

Survey Instrument

First: Install the application

1. If you already have Survey123 installed on your mobile device, uninstall it and install the latest version
2. On your device, 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. Please **install** it
 - *Please ignore any “beta” app version*
3. When the install is complete, tap **Open**
4. Survey123 may request access your device’s camera and to send notifications
 - Tap **Allow** or **OK**
 - Please allow access “**While using the app**” or “**All the time**”



Then: Download the survey form

1. Once the ArcGIS Survey123 app is installed, we need to download the survey form that will be used in Survey123 for collecting data
2. On Survey123’s sign-in screen, *tap the bottom option: **Continue without signing in***
3. When asked to allow access to your device’s location, **allow** the access
 - ✓ *Please allow access “**While using the app**” or “**All the time**”*
4. In the Survey123 app, on the My Survey123 screen, tap the square QR code button in the search bar at the top
5. Scan the QR code on this slide to download and open the survey
6. If you are still unable to open the survey on your device, please ask for assistance
7. Please practice submitting surveys. Once you close out of or submit a survey, tap the blue Collect button to start a new survey





2026 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



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



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



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



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





2026 UNSHELTERED POINT IN TIME COUNT (PITC)

Homeless Count and Survey Volunteer Training



Volunteers

The role of a PITC volunteer is to count and survey

- Please do not 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



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



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



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





2026 UNSHELTERED POINT IN TIME COUNT (PITC)

Homeless Count and Survey Volunteer Training



Survey Instrument – Getting Started

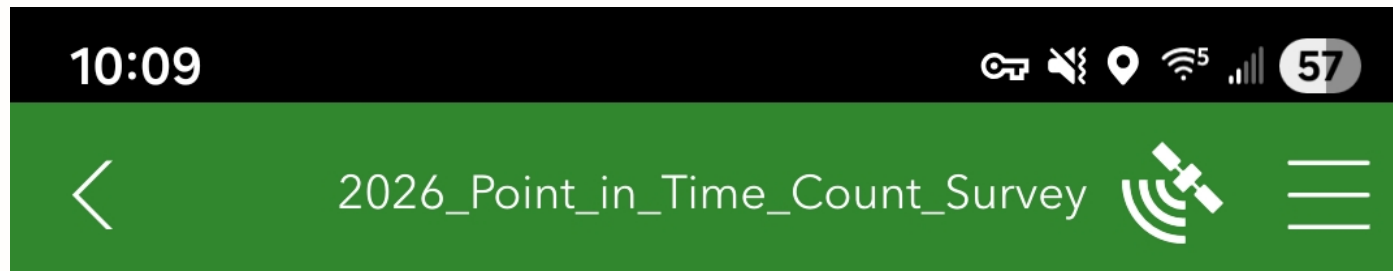
How to set up your device with the ArcGIS Survey123 app for conducting the Count



How to Download and Get Started with Survey 123

PITC survey requirements

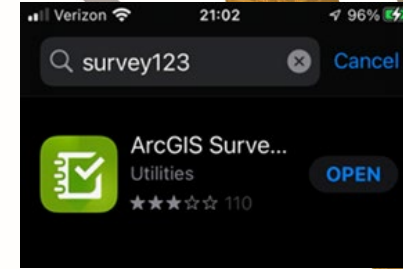
- You will need an Android smartphone, iPhone or iPad to participate in the PITC survey
 - If you are using an iPad, make sure it has:
 - ✓ GPS capabilities
 - ✓ The ability to access the cellular data network (not just Wi-Fi)
- On the day of the count, arrive with your device fully charged and location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



Survey Instrument


Downloading the application and survey form

1. If you already have Survey123 installed on your device, uninstall it and install the latest version.
2. Open your app store or play store and search “ArcGIS Survey123”
 - ArcGIS Survey123 should display in the search results.
 - ✓ It has a green icon with a white checkmark. Please **install** it.
 - ✓ When the installation is complete, **open** the app.
3. When the application opens, you may be prompted to allow the Survey123 application to access your device’s camera and/or to send notifications. *Please grant this access.*
4. After allowing this access, tap **CONTINUE WITHOUT SIGNING IN**
5. When prompted to allow access to your device’s location, **allow** the access
 - ✓ Grant access “**While using**” or “**All the time**”



Survey Instrument

Downloading the survey form




1. In the Survey123 app, on the My Survey123 screen, *if you have a prior year's survey downloaded*, tap on its image, then tap on the three horizontal lines  and tap **Delete Survey**
2. **To download the current year's survey form**, tap the square QR code button in the search bar at the top
3. Scan the QR code to the right to download and open the survey
4. *If steps 1-2 don't work, please ask for assistance so that a link to the survey can be sent to you.*
5. Once the survey form has been downloaded, tap the blue **Collect** button to open the survey form.



