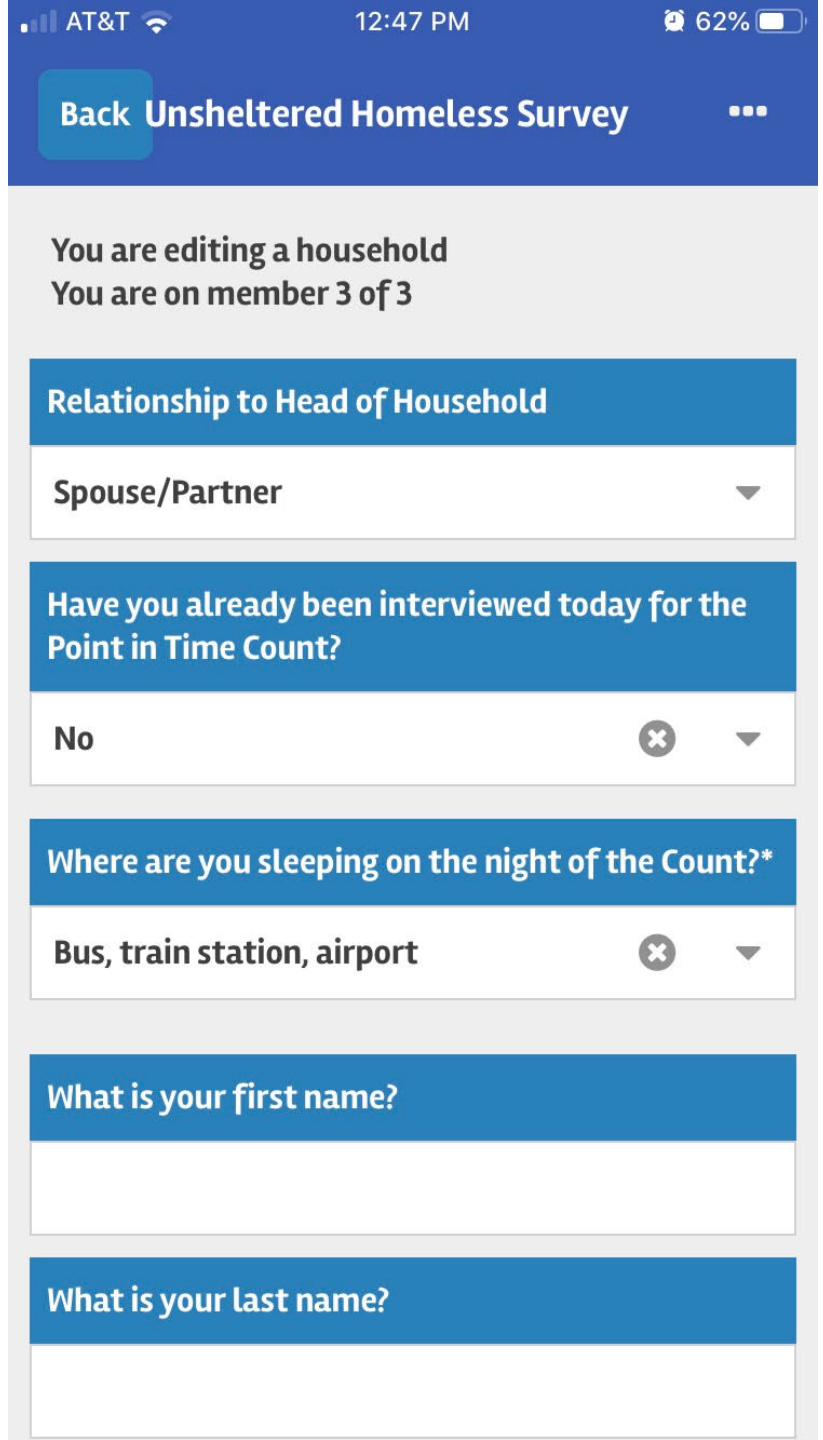

AT&T 12:45 PM 62%
Back Unsheltered Homeless Survey
Are you currently experiencing homelessness because you are fleeing domestic violence, dating violence, sexual assault or stalking?
No
Are you a veteran? (served in the US Armed Forces OR been called into active duty as a member of the National Guard or as a Reservist)
Yes
Notes
Submit Survey
Save Draft

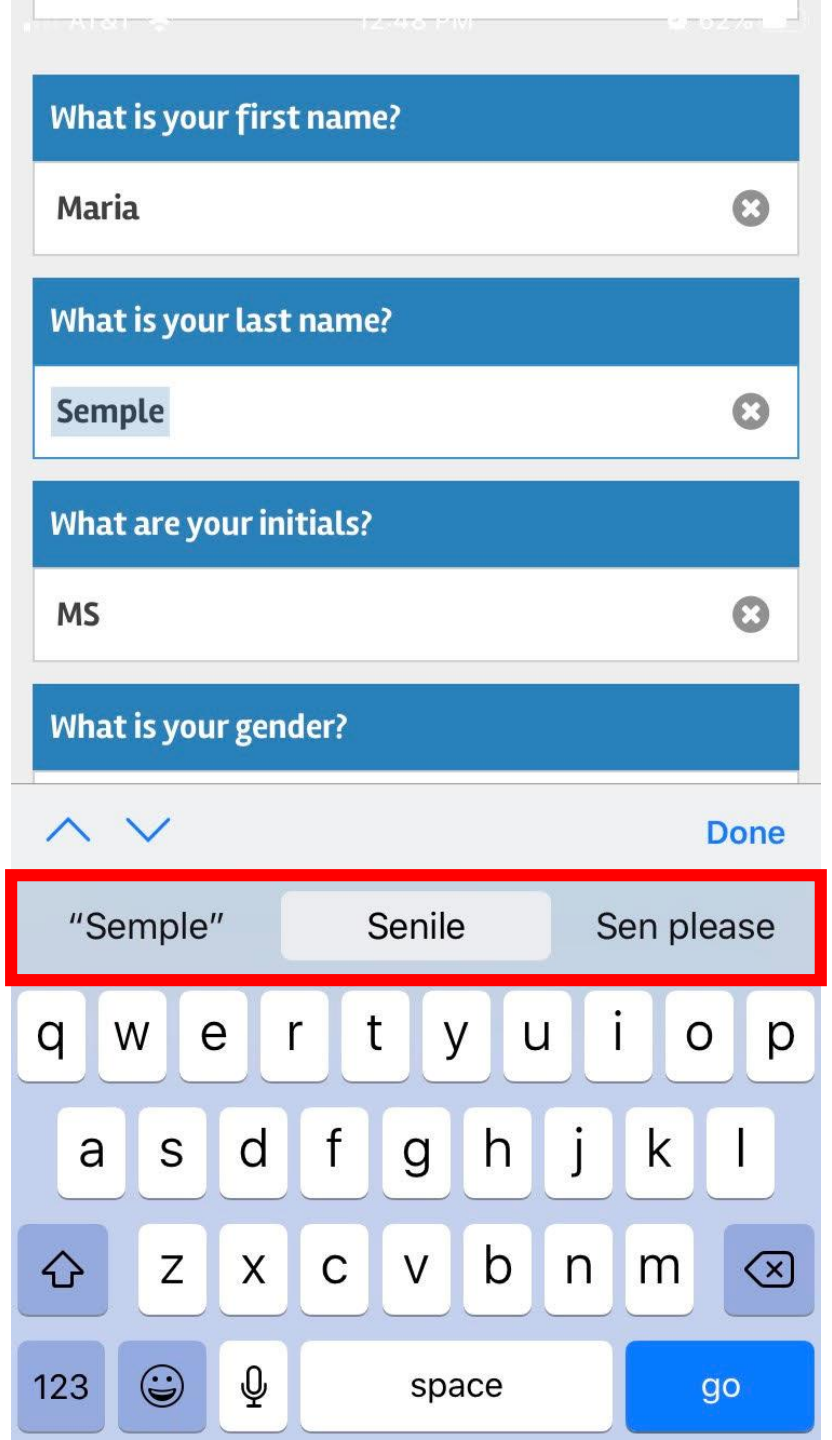
Submitting the survey

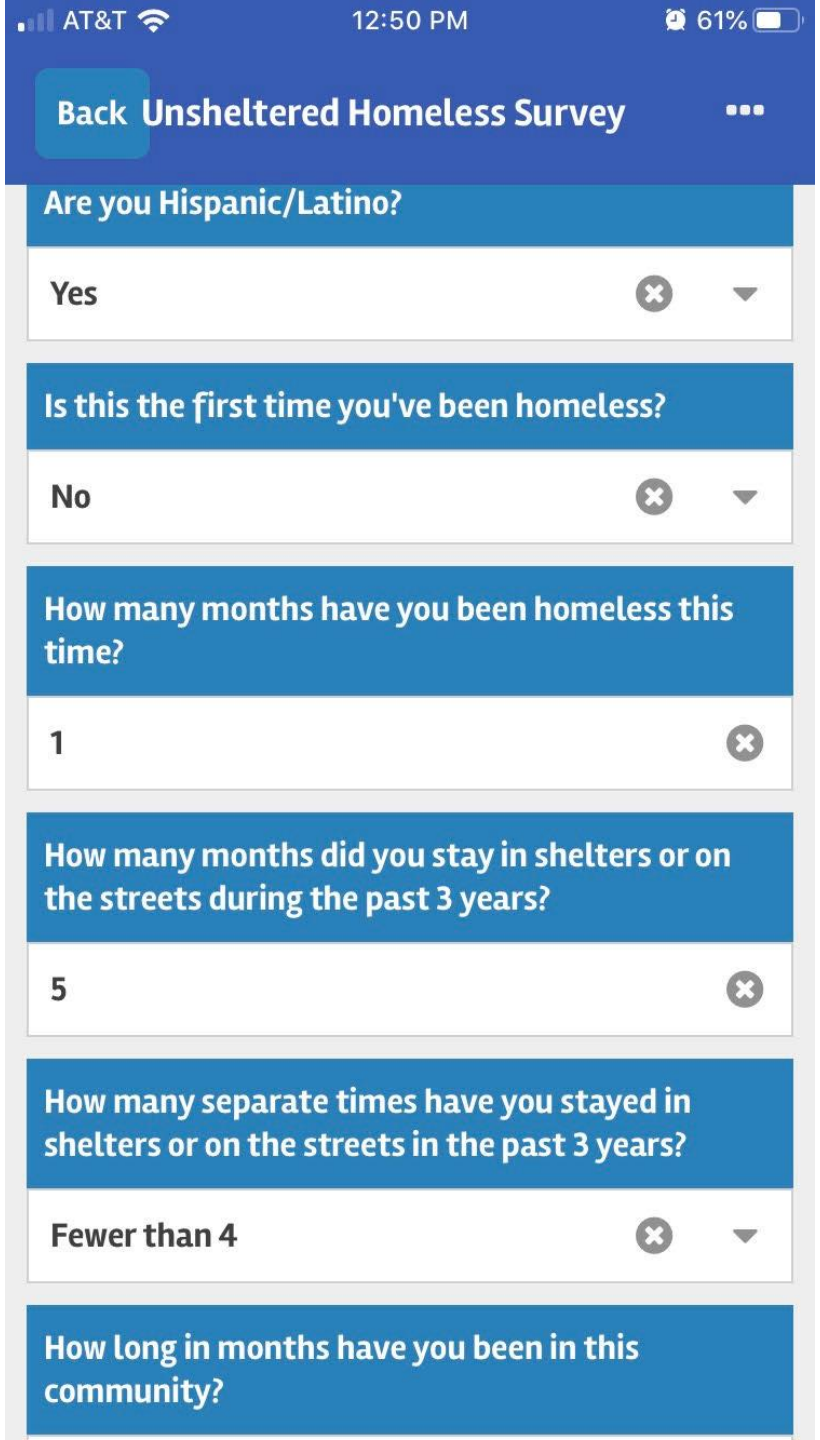
- Submissions are per person
- If you are out of cell-service or don’t have data, use Save Draft
  - Make sure you remember to submit all your drafts once you’re back in range!
  - You can view drafts from the home page
- Notes are available if anything else is needed

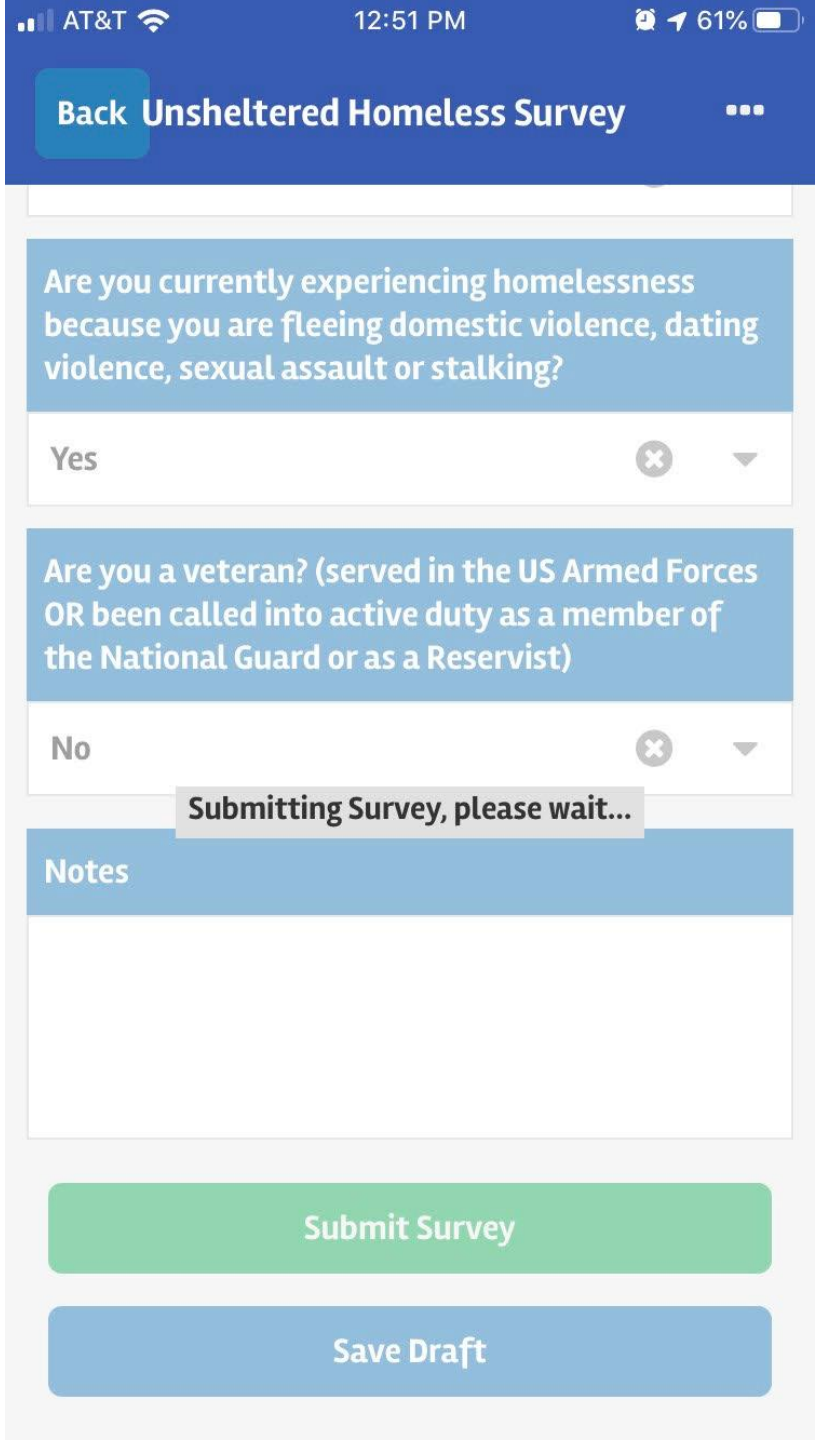
NCCEH

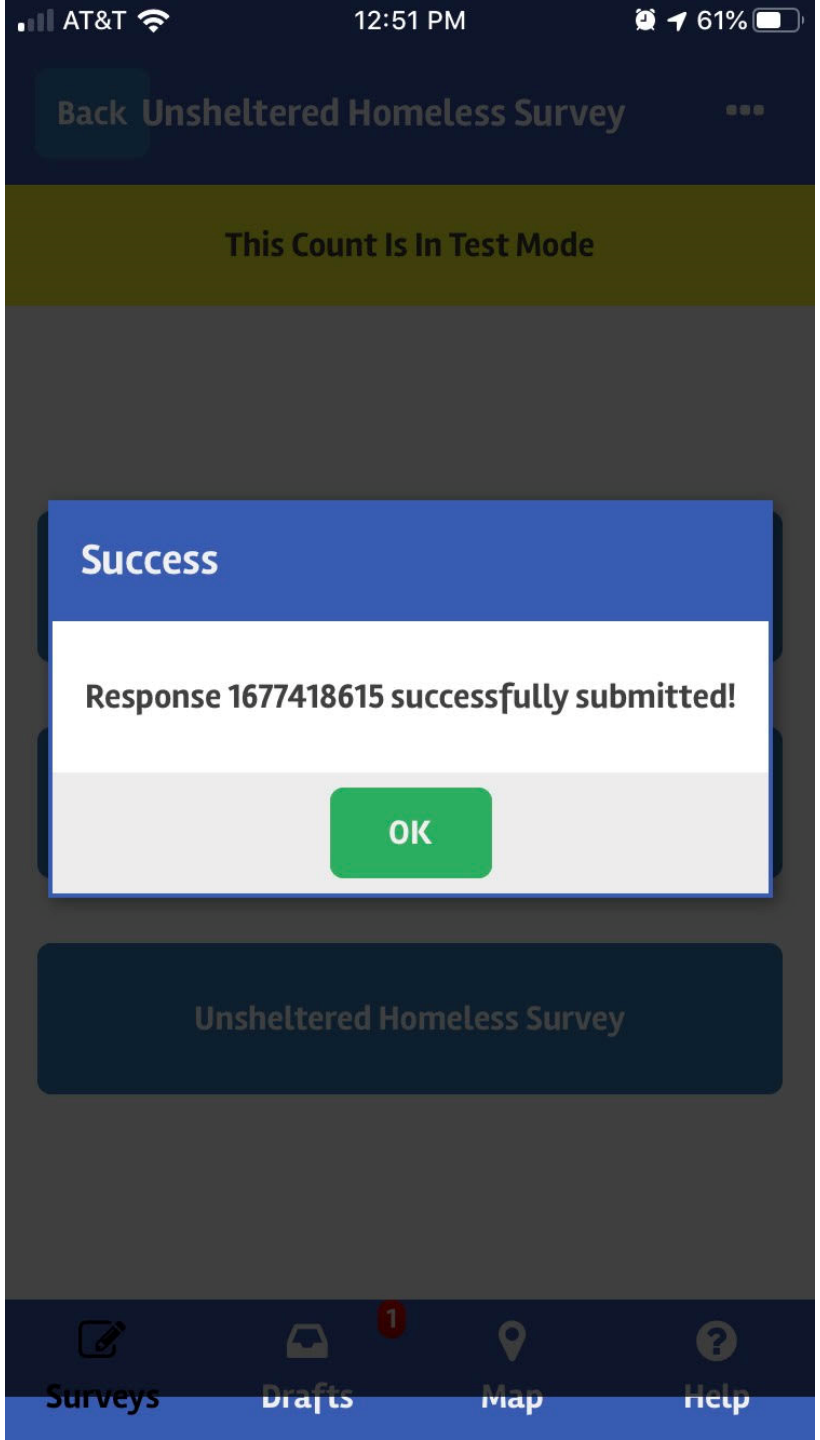

AT&T 12:46 PM 62%
Back Unsheltered Homeless Survey
You are editing a household
You are on member 2 of 3
Relationship to Head of Household
Child
Have you already been interviewed today for the Point in Time Count?
No
Where are you sleeping on the night of the Count?*
With a friend or family in their house/
Submit Survey
Save Draft


AT&T 12:47 PM 62%
Back Unsheltered Homeless Survey
You are editing a household
You are on member 3 of 3
Relationship to Head of Household
Spouse/Partner
Have you already been interviewed today for the Point in Time Count?
No
Where are you sleeping on the night of the Count?*
Bus, train station, airport
What is your first name?
What is your last name?


