Survey Instrument

Installing the application

1. If you already have Survey123 installed on your device, uninstall it and install the latest version
2. Open your app or play store and search "ArcGIS Survey123"
   – ArcGIS Survey123 should display in the search results. It has a green icon with a white checkmark. Tap on it, then tap **Install**
3. When the install is complete, tap **OPEN**
4. When the application opens, you may be prompted to allow the Survey123 application to access your device's location, photos, media and files
   – Tap **ALLOW** or **OK**. After allowing this access, tap **Continue without signing in**

Downloading the survey form

1. In the Survey123 app, on the My Survey123 screen, tap the square QR code button in the search bar at the top
   – Scan the QR code to download and open the survey
2. If the process in step 1 doesn't work, open your device's browser (Safari, Chrome, etc.), and visit **https://arcg.is/1KD9nP** to open the survey
   – When prompted, tap the green **Open the survey** button under "Already have the app installed?"
3. You may be presented with the green sign-in screen again. If so, tap **Continue without signing in**.
4. If you are still unable to open the survey on your device, please ask for assistance.
5. Please practice submitting surveys. Once you close out of or submit a survey, tap the blue Collect button to start a new survey.
6. If you want to view the survey in Spanish, tap the menu button in the top right , then select Español.

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2025 UNSHELTERED POINT IN TIME COUNT (PITC)

# Homeless Count and Survey Volunteer Training

Training Agenda

- **PITC 101**
  - PITC: What, Why, Who?
- **Volunteers**
  - Introduction to volunteer roles
  - Volunteer preparation and safety
  - Requiring immediate medical attention
- **Survey Instrument**
  - Downloading the application and survey
  - Using the survey app
  - Group practice
- **Logistics**
  - Day of the count
  - Safely conducting the count
  - Ethics
  - Checking out

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San Bernardino County Continuum of Care (CoC)
will conduct their PITC on Thursday,
January 23, 2025 from 6 a.m. – 10 a.m.
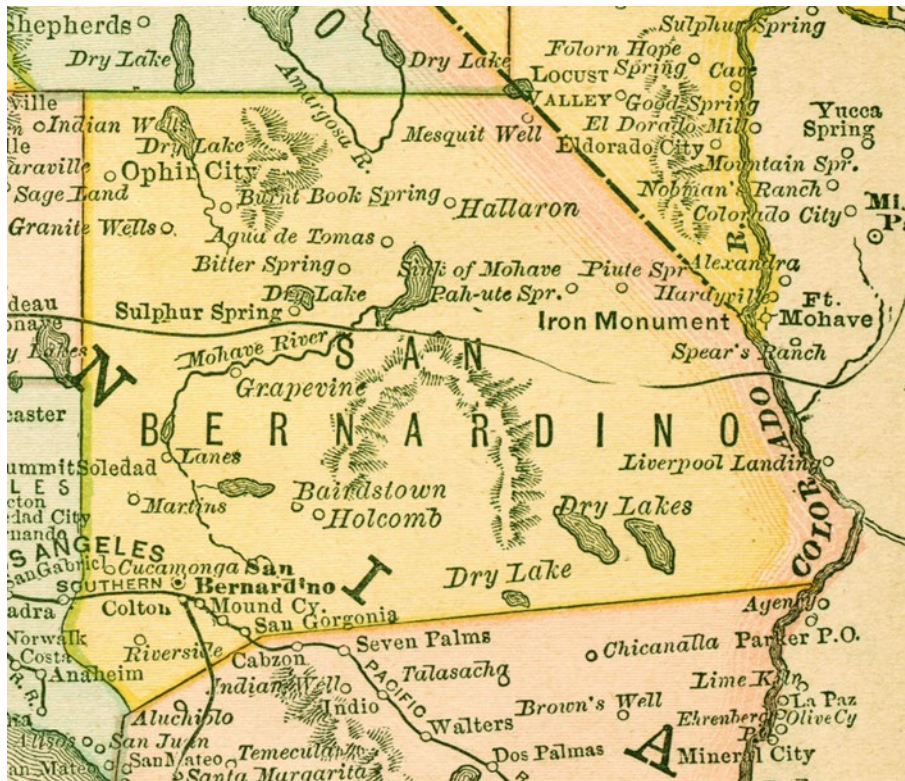
WHAT IS THE Point-in-Time Count?