Survey Instrument

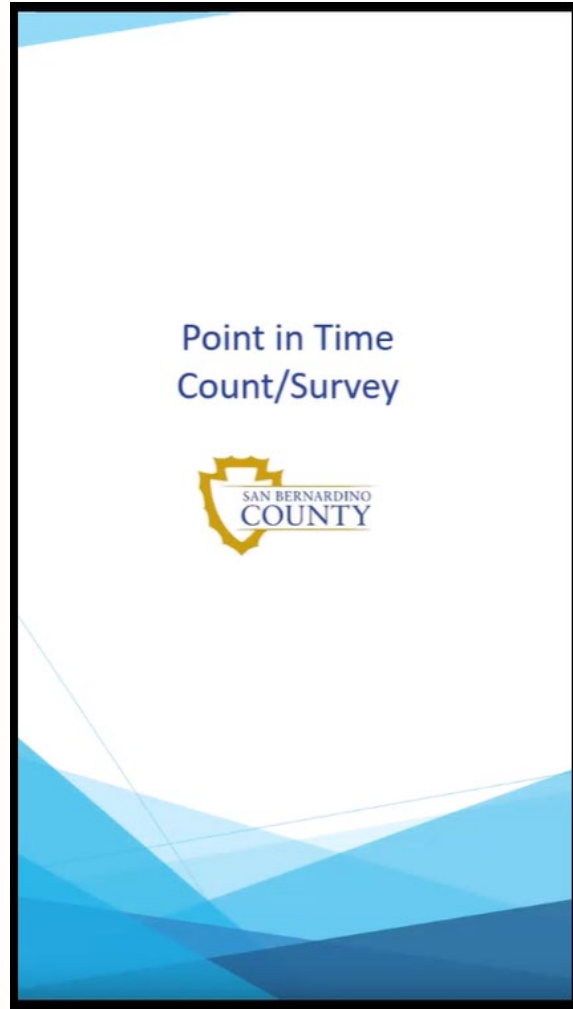
Storing information in “Favorites”

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 (Question #1) 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**



Survey Instrument



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



10:20

2026 Point in Time Count/Survey

Once the Count has officially begun, please do not open this survey until you have deployed out with your team and are ready to start counting/surveying unsheltered individuals.

****Please ensure you have location services enabled on your device before you begin.**

1. Date

Wednesday, December 17, 2025

2. Surveyor name *

10:20

2026 Point in Time Count/Survey

Set as favorite answers

English

Español

Once the Count has officially begun, please do not open this survey until you have deployed out with your team and are ready to start counting/surveying unsheltered individuals.

****Please ensure you have location services enabled on your device before you begin.**

1. Date

Wednesday, December 17, 2025

2. Surveyor name *

10:20

2026 Point in Time Count/Survey

Una vez que el conteo haya comenzado oficialmente, por favor no abra esta encuesta hasta que se haya salido con su equipo y esté listo para comenzar a contar/encuestar a las personas sin hogar.

****Por favor asegúrese de tener los servicios de ubicación habilitados en su dispositivo antes de comenzar.**

1. Fecha


miércoles, 17 de diciembre de 2025

2. Nombre del encuestador *



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



2026 Point in Time Count/Survey

14. Did you become homeless for the first time during the past 12 months?

☐ Yes ☐ No

☐ Client refused ☐ Client doesn't know

15. Have you been living in a shelter and/or on the streets, in abandoned buildings, or in a vehicle for the past year or more? *

☐ Yes ☐ No

☐ Client refused ☐ Client doesn't know

16. Have you been living in a shelter and/or on the streets, in abandoned buildings, or in a vehicle at least *4* separate times during the last 3 years including now? *

☐ Yes ☐ No

☐ Client refused ☐ Client doesn't know

17. Have you served in the United States Armed Forces? *

Army, Navy, Air Force, Marine Corps, or Coast Guard.