What is your first name?
Maria
What is your last name?
Semple
What are your initials?
MS
What is your gender?
Done
"Semple"
Senile
Sen please
q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123
space
go

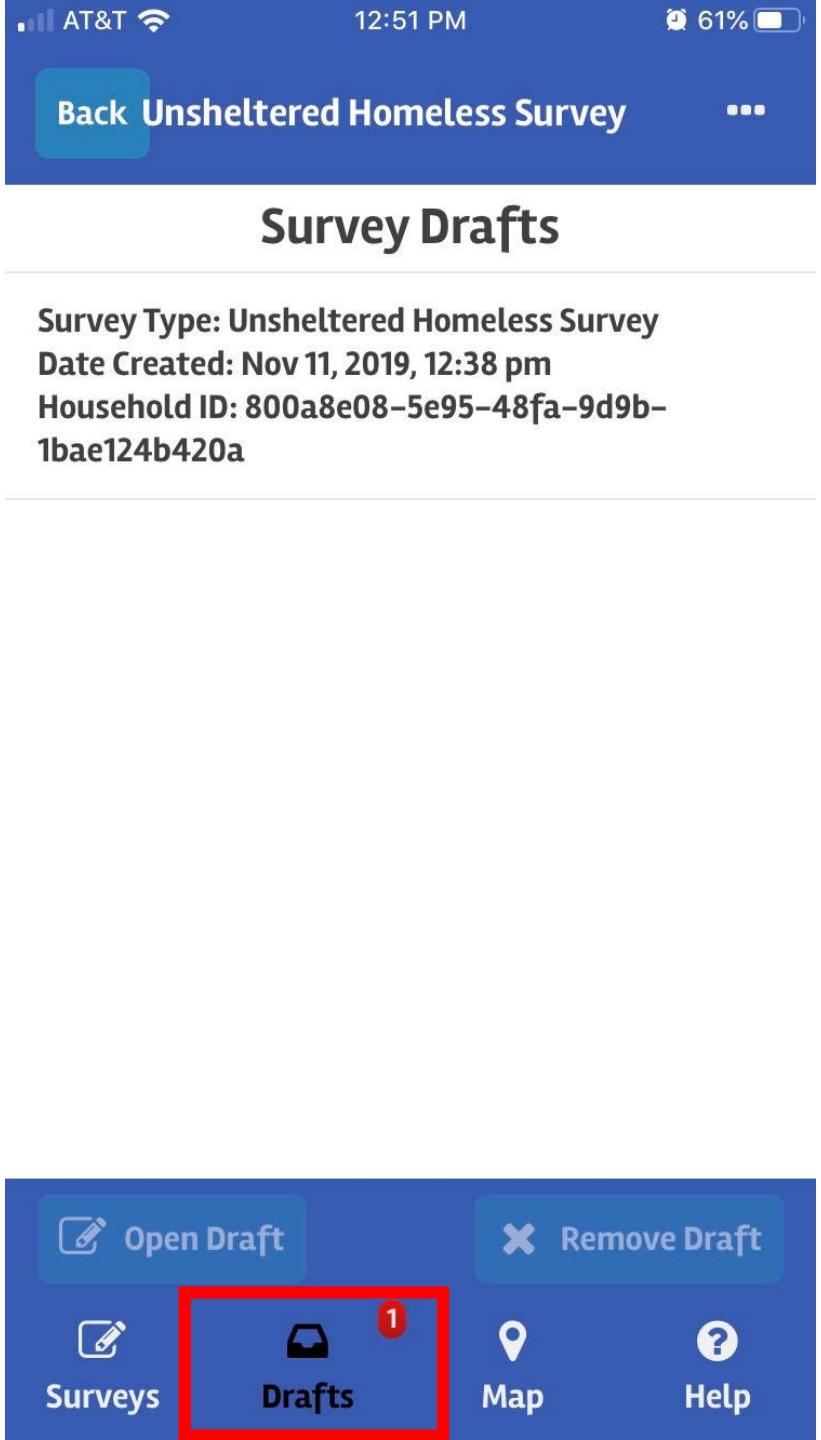

AT&T
12:50 PM
61%
Back
Unsheltered Homeless Survey
Are you Hispanic/Latino?
Yes
Is this the first time you've been homeless?
No
How many months have you been homeless this time?
1
How many months did you stay in shelters or on the streets during the past 3 years?
5
How many separate times have you stayed in shelters or on the streets in the past 3 years?
Fewer than 4
How long in months have you been in this community?

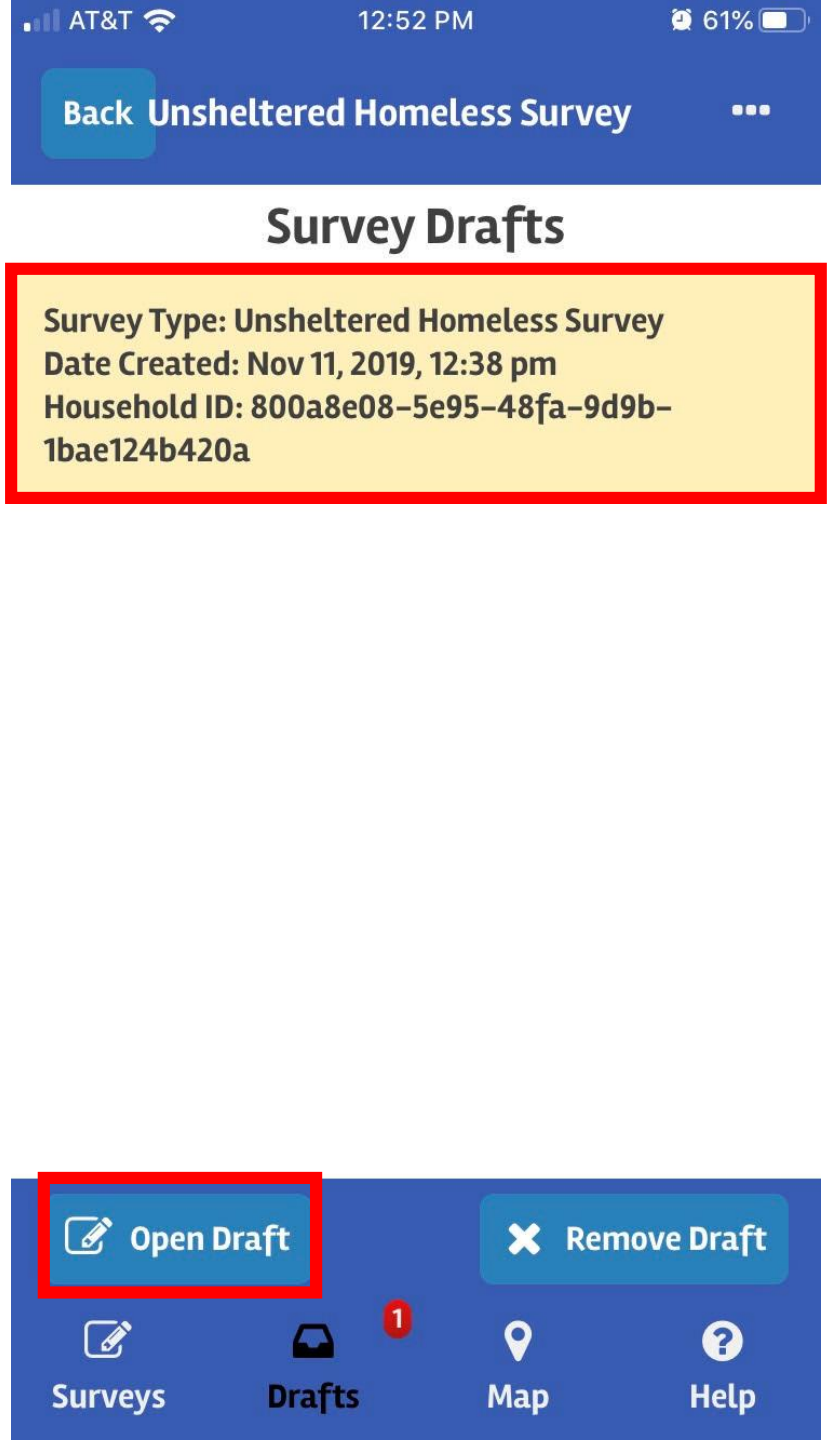

AT&T
12:51 PM
61%
Back
Unsheltered Homeless Survey
Are you currently experiencing homelessness because you are fleeing domestic violence, dating violence, sexual assault or stalking?
Yes
Are you a veteran? (served in the US Armed Forces OR been called into active duty as a member of the National Guard or as a Reservist)
No
Submitting Survey, please wait...
Notes
Submit Survey
Save Draft

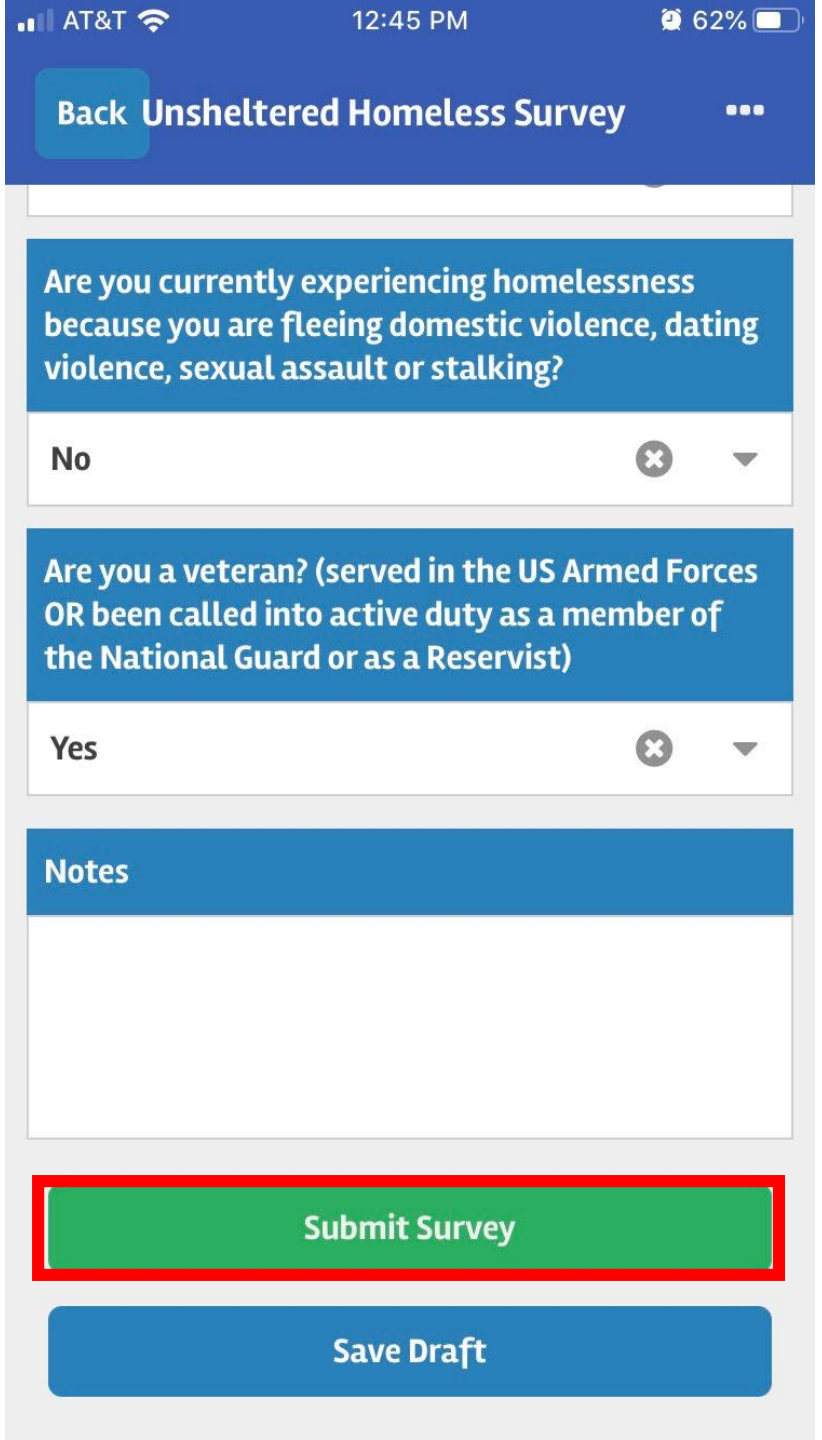

AT&T
12:51 PM
61%
Back
Unsheltered Homeless Survey
This Count Is In Test Mode
Success
Response 1677418615 successfully submitted!
OK
Unsheltered Homeless Survey
Surveys
Drafts
1
Map
Help

Let’s look at how to submit Saved Drafts

NCCEH

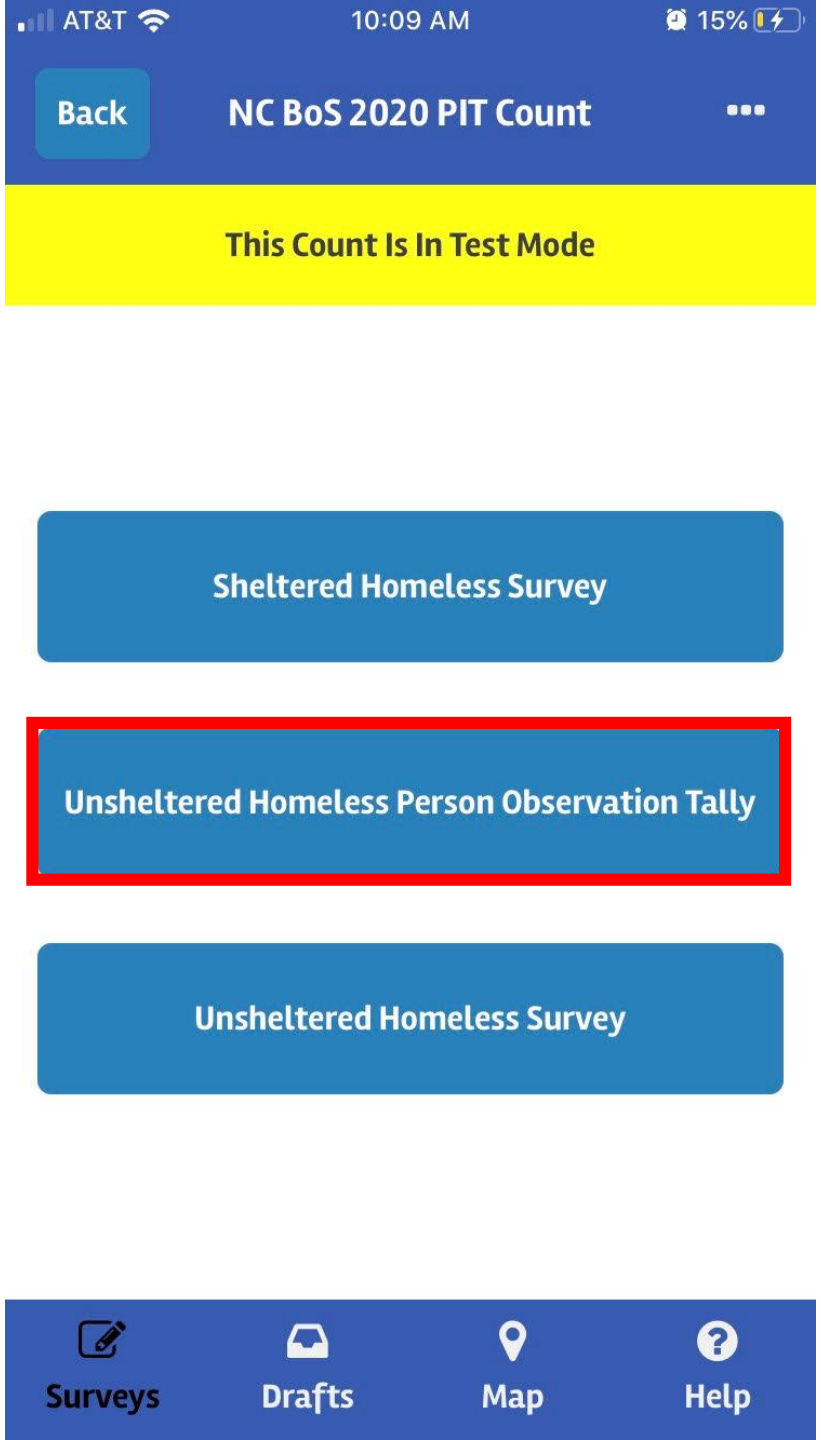

AT&T 12:51 PM 61%
Back Unsheltered Homeless Survey
Survey Drafts
Survey Type: Unsheltered Homeless Survey
Date Created: Nov 11, 2019, 12:38 pm
Household ID: 800a8e08-5e95-48fa-9d9b-1bae124b420a
Open Draft
Remove Draft
Surveys
Drafts
1
Map
Help