- A literal count of individuals experiencing homelessness in our community
- Completed in a single night, from sunset to sunrise
- Conducted by every community nationwide in the last 10 days of January
- The same timeframe ensures:
  - Consistency across the United States
  - Trends are monitored appropriately
- Set for a night in winter because each CoC is most likely maximizing its resources to serve people's needs
  - This timing provides a more precise picture of who is unable to access emergency shelter or other crisis response assistance
- Conducted at the end of the month to ensure people who can only pay for temporary housing for part of the month are included in the count
  - For example, some people can afford to stay in a motel, but only for the first few weeks after receiving their public benefits payment at the beginning of the month

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PITC 101

WHY IS A PITC CONDUCTED?

- It's the largest source of homeless program funding
  - Must be held per the **United States Department of Housing and Urban Development** (HUD)
  - All CoC communities perform a one-day count and subpopulation survey of sheltered and unsheltered homeless individuals
- Information collected from the PITC and survey:
  - Enables cities and counties to assess the size and characteristics of the homeless population
    - ✓ Plans and implements activities that help people exit life on the streets and gain self-sufficiency.
  - Supports efforts to implement and measure success of **San Bernardino County's Homeless Strategic Plan**
    - ✓ Contains a set of policies and strategies to help reduce homelessness in communities
  - Contributes to the **Annual Homeless Assessment Report** submitted to Congress
    - ✓ Preserves and increases funding for the national strategic plan to prevent and end homelessness

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PITC 101

WHO IS COUNTED?

Unsheltered homeless people
- Individuals or families who lack a fixed, regular and adequate nighttime residence and reside in places not meant for human habitation, such as:
  - Cars
  - Parks
  - Sidewalks
  - Vacant lots
  - Abandoned buildings

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PITC 101

WHO IS NOT COUNTED DURING THE UNSHELTERED COUNT?

Sheltered homeless people
- Public or private shelters providing temporary living arrangements including:
  - Congregate shelter
  - Transitional housing
  - Hotels/motels paid by charitable or government programs
- In the unsheltered PITC, HUD does not include people who are:
  - "Doubled up"
  - Living on their own in motels
  - At-risk of becoming homeless

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Volunteers

The role of a PITC volunteer is to count and survey
* Please do **<u>not</u>** advocate any cause or position on any issue not directly relevant to this role

Volunteer Roles

Volunteers are formed into a team comprised of a minimum of three members:

- Lead
  - Leads the group in covering the assigned map area
  - Ensures:
    - ✓ The count and survey are completed and submitted
    - ✓ Everyone on the team returns to the deployment center
- Counter
  - Any person with the app can be a counter
  - Conducts the survey and records the data on the Survey 123 app located on his/her own smartphone
- Lookout
  - Keeps an eye on the area
  - Assists the team leader with ensuring the team's safety

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Volunteer Preparation and Safety

What to wear:

- Comfortable warm clothes
  - May be cold that morning
- Layers
  - May get warm as the morning progresses
- Light colored clothing
  - Makes it easier to see the volunteer
- Comfortable, secure and closed-toe shoes
  - No flip-flops, sandals or heels
- Rain gear
  - Depending on the weather

Do not wear:

- Revealing clothes
- Clothing that promotes a:
  - Commercial product, such as:
    - ✓ Sports teams
    - ✓ Food
    - ✓ Alcohol
  - Particular cause, such as:
    - ✓ Political
    - ✓ Religious
    - ✓ 12 step programs

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Volunteer Preparation and Safety

Items to bring:
- Fully charged cell phone
- Drivers License (DL) or Identification (ID) Card
- Prescribed Medications
- Glasses
- Flashlight

Do not bring:
- Any illicit or illegal items, such as:
  - Weapons
  - Drugs
- Valuables, such as:
  - Wallet
  - Jewelry

Suggestion: Have an emergency contact person saved into your cell phone and labeled as "In Case of Emergency (ICE)."