☐ Yes ☐ No



☐ Client refused ☐ Client doesn't know

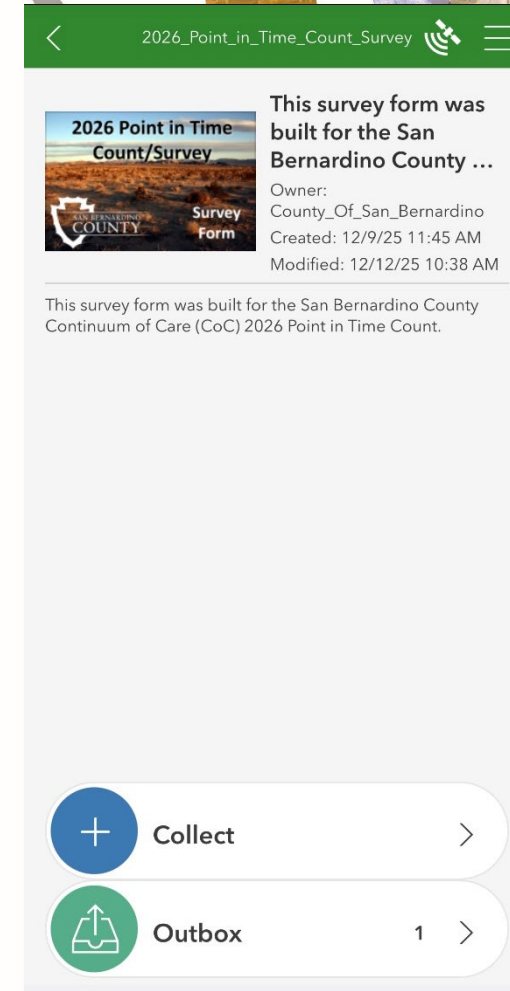
✓



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 form
 - 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 are connected to the internet:
 - Open your **Outbox** if it is present in the Survey123 app
 - Tap **SEND** to submit all surveys
 - **Once you're done, you should NO LONGER SEE the Outbox button**



The screenshot shows the Survey123 app interface. At the top, there's a green header with the survey title '2026_Point_in_Time_Count_Survey' and a menu icon. Below the header, there's a section titled '2026 Point in Time Count/Survey' with a small image of a survey form. To the right of this section, there's text indicating the survey was built for the San Bernardino County Continuum of Care (CoC) 2026 Point in Time Count, with details about the owner, creation date, and modification date. At the bottom, there are two buttons: 'Collect' with a plus icon and 'Outbox' with an upload icon and a count of 1.



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 can 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





2026 UNSHELTERED POINT IN TIME COUNT (PITC)

Homeless Count and Survey Volunteer Training



Logistics – Day of the Count

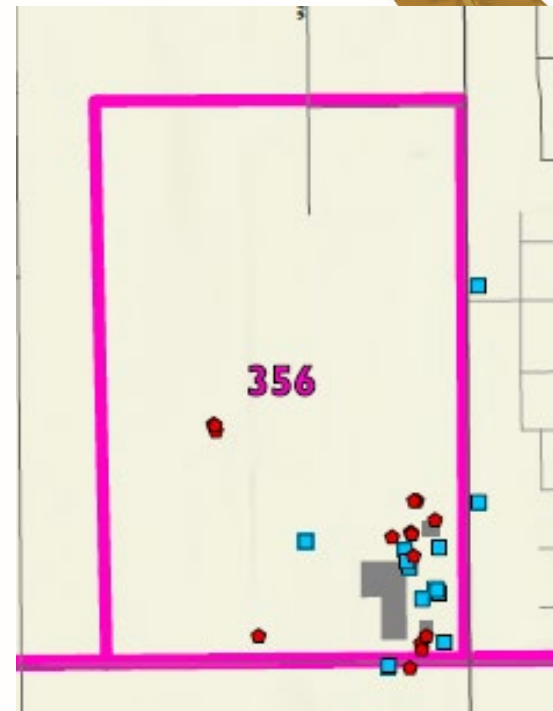
- Check-in at your assigned deployment center at the time specified
 - Most centers require you arrive between 5 and 5:30 a.m.
- After checking in, you will receive:
 - Team assignments
 - ✓ Team members should exchange cell phone numbers with their team in case they get lost or split-up and need to contact each other
 - Safety vest
 - Incentive bags
 - Outlined maps with pre-designated “count zones”