AT&T 12:52 PM 61%
Back Unsheltered Homeless Survey
Survey Drafts
Survey Type: Unsheltered Homeless Survey
Date Created: Nov 11, 2019, 12:38 pm
Household ID: 800a8e08-5e95-48fa-9d9b-1bae124b420a
Open Draft
Remove Draft
Surveys
Drafts
1
Map
Help

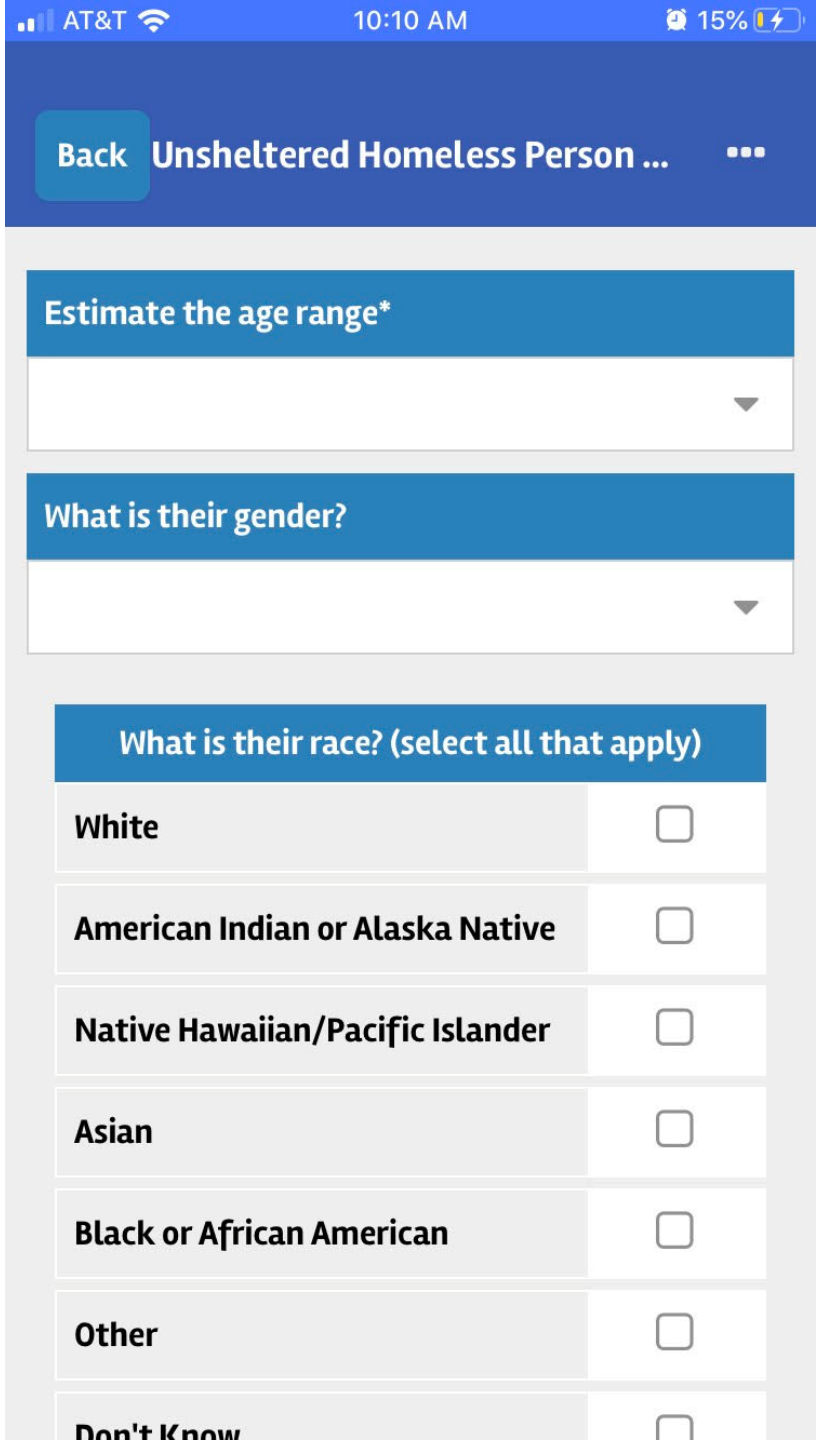

AT&T 12:45 PM 62%
Back Unsheltered Homeless Survey
Are you currently experiencing homelessness because you are fleeing domestic violence, dating violence, sexual assault or stalking?
No
Are you a veteran? (served in the US Armed Forces OR been called into active duty as a member of the National Guard or as a Reservist)
Yes
Notes
Submit Survey
Save Draft

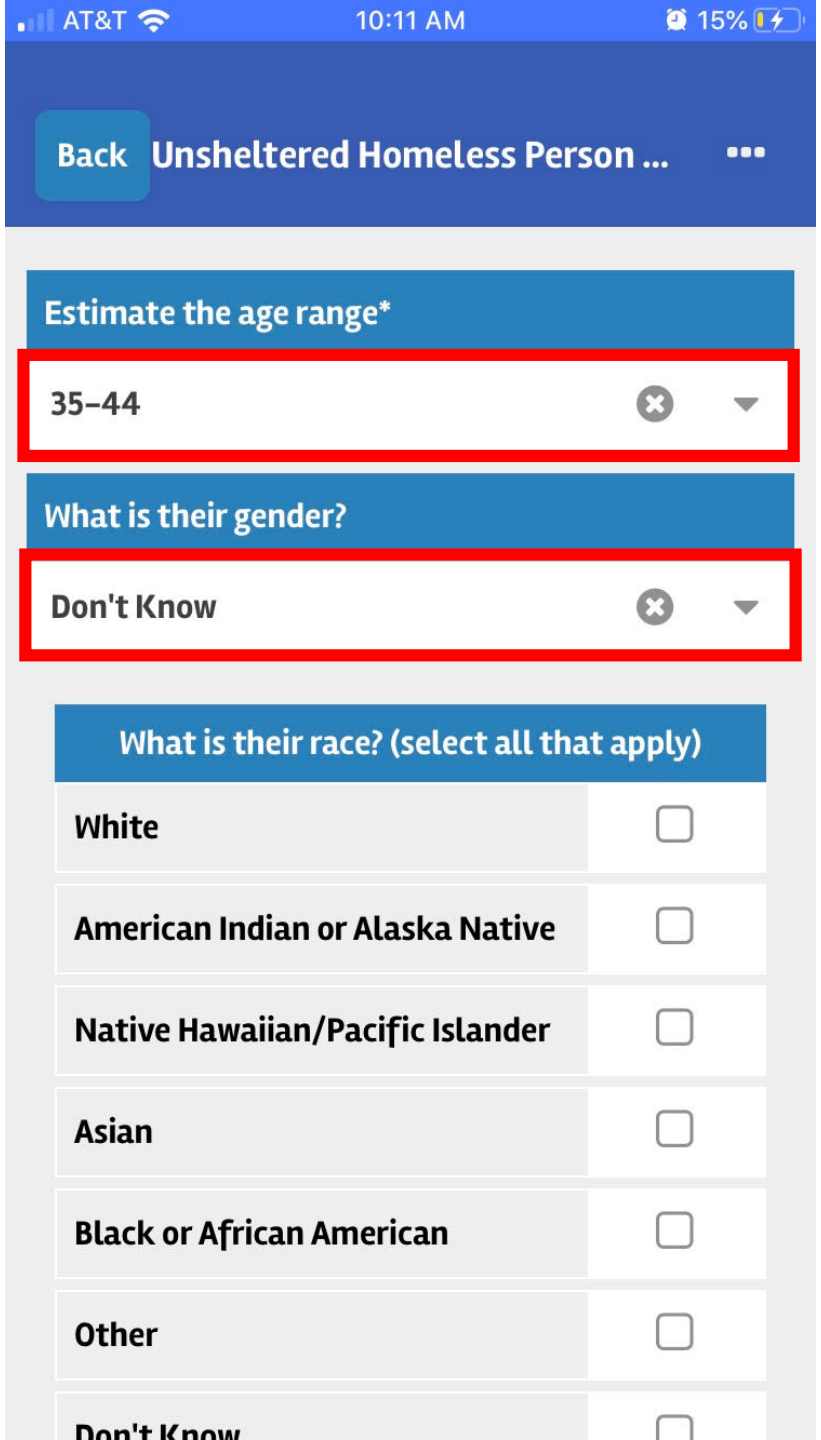
Unsheltered Observation Tally

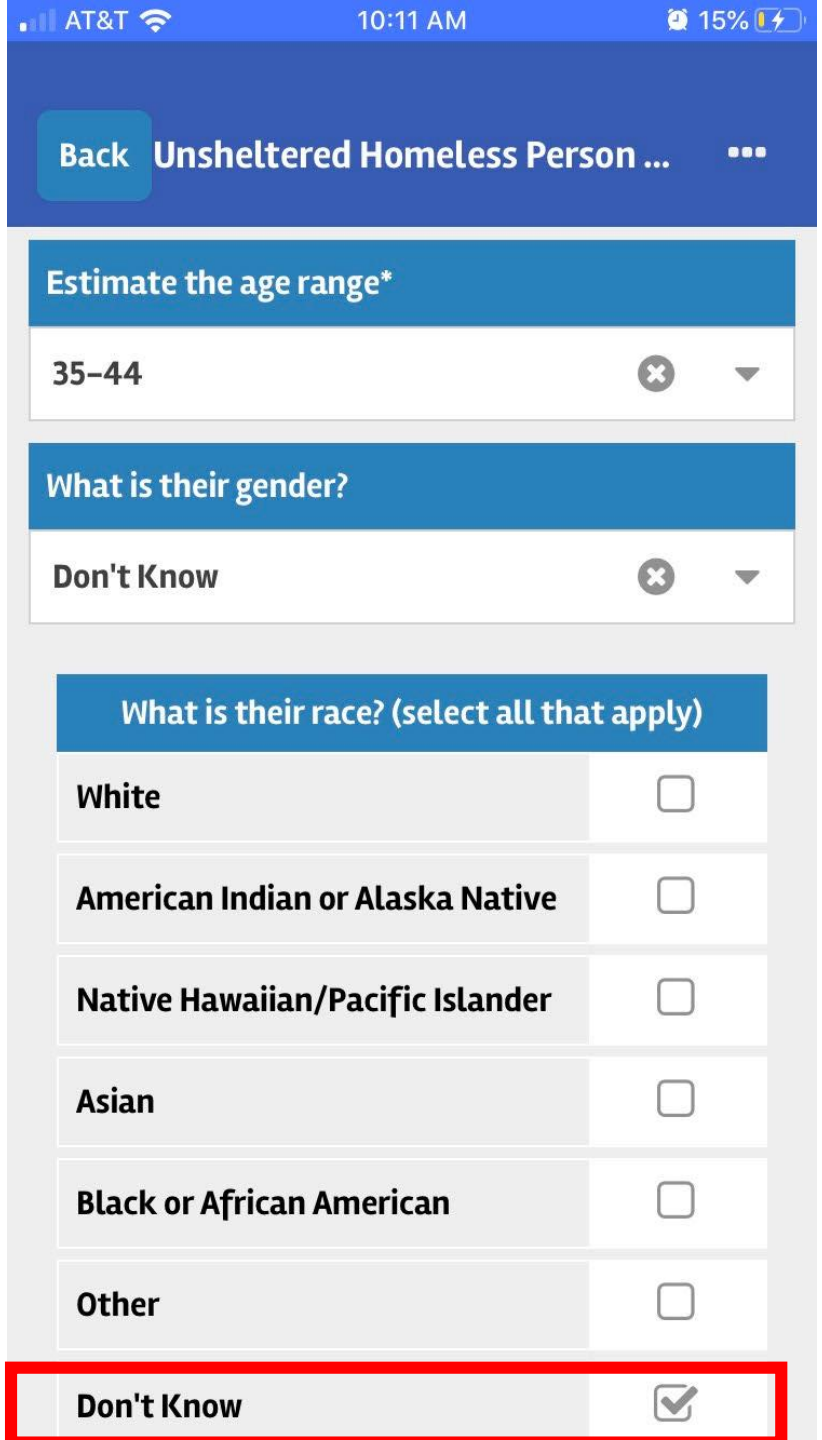
NCCEH

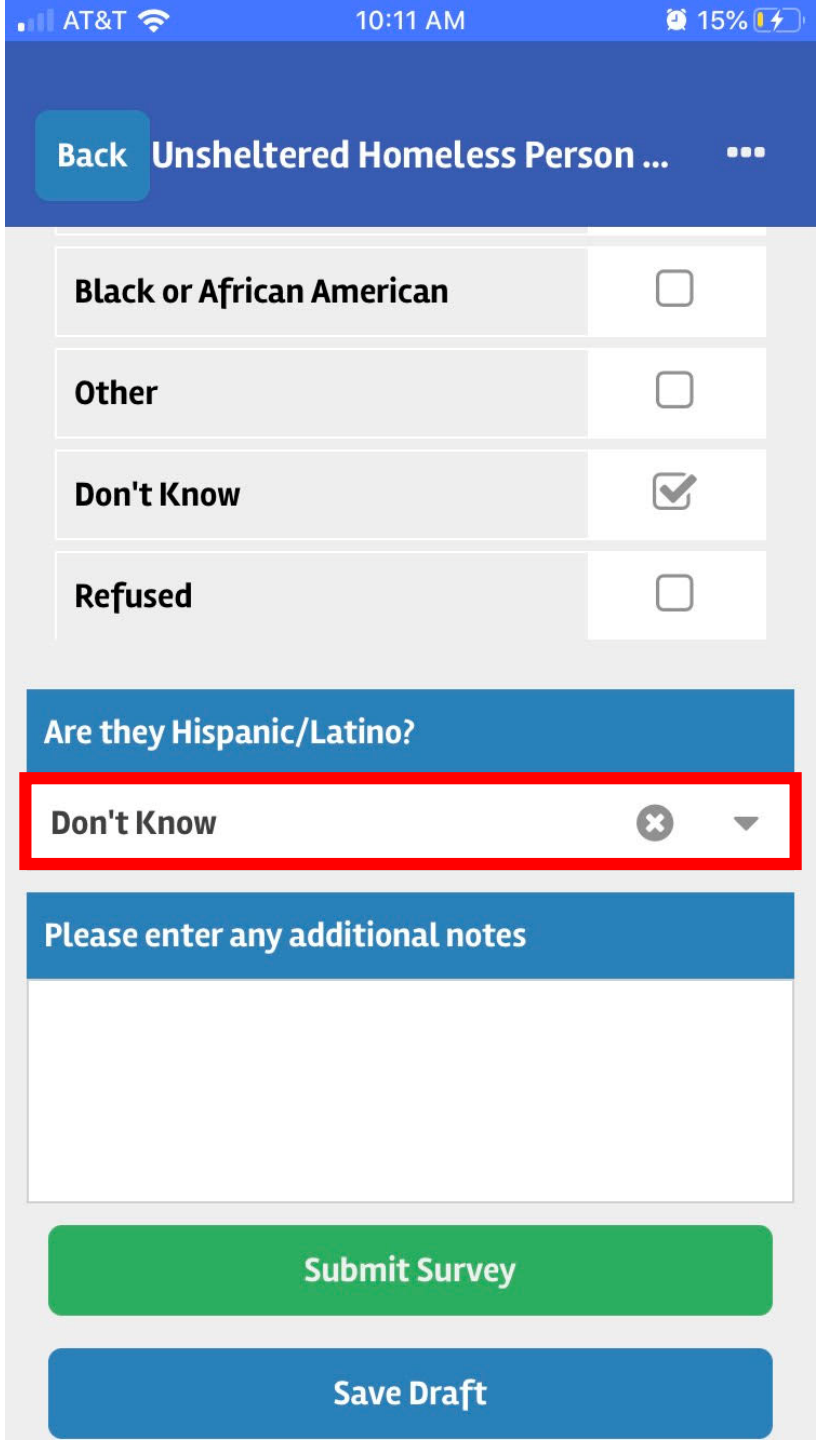

AT&T
10:09 AM
15%
Back
NC BoS 2020 PIT Count
This Count Is In Test Mode
Sheltered Homeless Survey
Unsheltered Homeless Person Observation Tally
Unsheltered Homeless Survey
Surveys
Drafts
Map
Help