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Requiring Immediate Medical Attention

- If you encounter anyone (homeless individual or a team member) in need of immediate medical attention, call 911
- If you or a member of your team becomes ill while in the field:

  1. Call your deployment center
  2. Notify your PITC City Lead

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Survey Instrument – Getting Started

How to set up your device with the ArcGIS Survey123 app for conducting the Count

PITC survey requirements

- You will need an Android smartphone, iPhone or iPad to participate in the PITC survey
  - If you are using an iPad, make sure it has:
    - ✓ GPS capabilities
    - ✓ The ability to access the cellular data network (not just Wi-Fi)
- On the day of the count, arrive with your device fully charged and location services enabled
  - If you have a portable charging source for your device, bring it with you
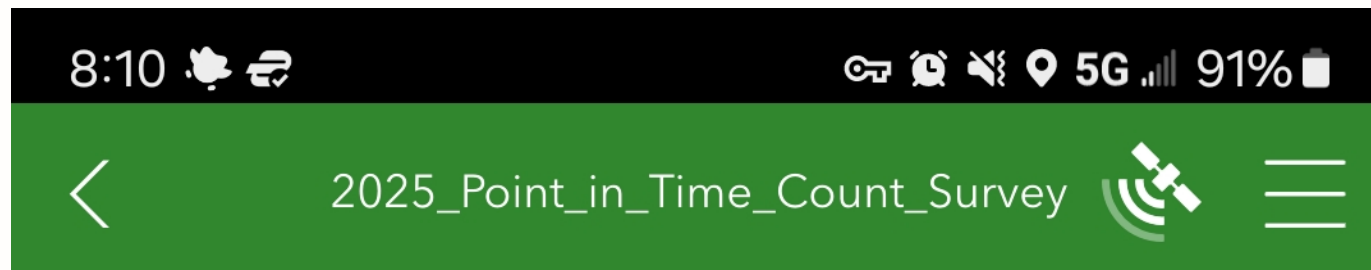
Survey Instrument

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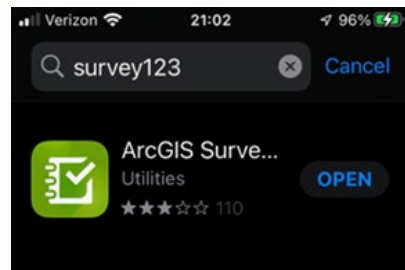
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3. In the Survey123 app, tap **COLLECT** to open a new survey

2025 Point in Time
Count/Survey

Survey
Form

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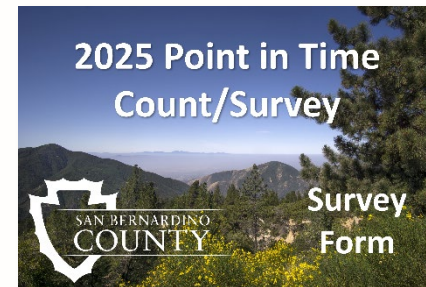
Survey Instrument

Storing information in "Favorites"

You may want to "Favorite" your answers to the Survey Name and Phone Number questions. Use the following steps to save the answers as favorites and reuse them for multiple surveys.

1. In a new survey form, enter your:
   – First and last name for the Surveyor Name
   – Phone number (including area code and dashes) for the Surveyor Phone Number
2. Click the **X** on the date question to clear out the current date
3. Without answering any additional questions, tap **the button in the top right**
4. Tap **SET AS FAVORITE ANSWERS**
5. Back in the survey, tap **X** in the upper left corner
6. In the Confirm Close window, tap **SAVE THIS SURVEY IN DRAFTS**
   – There is no need to open the Drafts folder as it should only be used by the app to store your favorites.
7. Your favorite answers should now be available for use.
   – To apply them, tap:
     ✓ **COLLECT** to open a new survey
     ✓ in the upper right corner
     ✓ **PASTE ANSWERS FROM FAVORITE**

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Survey Instrument

Video

Survey Instrument – In Spanish

- The San Bernardino County PITC survey has been translated into Spanish
- If Spanish speaking/reading volunteers encounter a Spanish speaking person during the count, the survey questions can be asked in Spanish