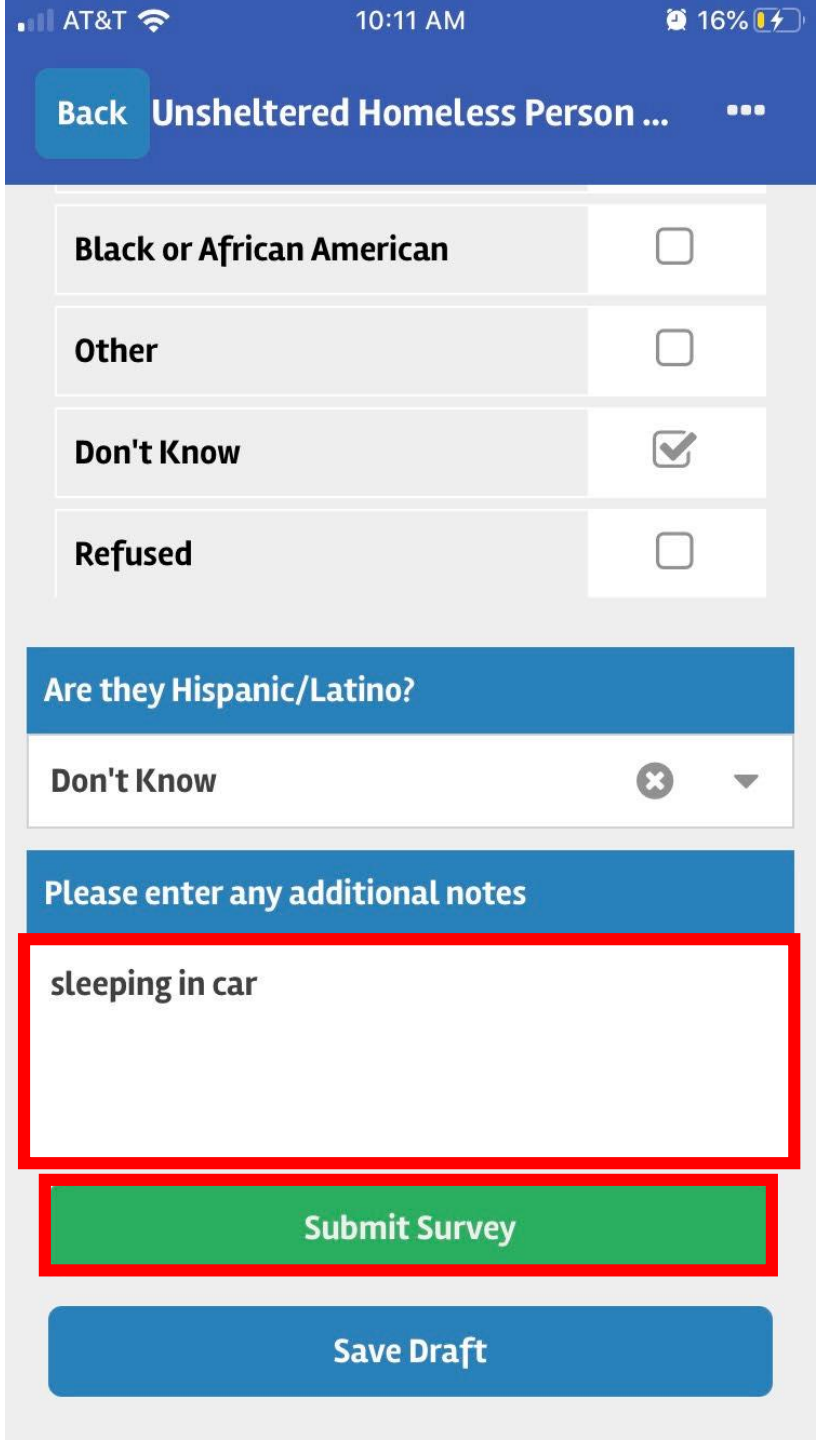
AT&T
9:55 AM
11%
Back
NC BoS 2020 PIT Count
This Count Is In Test Mode
Individual or Household?
Individual
Household
Unsheltered Homeless Survey

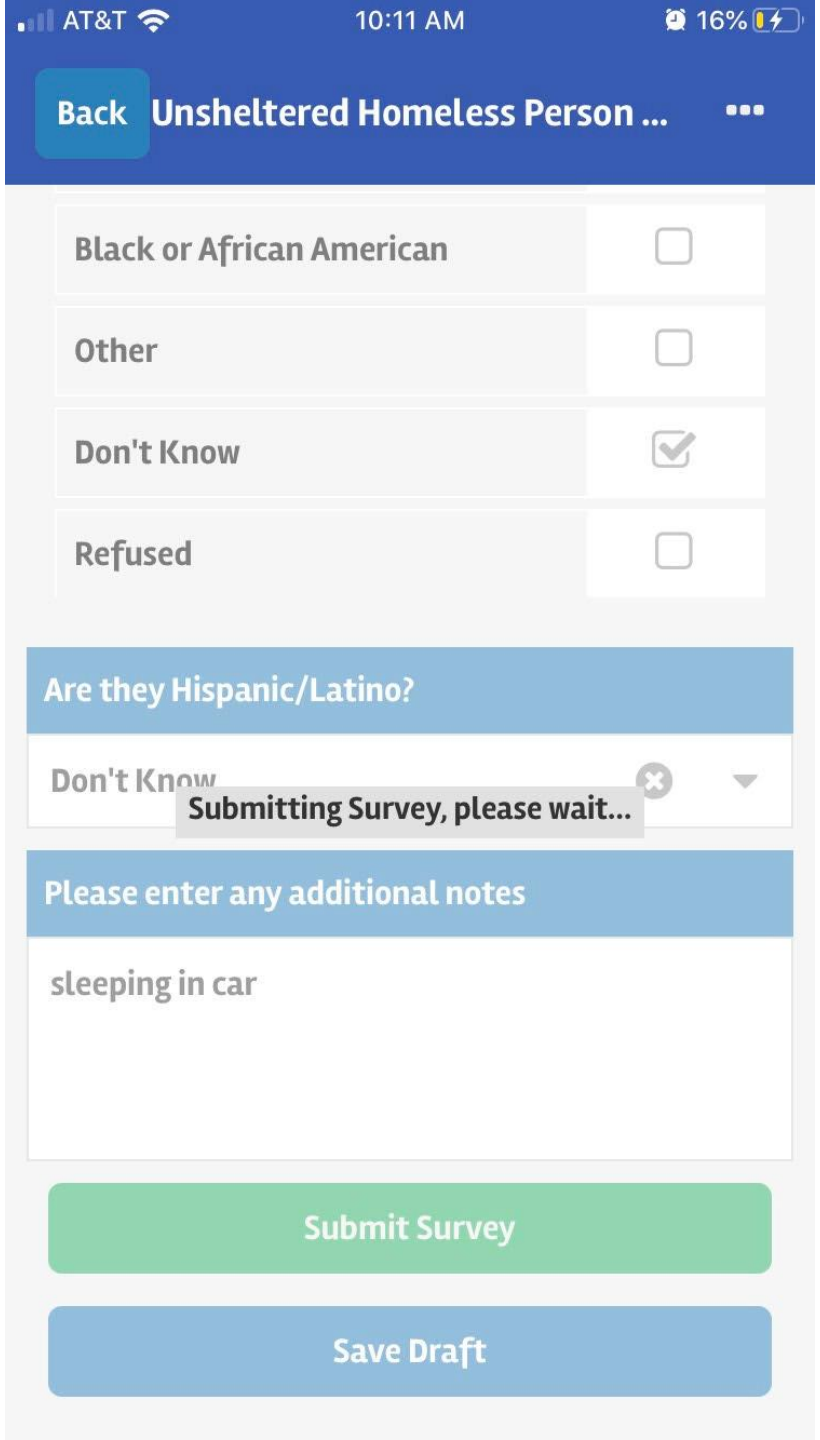

AT&T
10:10 AM
15%
Back
Unsheltered Homeless Person ...
Estimate the age range*
What is their gender?
What is their race? (select all that apply)
White
American Indian or Alaska Native
Native Hawaiian/Pacific Islander
Asian
Black or African American
Other
Don't Know

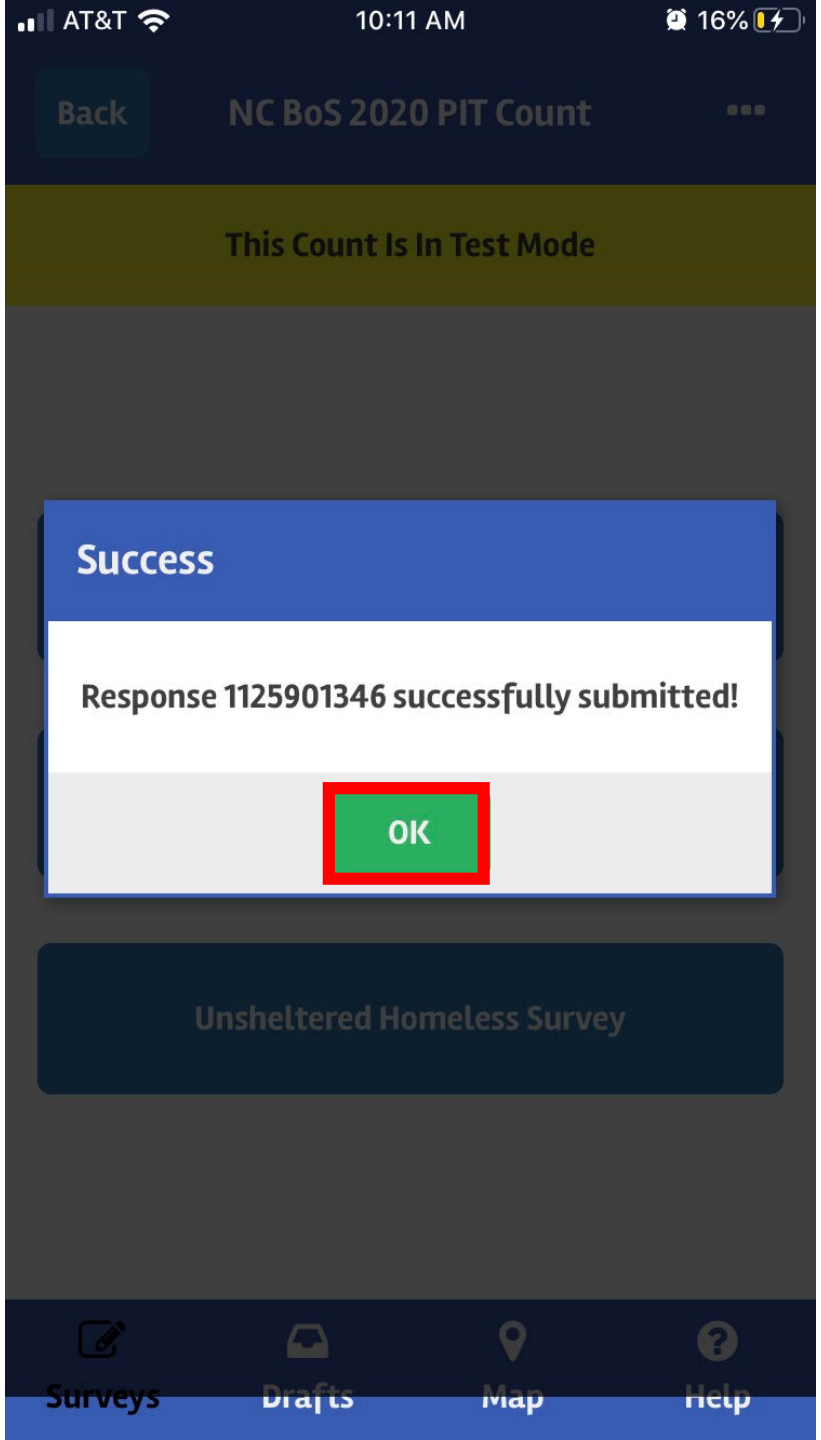

AT&T
10:11 AM
15%
Back
Unsheltered Homeless Person ...
Estimate the age range*
35–44
What is their gender?
Don't Know
What is their race? (select all that apply)
White
American Indian or Alaska Native
Native Hawaiian/Pacific Islander
Asian
Black or African American
Other
Don't Know


AT&T
10:11 AM
15%
Back
Unsheltered Homeless Person ...
Estimate the age range*
35–44
What is their gender?
Don't Know
What is their race? (select all that apply)
White
American Indian or Alaska Native
Native Hawaiian/Pacific Islander
Asian
Black or African American
Other
Don't Know


AT&T
10:11 AM
15%
Back
Unsheltered Homeless Person ...
Black or African American
Other
Don't Know
Refused
Are they Hispanic/Latino?
Don't Know
Please enter any additional notes
Submit Survey
Save Draft

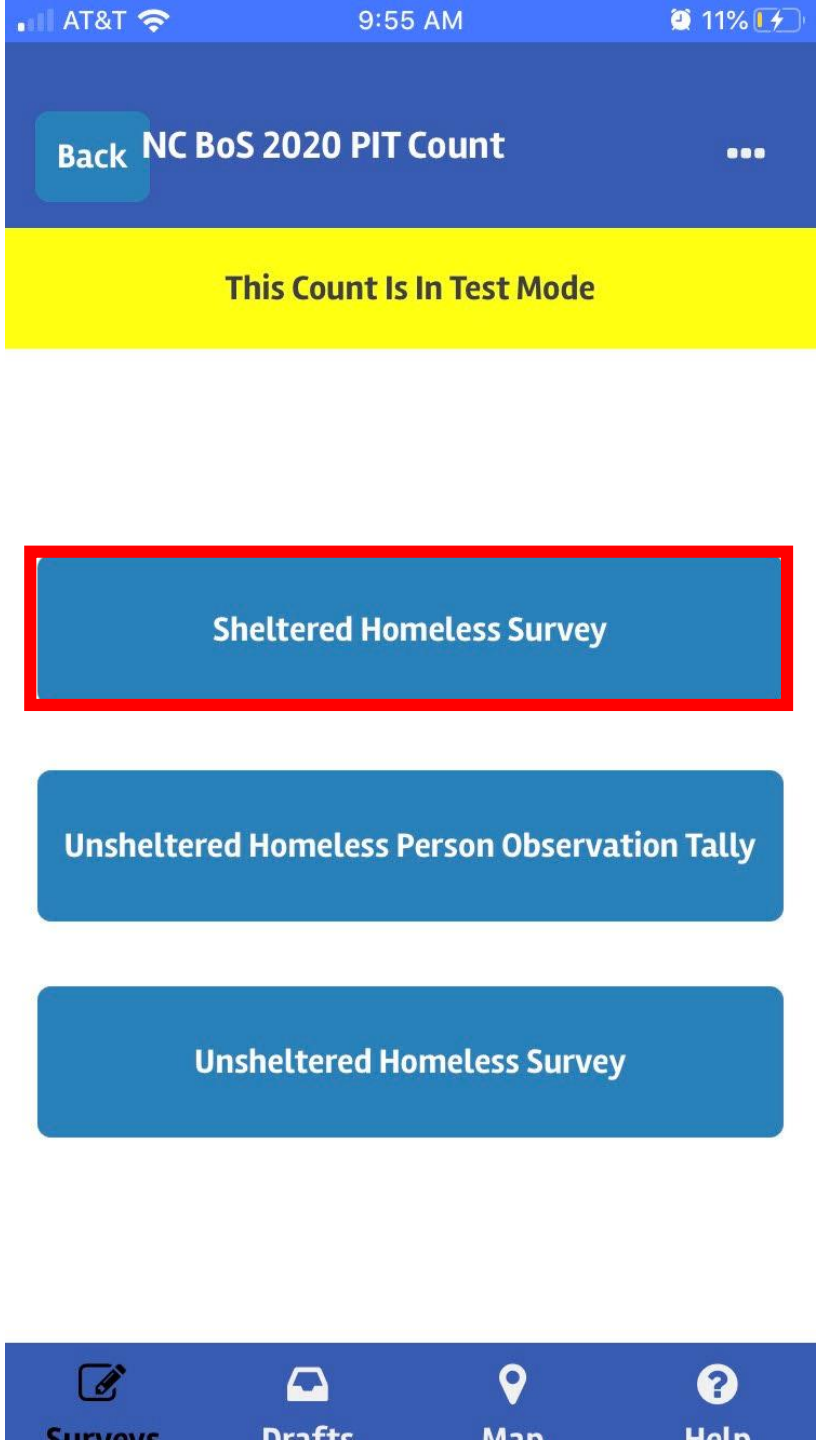

AT&T
10:11 AM
16%
Back
Unsheltered Homeless Person ...
Black or African American
Other
Don't Know
Refused
Are they Hispanic/Latino?
Don't Know
Please enter any additional notes
sleeping in car
Submit Survey
Save Draft

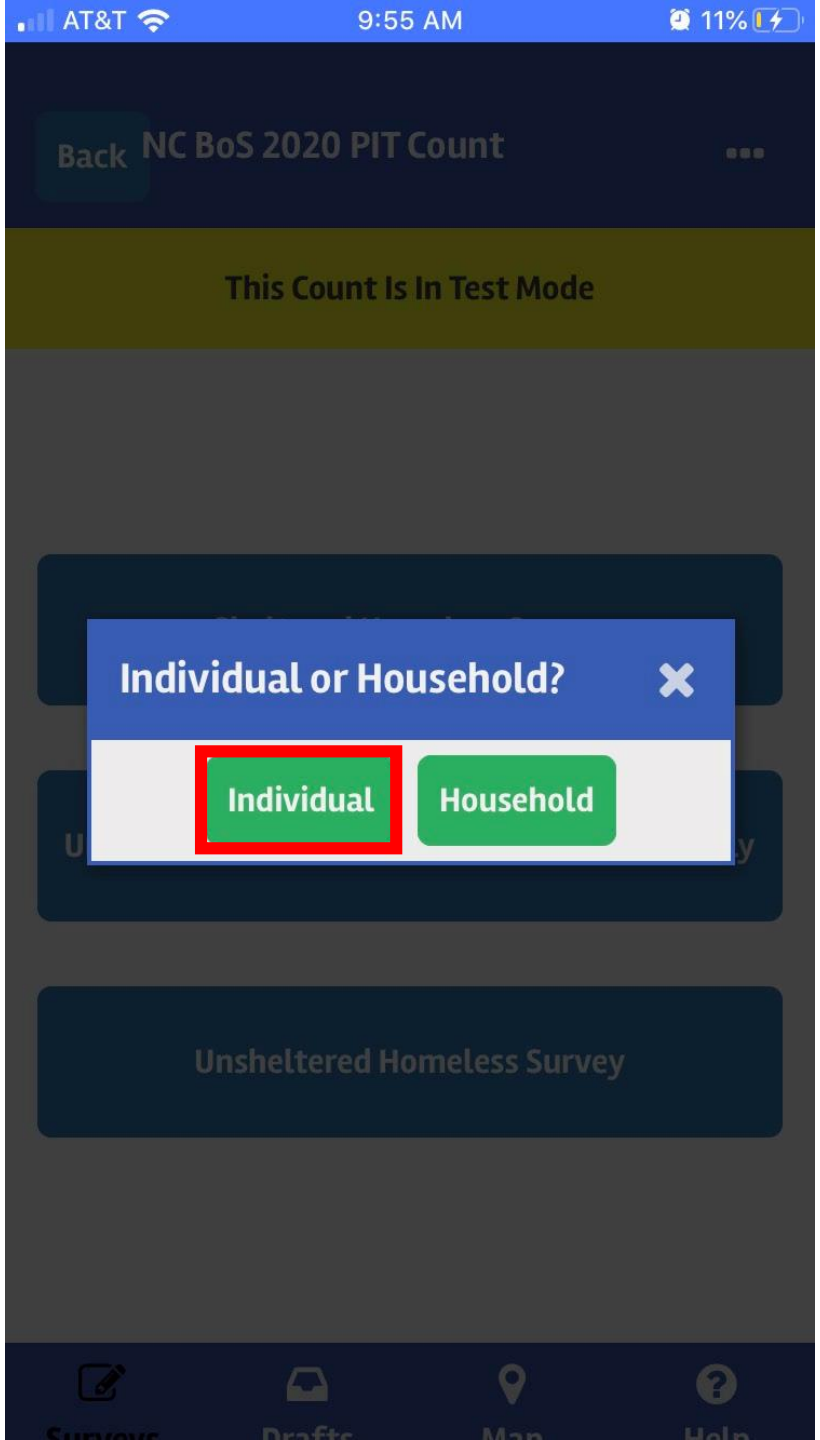

AT&T
10:11 AM
16%
Back
Unsheltered Homeless Person ...
Black or African American
Other
Don't Know
Refused
Are they Hispanic/Latino?
Don't Know
Submitting Survey, please wait...
Please enter any additional notes
sleeping in car
Submit Survey
Save Draft

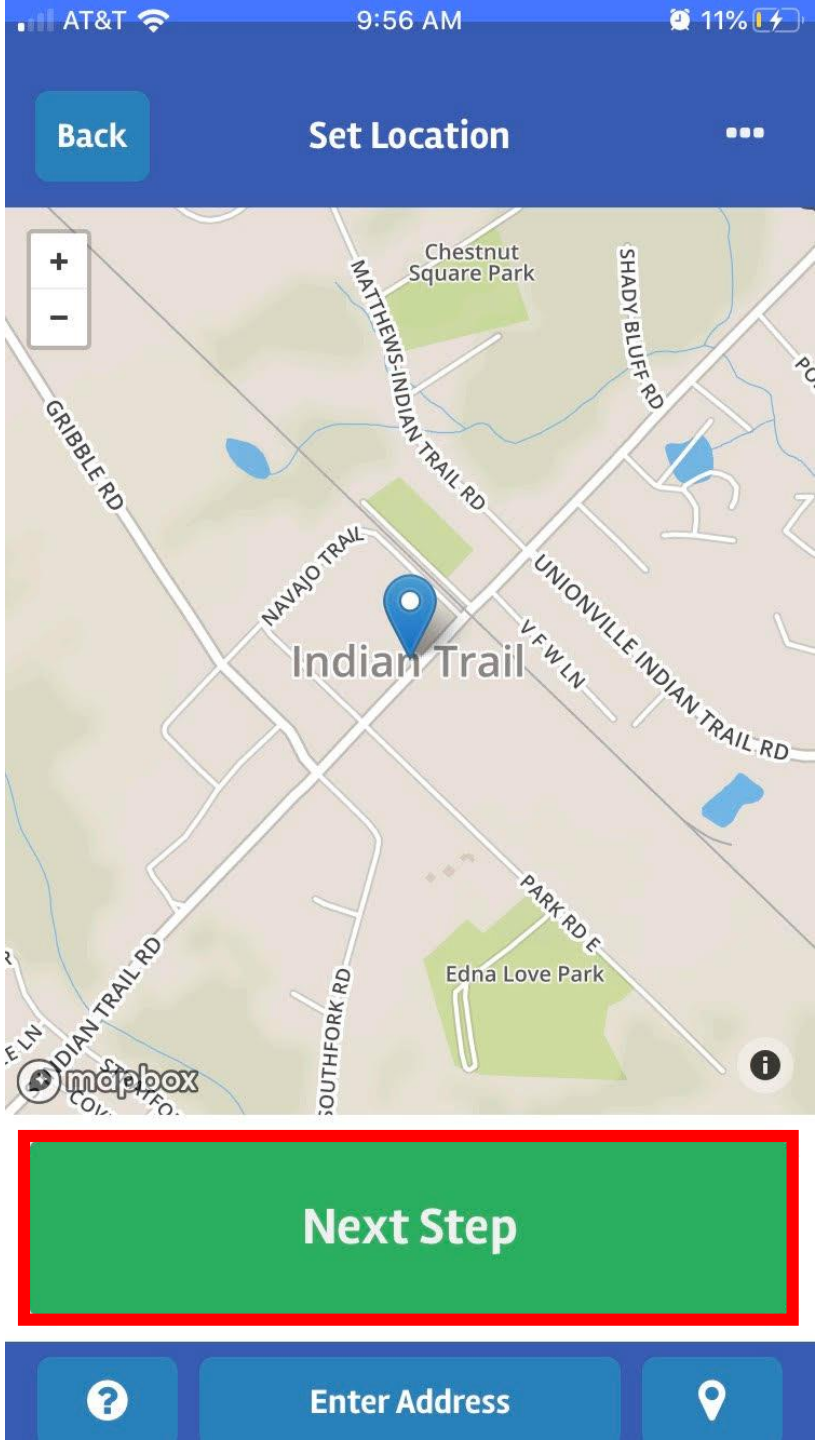

AT&T
10:11 AM
16%
Back
NC BoS 2020 PIT Count
This Count Is In Test Mode
Success
Response 1125901346 successfully submitted!
OK
Unsheltered Homeless Survey
Surveys
Drafts
Map
Help

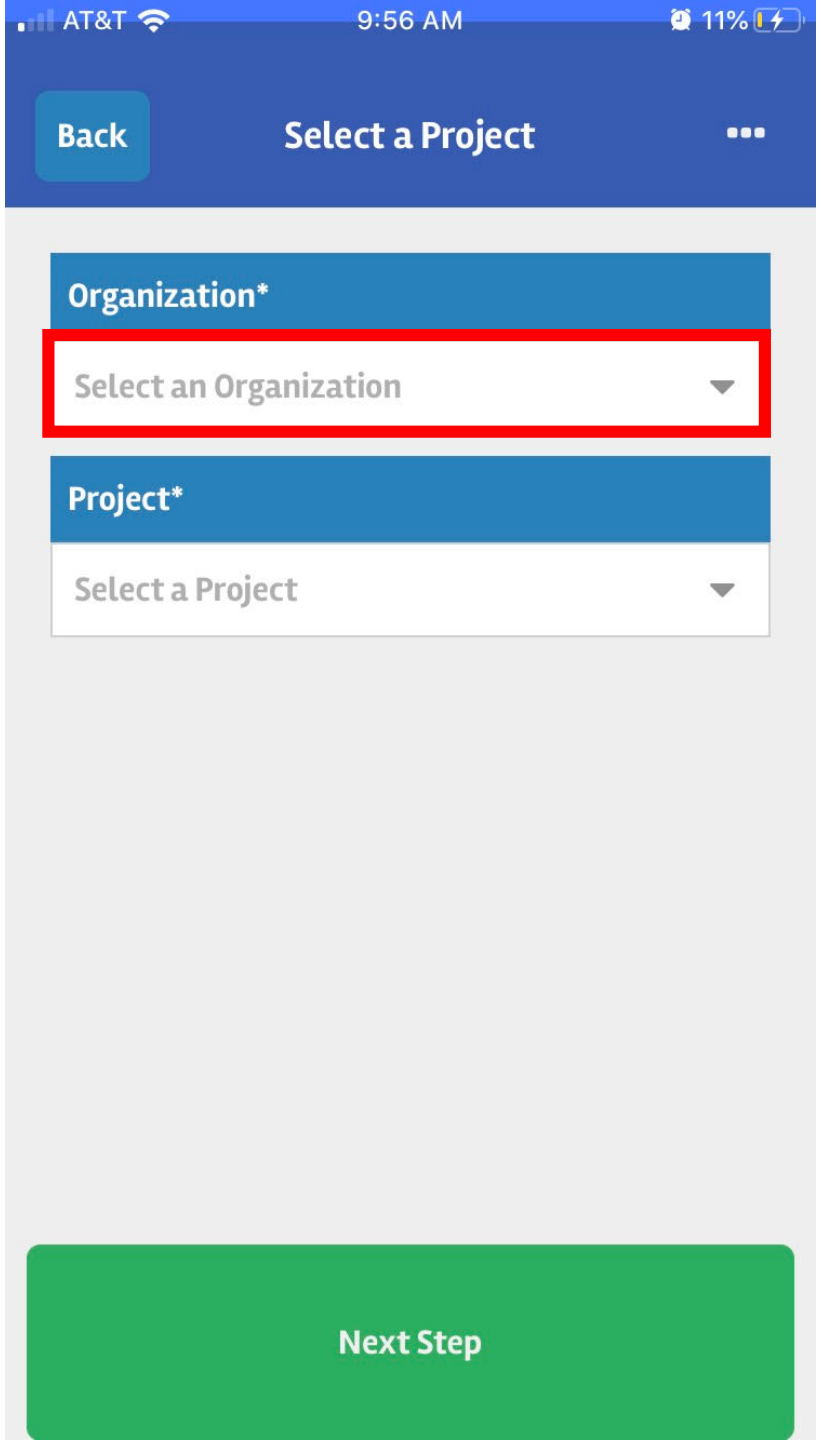
Sheltered Survey

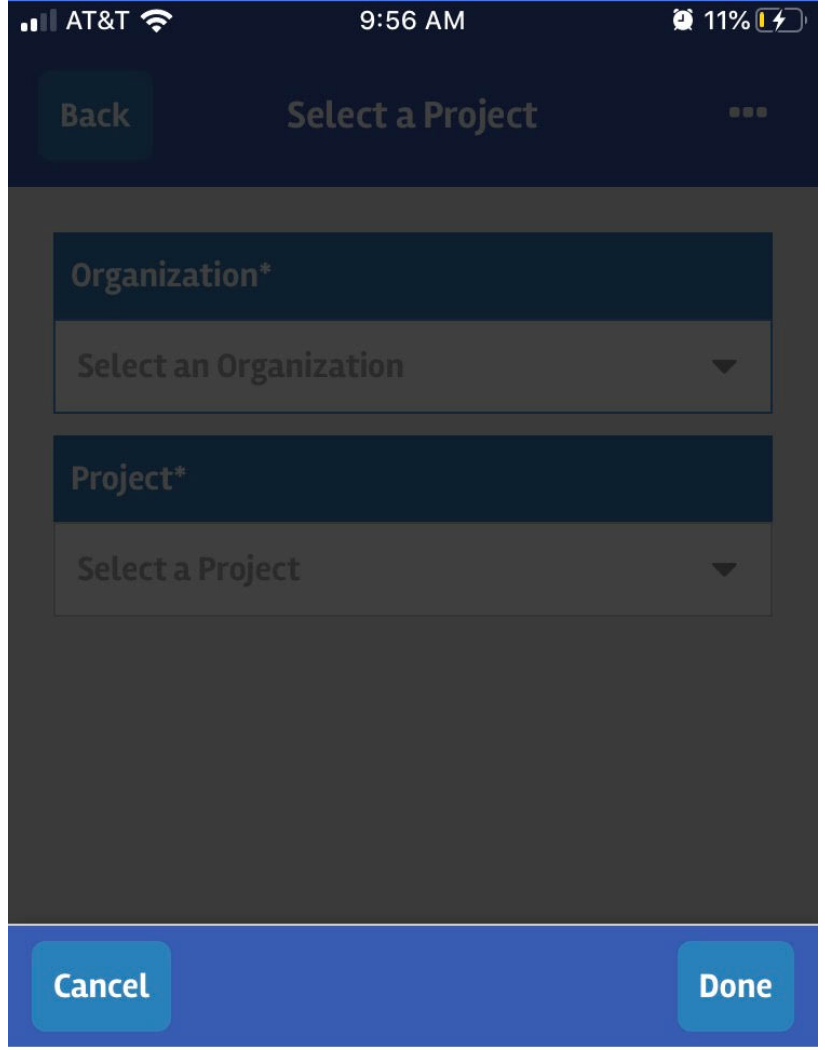
NCCEH


AT&T
9:55 AM
11%
Back
NC BoS 2020 PIT Count
This Count Is In Test Mode
Sheltered Homeless Survey
Unsheltered Homeless Person Observation Tally
Unsheltered Homeless Survey
Surveys
Drafts
Map
Help


AT&T
9:55 AM
11%
Back
NC BoS 2020 PIT Count
This Count Is In Test Mode
Individual or Household?
Individual
Household
Unsheltered Homeless Survey
Surveys
Drafts
Map
Help

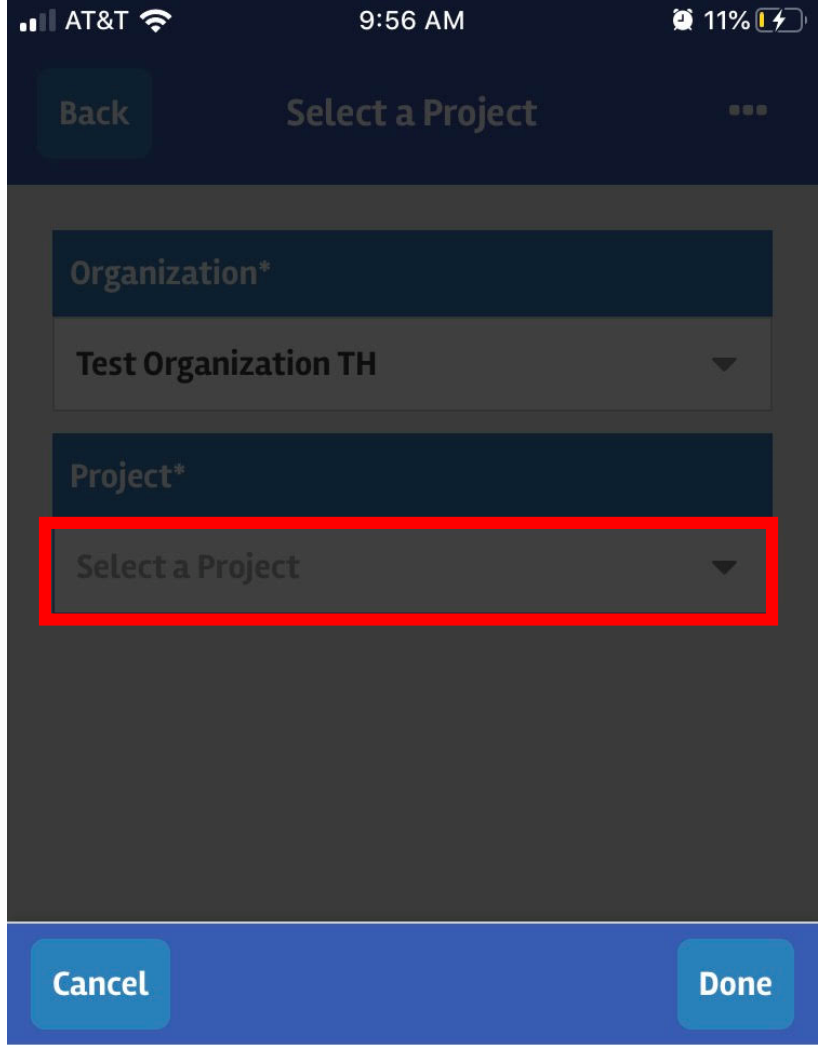

AT&T
9:56 AM
11%
Back
Set Location
Chestnut Square Park
MATTHEWS-INDIAN TRAIL RD
SHADY BLUFF RD
GRIBBLE RD
NAVAJO TRAIL
UNIONVILLE INDIAN TRAIL RD
V F W LN
Indian Trail
PARK RD E
Edna Love Park
SOUTHFORK RD
mapbox
Next Step
Enter Address