Note: English only speakers cannot conduct the survey in Spanish

Survey Instrument

- Answers to questions are designed to be self-reported
  - No evaluation or interpretation should come from the surveyor

- Respondents may choose not reply to any question, or all subpopulation survey questions
  - All questions **must** still be asked

- Remind respondents their answers are completely anonymous and confidential


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Survey Instrument

How to conduct a survey without an internet connection

- If you expect to be in areas with little/no cell coverage or wish to conserve the battery, you can put your device in airplane mode once you have downloaded the app and survey
  - This is an option, not a requirement
- In the Survey123 app, tap **COLLECT** to open a new survey
- If you previously set favorite answers, tap **top right button** ☰ and **PASTE ANSWERS FROM FAVORITE**
- Complete the survey by answering the questions you see
- Once you have completed a survey, tap **CHECKMARK** ✓ at the bottom to submit it
  - If you have cell coverage or are connected to Wi-Fi, tap **SEND NOW** to submit the survey
  - If you have no cell coverage or are in airplane mode, save the survey to your **OUTBOX**
    - ✓ Once you have re-established cell service or a Wi-Fi connection, tap **OUTBOX** and **SEND** at the bottom right to submit your surveys
- Once you are done for the day and have are connected to the internet:
  - Open your outbox folder in the Survey123 app
  - Tap **SEND** *and confirm you no longer see your outbox in the Survey123 app*
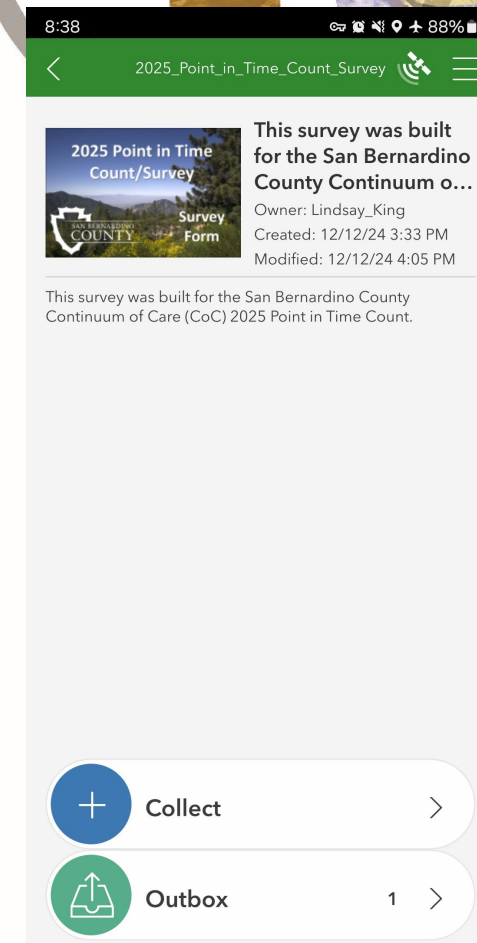
Survey Instrument – Getting Started

Counters will simultaneously collect subpopulation information from homeless persons they have encountered based on the following data:

- Veteran Status

- Chronically Homeless individuals/families

- Substance Abuse

- Mental illness

- Physical disability

- Developmental disability

- HIV/AIDS

- Chronic health condition

- Victims of domestic violence

- Correctional institution information

Survey Instrument

What do you do if you encounter homeless people who don't want/are unable to participate or perhaps it's unsafe to get to them, but you <u>can</u> see them?

This applies to Question #5 of the survey "Are you able to interview the person?" (Yes/No)

- If "No" is chosen, the survey will only show these questions:
  - Why you were unable to survey the individual
  - Their gender: Use best judgment/guess
  - Their age: Use best judgement/guess
  - Race/ethnicity: Use best judgment/guess

Logistics – Day of the Count

- Check-in at your assigned deployment center at the time specified
  - Most centers require you arrive by 5 a.m.
- After checking in, you will receive:
  - Team assignments
    - ✓ Team members should exchange cell phone numbers with others on the team in case they get lost or split into pairs and need to contact each other
  - Safety vest
  - Incentive bags
  - Outlined maps with pre-designated "count zones" to cover

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Logistics – Day of the Count