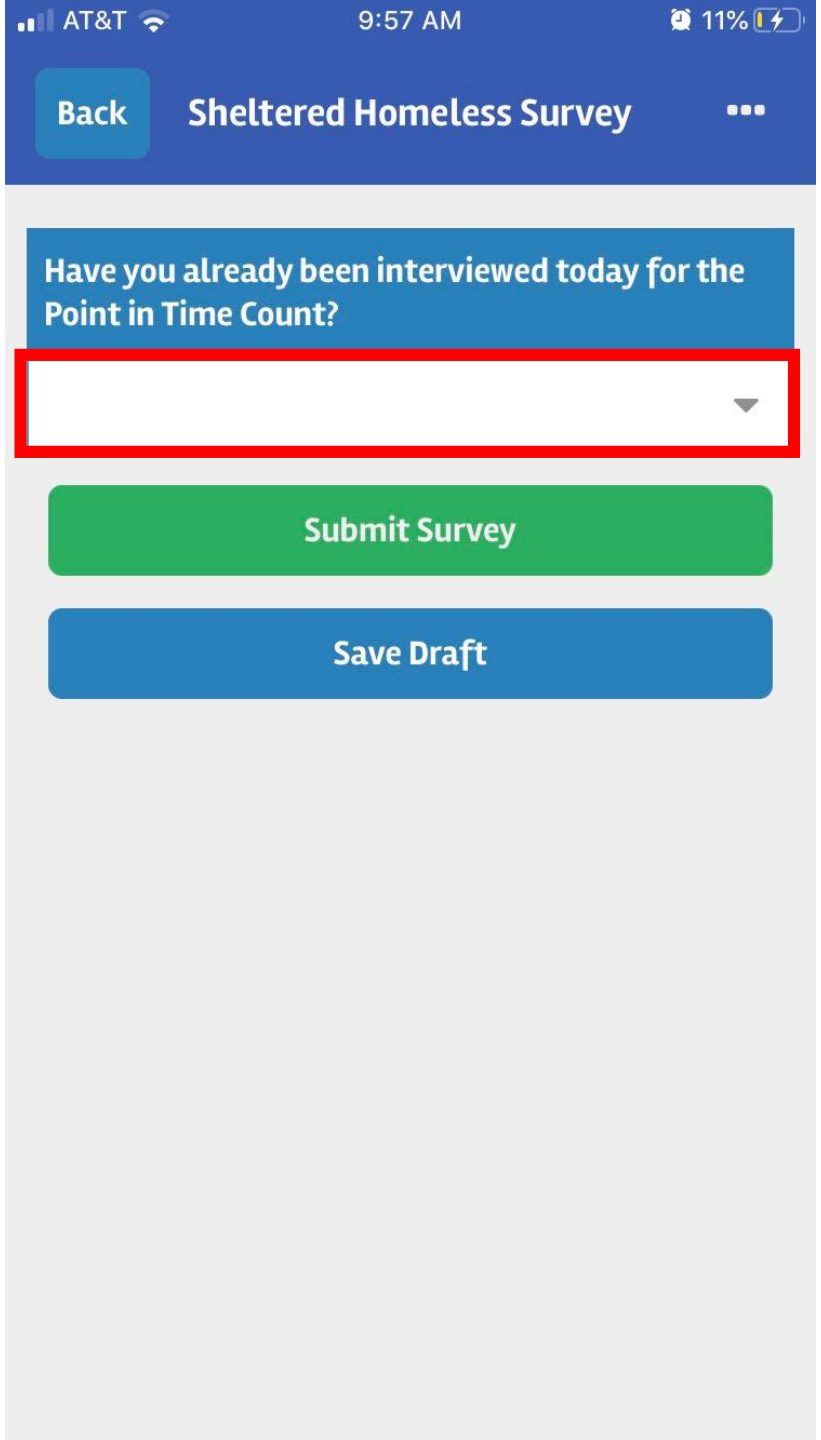


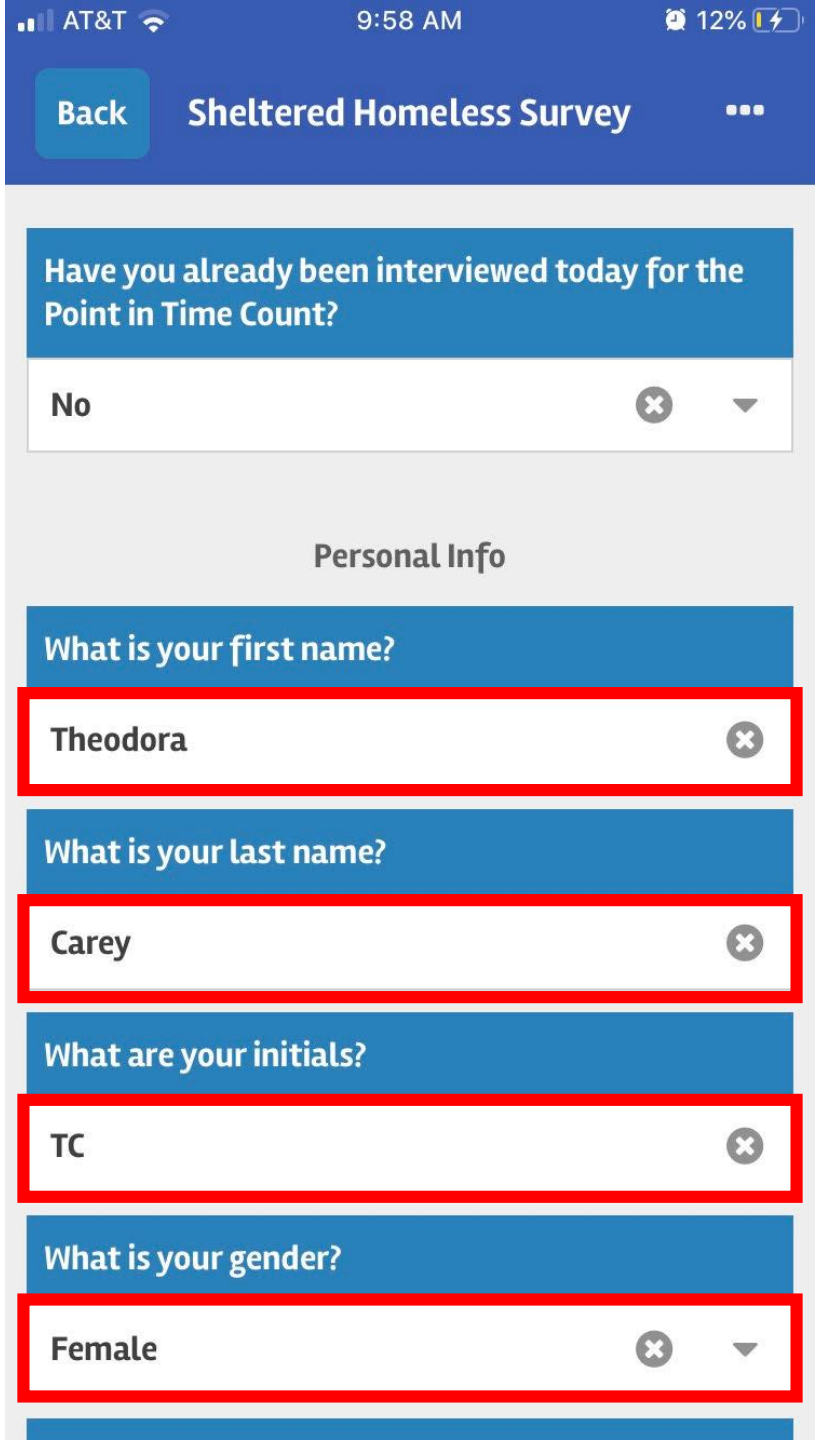
Test Organization PH

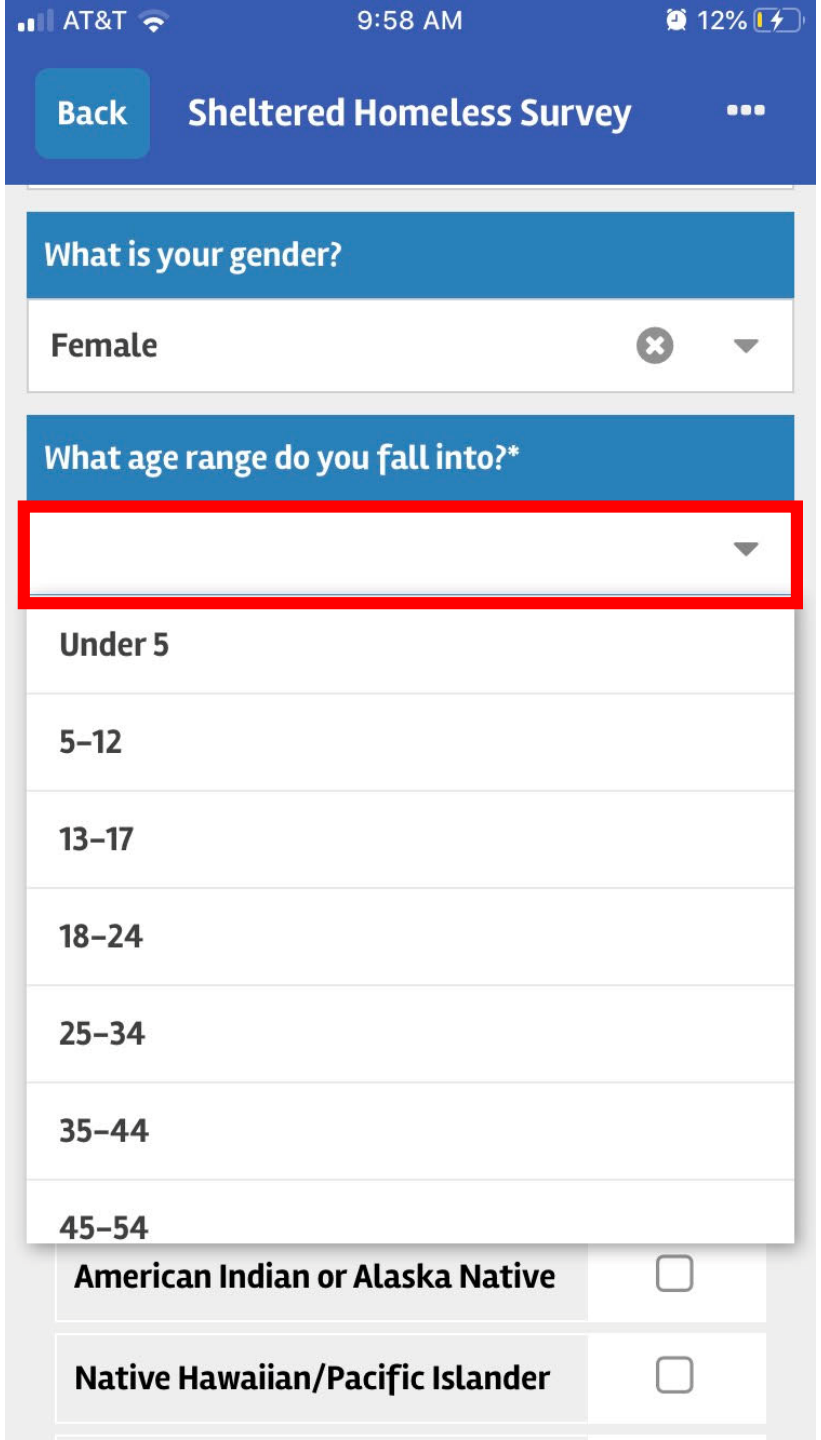
Test Organization TH

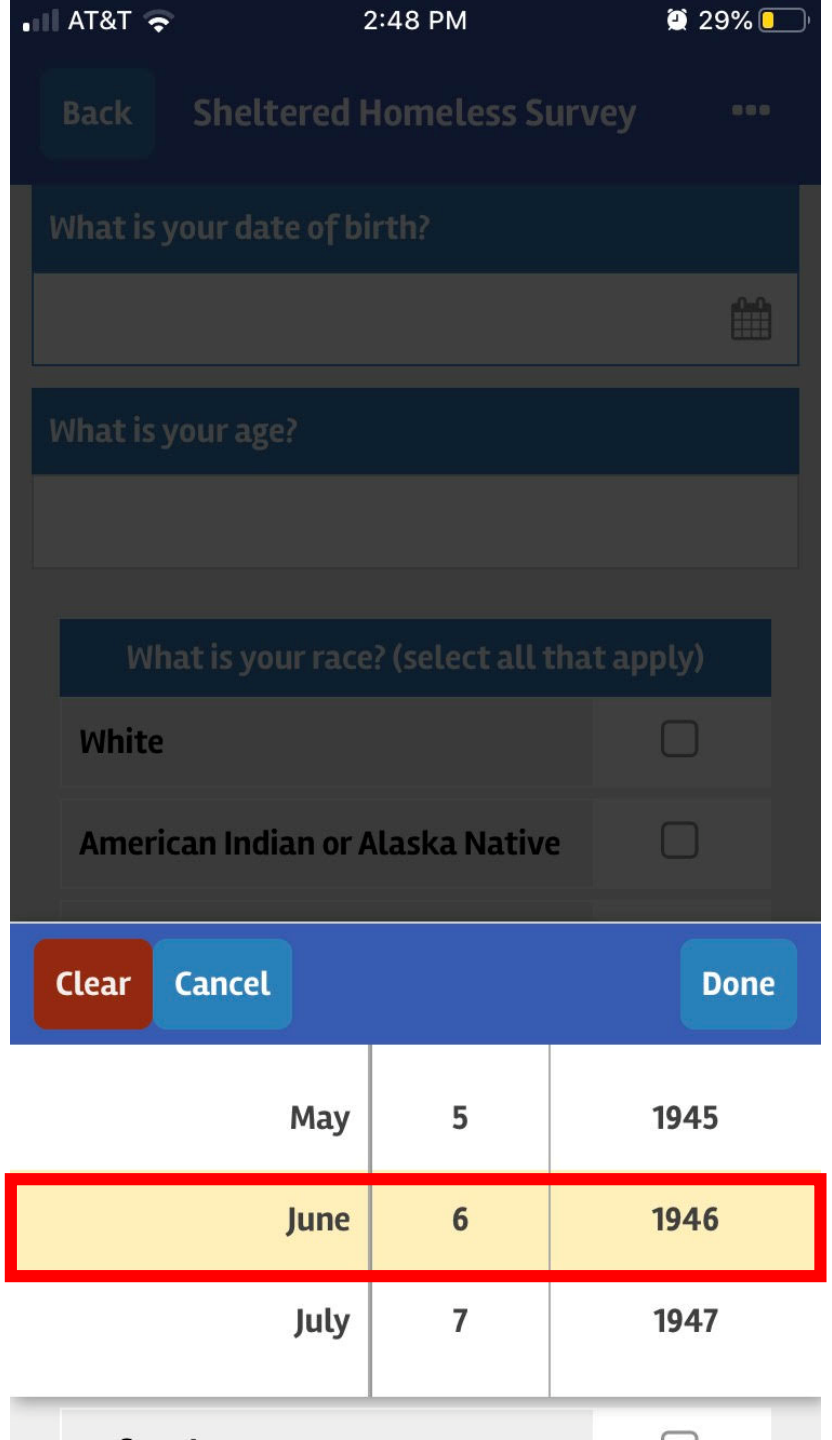


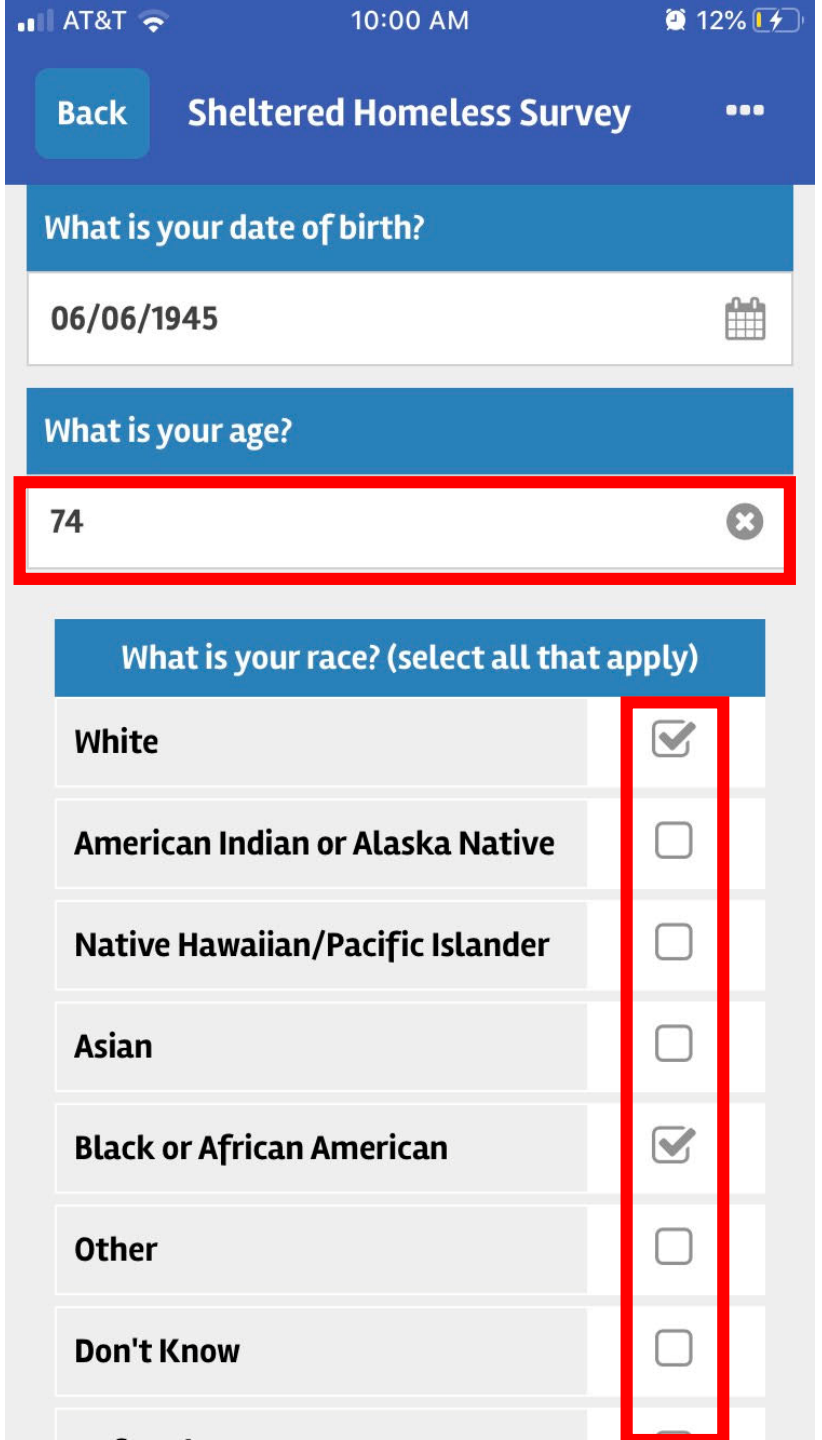
TH Organization A

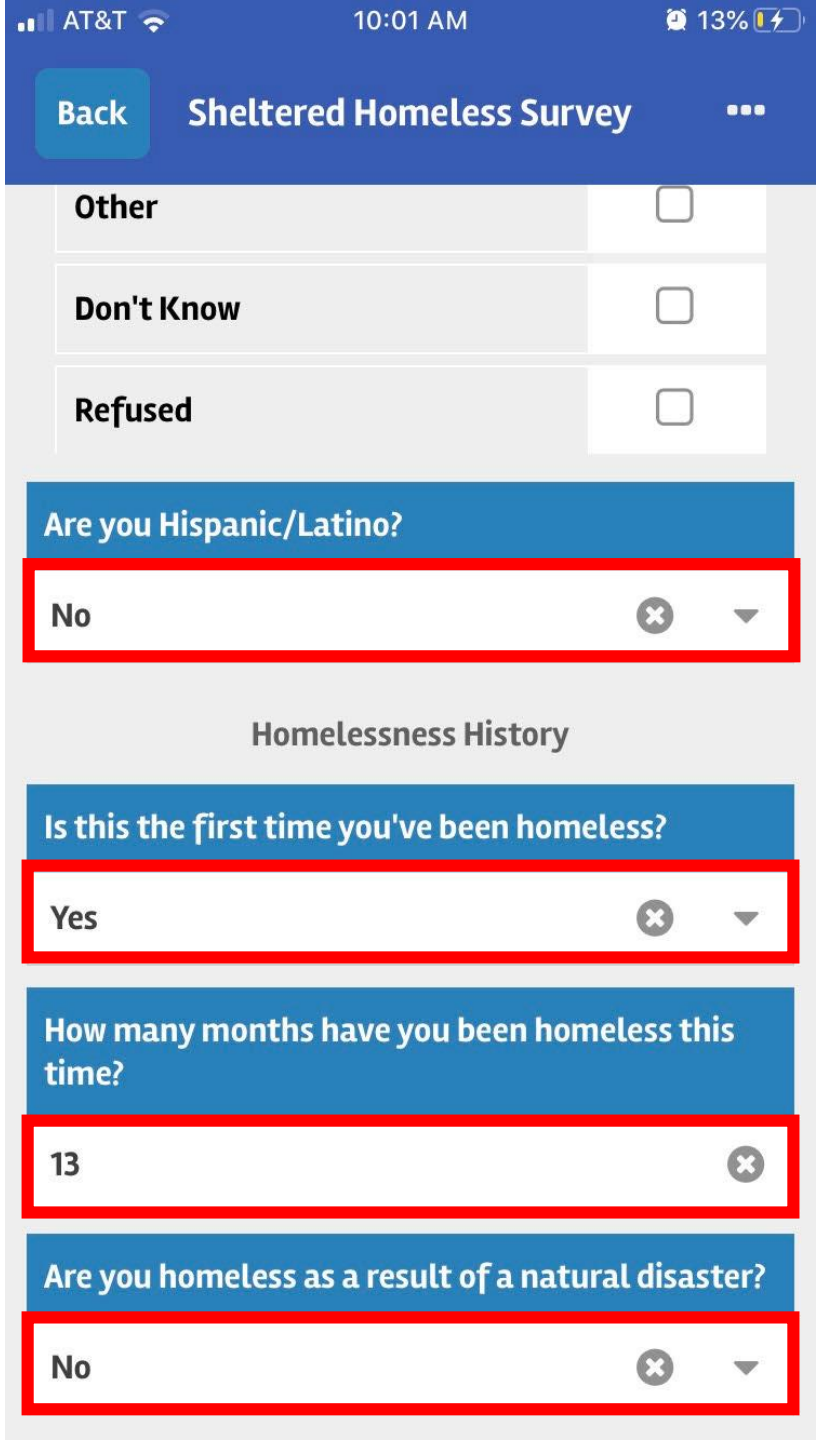

AT&T 9:57 AM 11%
Back
Sheltered Homeless Survey
Have you already been interviewed today for the Point in Time Count?
Submit Survey
Save Draft

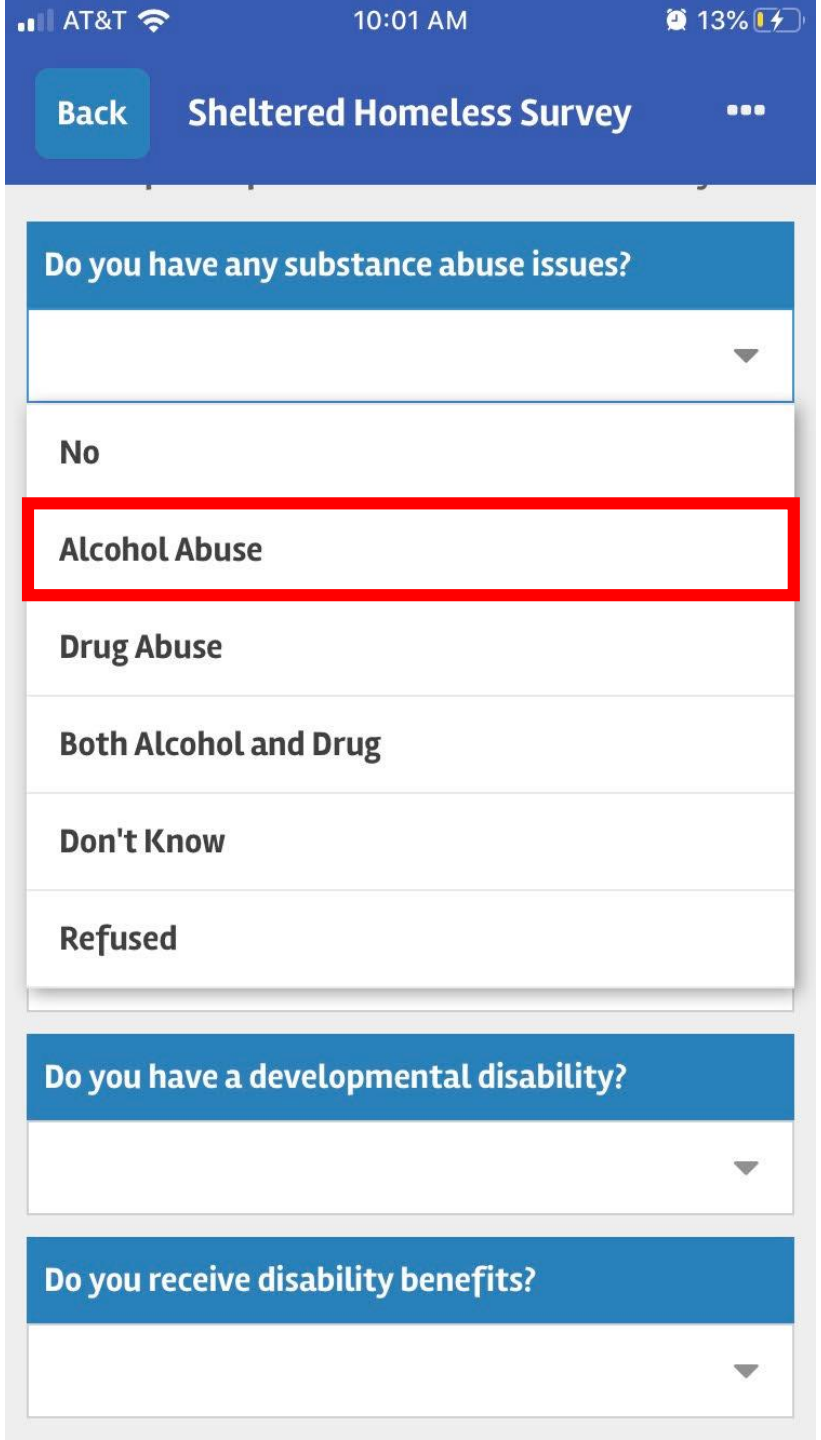

AT&T 9:58 AM 12%
Back
Sheltered Homeless Survey
Have you already been interviewed today for the Point in Time Count?
No
Personal Info
What is your first name?
Theodora
What is your last name?
Carey
What are your initials?
TC
What is your gender?
Female

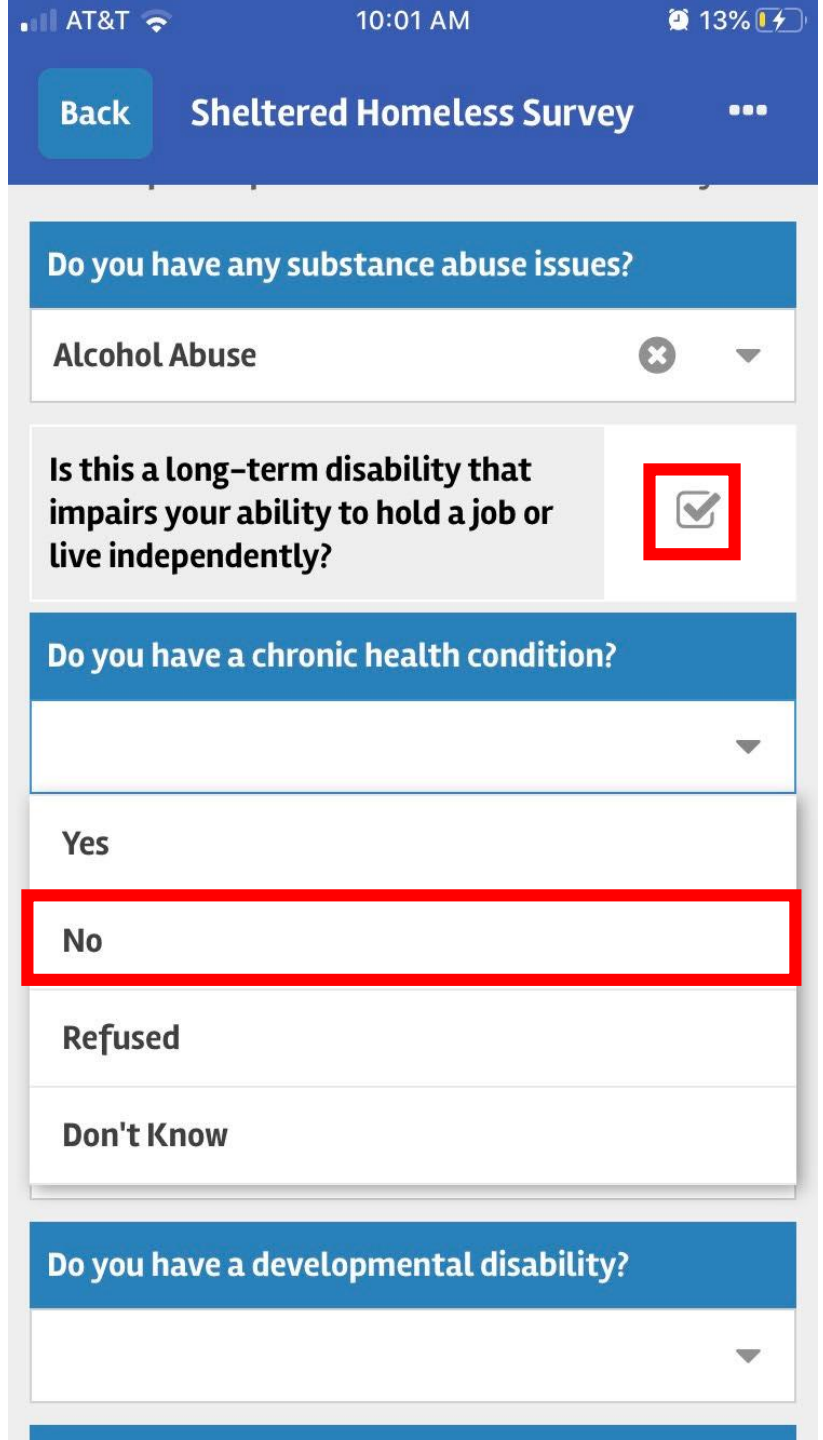

AT&T 9:58 AM 12%
Back
Sheltered Homeless Survey
What is your gender?
Female
What age range do you fall into?*
Under 5
5–12
13–17
18–24
25–34
35–44
45–54
American Indian or Alaska Native
Native Hawaiian/Pacific Islander

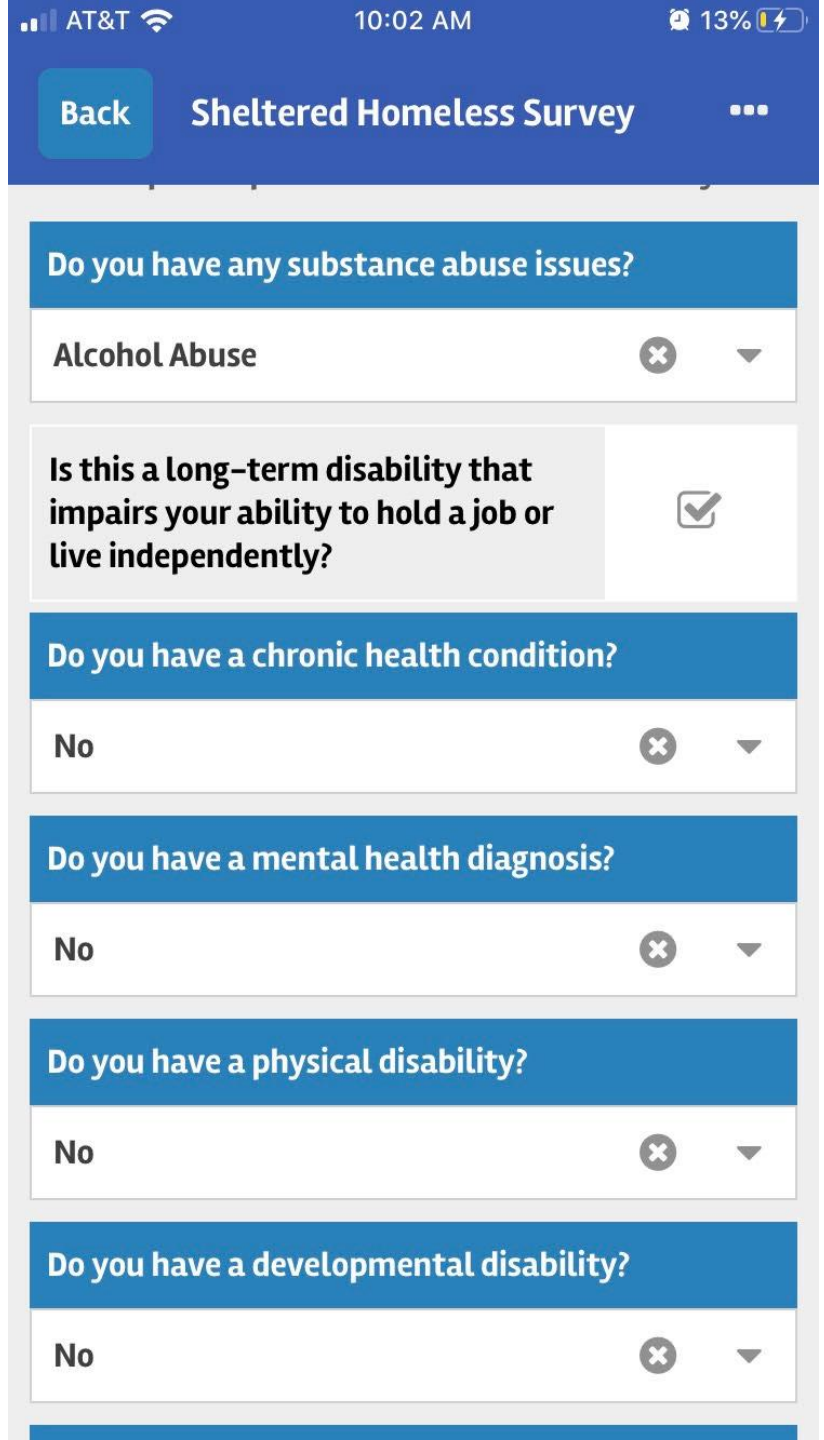

AT&T
2:48 PM
29%
Back
Sheltered Homeless Survey
What is your date of birth?
What is your age?
What is your race? (select all that apply)
White
American Indian or Alaska Native
Clear
Cancel
Done
May
5
1945
June
6
1946
July
7
1947