City Area Maps

- Outlined maps with pre-designated count zones to cover
  - Each count zone includes areas where homeless people have been encountered
  - Stay in your assigned zone
    - ✓ To avoid duplicating entries - Please do not go outside the outlined map
  - Cover as much of the areas as safely as possible
  - If you have not completed covering your count zone by 10am, you can continue until you finish
  - Return all maps to the deployment center when done

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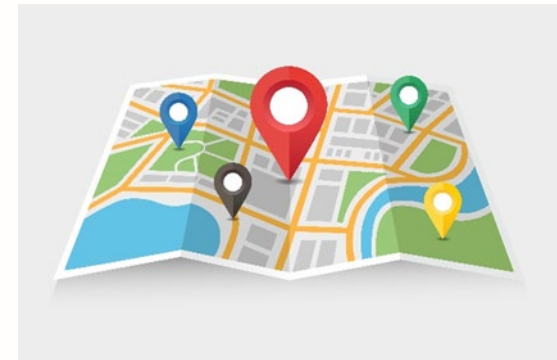
Logistics – Day of the Count

Surveying vs. a Head-count

- Surveying provides the best data for the count
  - Surveying allows for individual responses, which
  - Provides the best demographic information
  - HUD prefers survey data rather than a headcount
- Volunteers are asked to survey individual more than 60% of the time

- Head-count is only used when:
  - You are not able to reach someone
  - They are asleep
  - Individual does not want to be surveyed
    - ✓ When doing a headcount - use your best judgement to provide needed information

Logistics – How to Safely Conduct the Count

Vehicles
- Be cautious when approaching occupied vehicles
  - Do not knock-on windows or try to open the door

Recreational Vehicles (RVs)
- Need to ask individuals if they are homeless
- RV is not hooked up to water, power or sewer

Encampments
- Be cautious when approaching encampments
  - Do not approach if there are unleashed, barking or growling dogs

Buildings
- Do not go into buildings or fenced in areas

Logistics – How to Safely Conduct the Count

- Safely approach homeless individuals who are encountered
- Be polite and ask if you can have a few minutes of their time
- Inform individuals you are conducting a count and simple survey of homeless people in the city/county
  - The purpose of the count is to help obtain funding and resources to address unmet needs of homeless people in San Bernardino County

"We are volunteers taking a count and survey of homeless individuals in the area to help identify and gain understanding of needs for more funding and services."

Safety

- **<u>Do not</u>** :
  – Go into:
    - ✓ Any location or situation that does not appear or feel safe
    - ✓ Abandoned buildings or encampment locations known for fostering drug or other illegal activities
  – Offer any personal information about you
  – Turn your back on anyone you encounter
  – Corner someone
    - ✓ Always position yourself so both you and the other person have an escape route, if needed
  – Be too forward or demonstrate haste while approaching anyone as you may create a hostile situation

Logistics – How to Safely Conduct the Count

Use common sense
- If your team encounters any situation that makes you uncomfortable or is potentially dangerous:
  - Leave the area immediately
  - Notify your deployment center once you are out of the area
- If any team member mentions "Let's Go," all team members should evacuate the area immediately without hesitation
- Team members should stick together if one member is not comfortable approaching an area **No one goes alone**

- Be:
  - Aware of your body language and keep an open body posture
  - Mindful of other people's personal space requirements
    - ✓ What feels like appropriate conversational distance to you may be too close for someone else's comfort
- Keep your hands visible and give plenty of personal space to others

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Logistics – How to Safely Conduct the Count

Ethics

- Be respectful of others
  - Act non-judgmental
  - Avoid making assumptions or generalizations
- All information gathered as part of the PITC process is confidential
- **Do not:**
  - Reveal location information to anyone who is not associated with this project
  - Use your affiliation with this project as a means of promoting another cause or issue
  - Ask for personal information that is not on the survey
  - Take:
    - ✓ Pictures or video with a camera or camera phone
    - ✓ Personal calls while in the field (unless it's an emergency)
  - Post locations or "checking-in" on social media

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Logistics – Day of the Count

Remember:

- Volunteers **must** return to their deployment center to check-out after their assigned areas are completed

- **Do not** go home without emptying the survey outbox