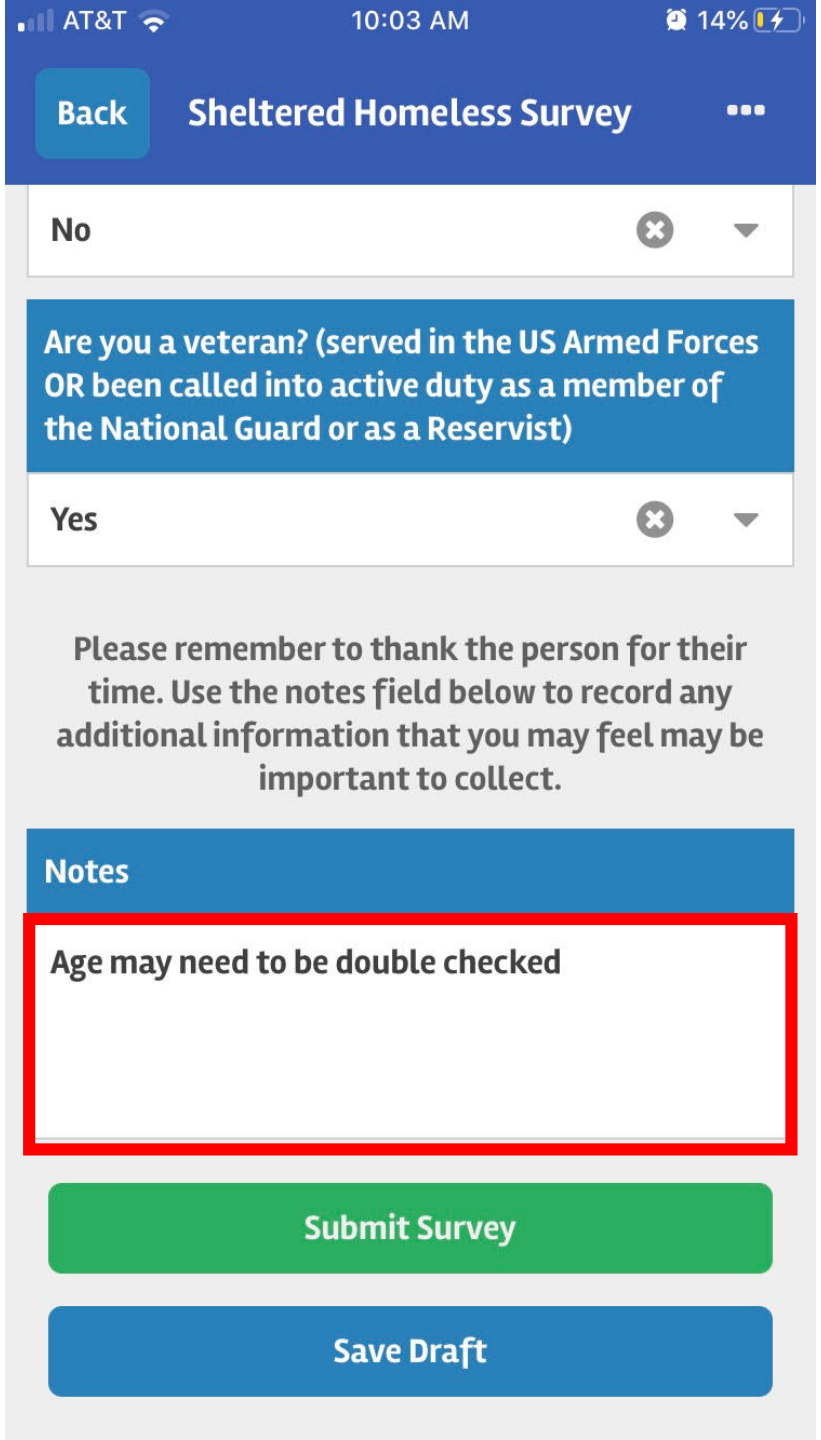

AT&T
10:00 AM
12%
Back
Sheltered Homeless Survey
What is your date of birth?
06/06/1945
What is your age?
74
What is your race? (select all that apply)
White
American Indian or Alaska Native
Native Hawaiian/Pacific Islander
Asian
Black or African American
Other
Don't Know

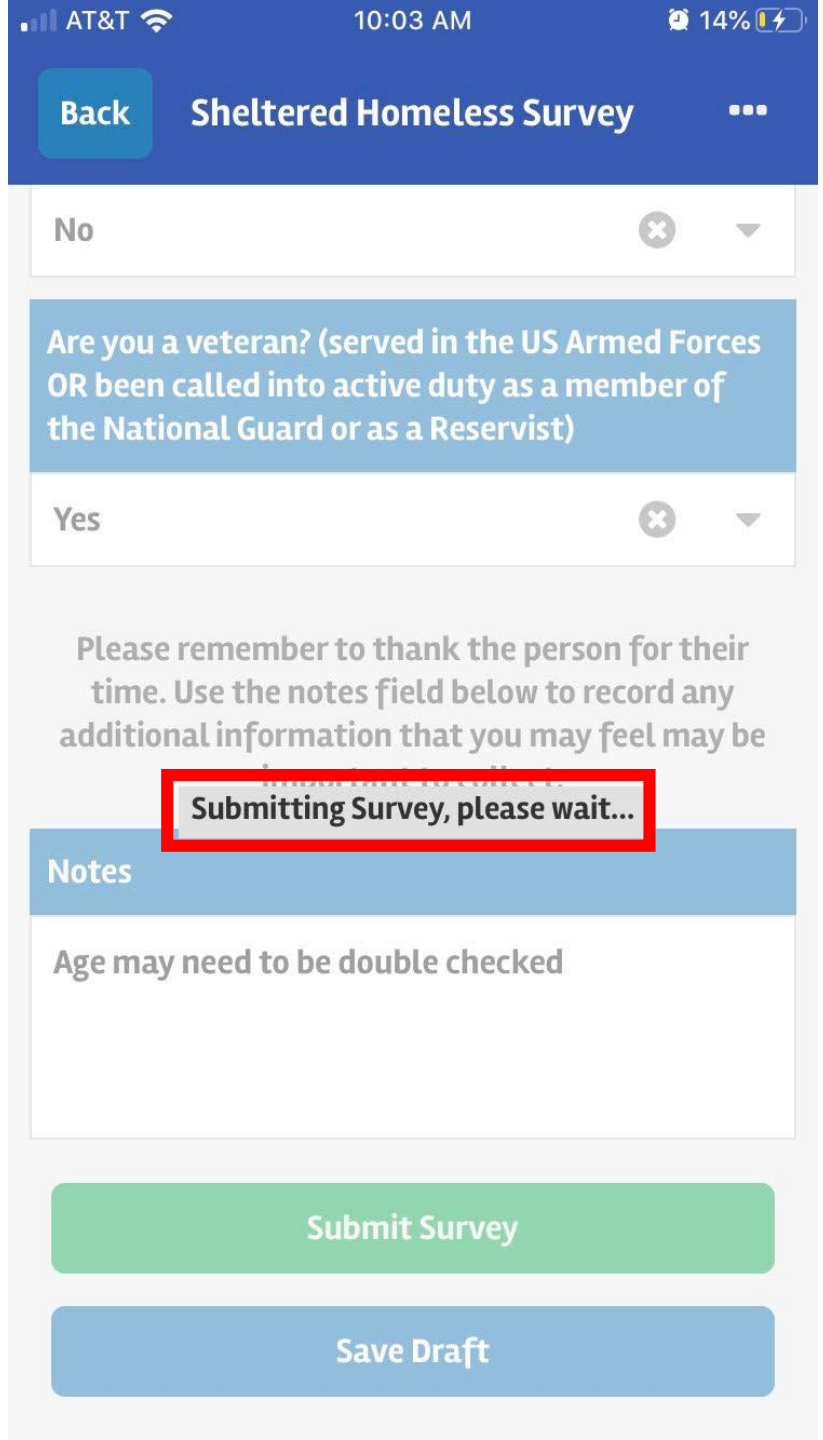

AT&T
10:01 AM
13%
Back
Sheltered Homeless Survey
Other
Don't Know
Refused
Are you Hispanic/Latino?
No
Homelessness History
Is this the first time you've been homeless?
Yes
How many months have you been homeless this time?
13
Are you homeless as a result of a natural disaster?
No

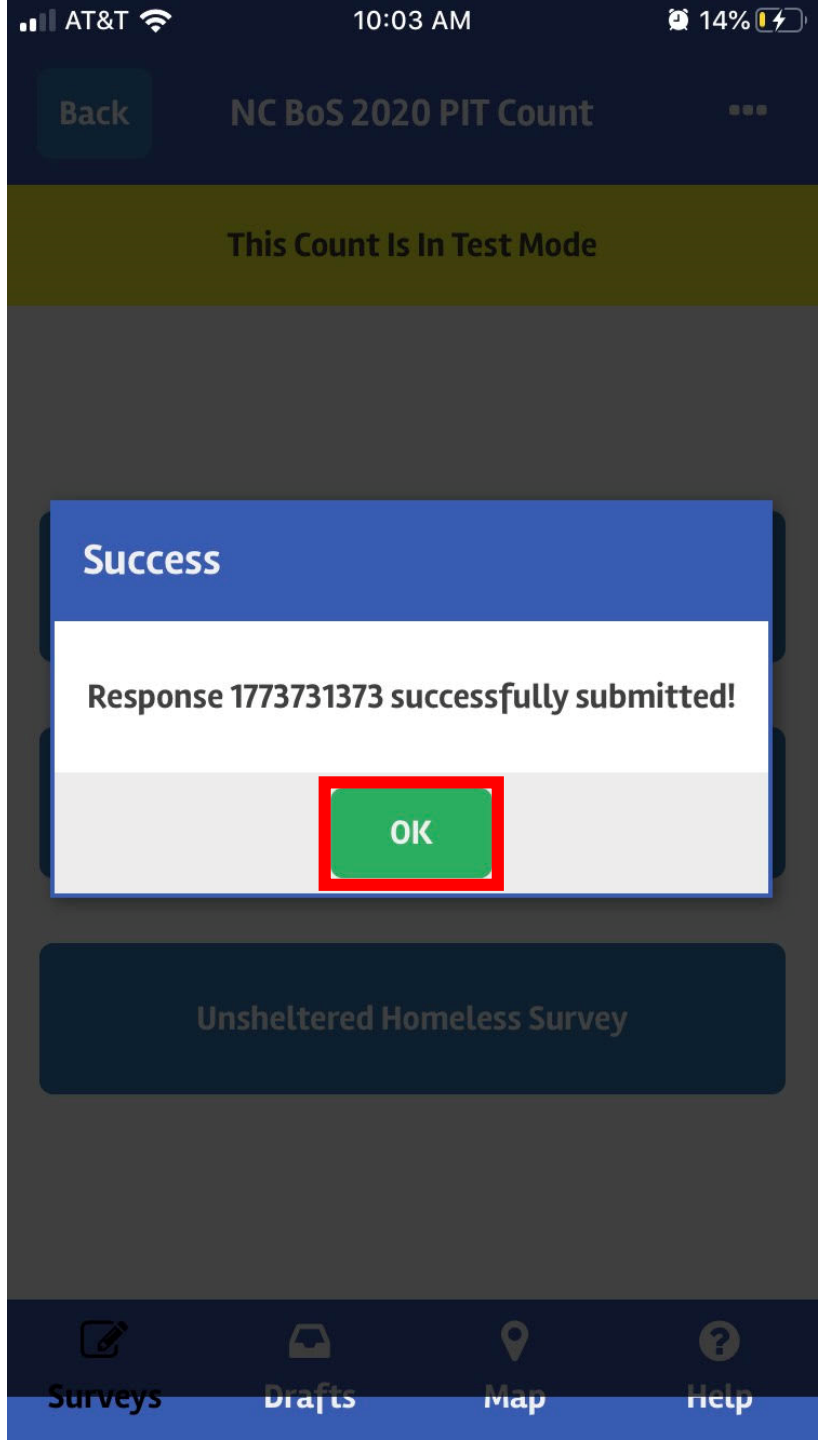

AT&T
10:01 AM
13%
Back
Sheltered Homeless Survey
Do you have any substance abuse issues?
No
Alcohol Abuse
Drug Abuse
Both Alcohol and Drug
Don't Know
Refused
Do you have a developmental disability?
Do you receive disability benefits?


AT&T
10:01 AM
13%
Back
Sheltered Homeless Survey
Do you have any substance abuse issues?
Alcohol Abuse
Is this a long-term disability that impairs your ability to hold a job or live independently?
Do you have a chronic health condition?
Yes
No
Refused
Don't Know
Do you have a developmental disability?


AT&T
10:02 AM
13%
Back
Sheltered Homeless Survey
Do you have any substance abuse issues?
Alcohol Abuse
Is this a long-term disability that impairs your ability to hold a job or live independently?
Do you have a chronic health condition?
No
Do you have a mental health diagnosis?
No
Do you have a physical disability?
No
Do you have a developmental disability?
No


AT&T
10:03 AM
14%
Back
Sheltered Homeless Survey
No
Are you a veteran? (served in the US Armed Forces OR been called into active duty as a member of the National Guard or as a Reservist)
Yes
Please remember to thank the person for their time. Use the notes field below to record any additional information that you may feel may be important to collect.
Notes
Age may need to be double checked
Submit Survey
Save Draft


AT&T
10:03 AM
14%
Back
Sheltered Homeless Survey
No
Are you a veteran? (served in the US Armed Forces OR been called into active duty as a member of the National Guard or as a Reservist)
Yes
Please remember to thank the person for their time. Use the notes field below to record any additional information that you may feel may be
Submitting Survey, please wait...
Notes
Age may need to be double checked
Submit Survey
Save Draft


AT&T
10:03 AM
14%
Back
NC BoS 2020 PIT Count
This Count Is In Test Mode
Success
Response 1773731373 successfully submitted!
OK
Unsheltered Homeless Survey
Surveys
Drafts
Map
Help

Beta Testing

Help us test the App!

You can now login to practice!

- Please submit as many individual or household surveys as you'd like
- Try out different survey activities
- No pressure, if you'd like to test the survey later it will be available

Send questions and feedback at hmis@ncceh.org

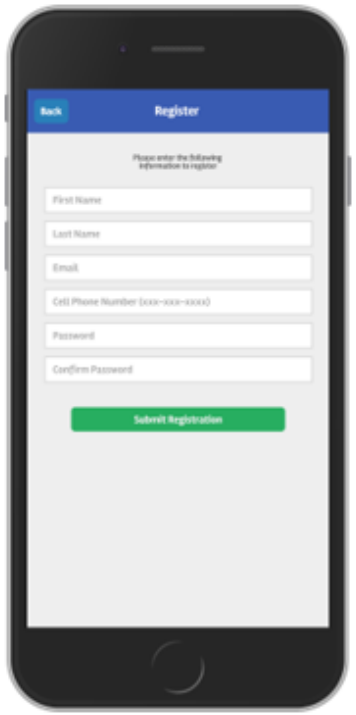
NCCEH

Getting Started with the Point in Time App

Step 1: Download the Counting Us mobile app from Google Play or the App Store.
Search for the term "Counting Us" or use the QR code to the right to find the app.

Step 2: Tap Register
This will bring you to the registration form

Step 3: Register
Enter your info and tap "Submit Registration"



Step 4: Enter your info
Tap "Log In", "Choose Count", and then "Join New Count"

Step 5: Join a Count
Enter the Setup Key of
NCBOS2020
and tap "Join Count"

Step 6: Get Started
Tap "Get Started" and you are ready to start the count!

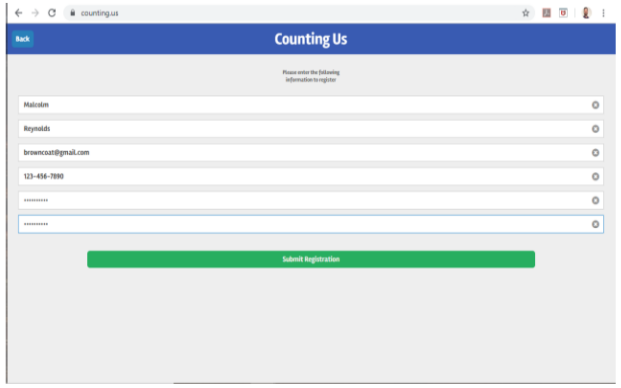
NCCEH

Getting Started with Counting Us Website

Step 1: Visit counting.us from your web browser and click “Register”

Step 2: Register

Fill in the required information and click “Submit Registration”

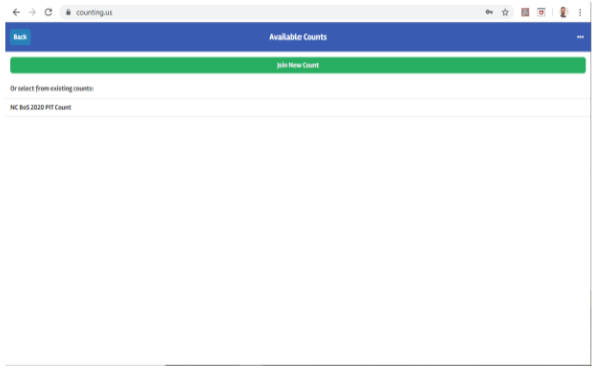


Step 3: Login

Enter your info to Log In and the click “Choose Count”

Step 2: Join New Count

Click Join New Count and Enter Setup Key: **NCBOS2020**



Step 5: Select a Region

Click on the region with your county listed

Step 5: Get Started!

You are ready to start the count!

NCCEH

NCCEH Trainings and Open Office Sessions

Date	Time	Focus
November 13	1:30-2:30	Conducting the count & Orientation to the App
November 20	1:30-2:30	Virtual Open Office Session
November 25	1:30-2:30	Conducting the count & Orientation to the App
December 11	1:30-2:30	Virtual Open Office Session
December 18	1:30-2:30	Conducting the count & Orientation to the App
January 15	1:30-2:30	Virtual Open Office Session

Trainings: Conducting the Count & Orientation to the App

Trainings open to all: Regional Team members, Agency Staff, and Volunteers. Cover basics of participating in a count and orientation to the App.

Virtual Open Office Sessions

Virtual Open Office Sessions are for anyone involved in the count can join the call and ask questions about the App, conducting surveys, etc.

NCCEH

Stay Connected

https://www.ncceh.org/datacenter/pointintimehowto/

This page on the NCCEH website is the go-to place to find regular updates, trainings, and other important information.

NCCEH

Contact Us!

NCEndHomelessness

@NCHomelessness

nc_end_homelessness

Contact NC Balance of State CoC Staff

bos@ncceh.org
919.755.4393

Contact NCCEH Data Center Help Desk

hmis@ncceh.org
919.410.6997

NCCEH