Logistics – Day of the Count

City Area Maps

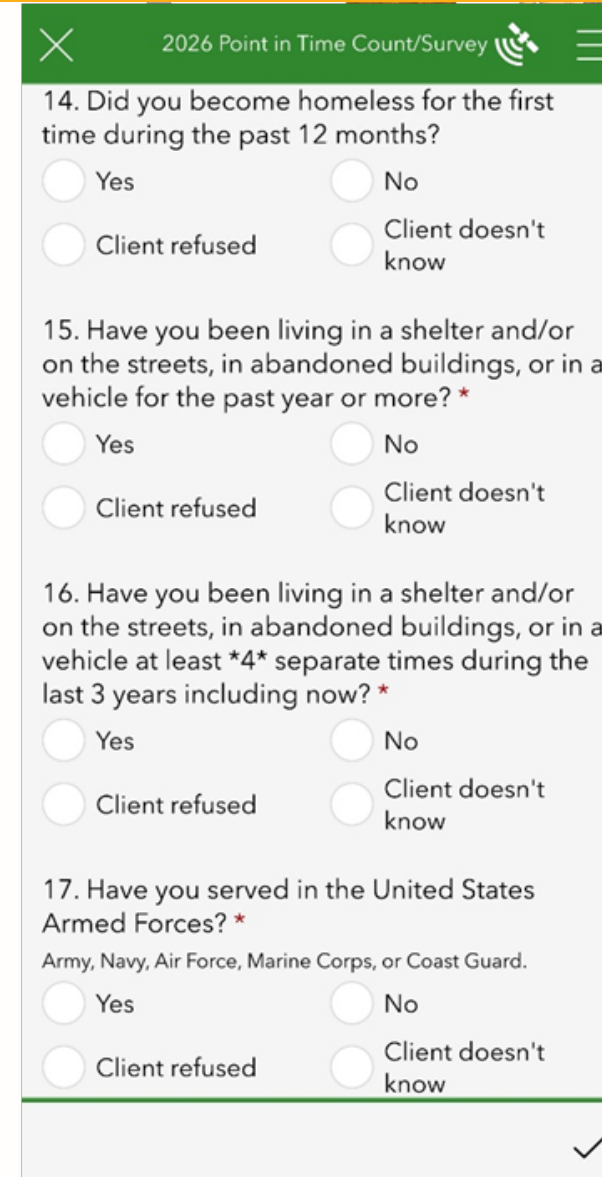
- Outlined maps with pre-designated count zones
 - Each count zone includes areas where homeless people have been encountered
 - Stay in your assigned zone
 - ✓ To avoid duplicating entries - Please do not go outside the outlined map
 - Cover as much of the areas as safely as possible
 - If you have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



Type of 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 can be used when:
 - You cannot reach someone
 - The individual is asleep
 - Individual does not want to be surveyed
 - ✓ When doing a headcount - use your best judgement to provide needed information



2026 Point in Time Count/Survey

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16. Have you been living in a shelter and/or on the streets, in abandoned buildings, or in a vehicle at least *4* separate times during the last 3 years including now? *

☐ Yes ☐ No

☐ Client refused ☐ Client doesn't know

17. Have you served in the United States Armed Forces? *

Army, Navy, Air Force, Marine Corps, or Coast Guard.

☐ Yes ☐ No

☐ Client refused ☐ Client doesn't know

✓



Safety – Vehicles

Parked cars

- Be cautious when approaching occupied vehicles
 - Do not knock-on windows or try to open the door
 - Do not try to wake up an individual in a car

Recreational Vehicles (RVs)

- Count RVs only if occupied by people experiencing homelessness – you will need to ask individuals if they are homeless – if they respond “No” then you can not count them
- Include RVs on public property only (streets, parks, rights-of-way)
- Do not enter RVs or disturb occupants
- Do not count abandoned, clearly unoccupied, or inaccessible RVs
- If occupancy cannot be confirmed safely, do not count



Safety – While conducting the count

Conducting the Survey

- Safely approach homeless individuals who are encountered
- Be polite and ask if you can have a few minutes of their time
- Inform individuals that, 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 conducting a count and survey of individuals experiencing homelessness to help improve services and funding.”



Safety – While conducting the count

Use Common Sense – Quick Reference

- Leave the area immediately if any situation feels unsafe or uncomfortable
 - Once safe, notify your deployment center
- If anyone says, “Let’s go,” all team members leave immediately—no questions
- Always Stay together; if one person is uncomfortable, no one proceeds alone

Be Mindful:

- Maintain calm, open body language
- Respect personal space—what feels comfortable to you may not be for others
- Keep your hands visible and allow adequate space when interacting



Safety – While conducting the count

Safety

- Do not enter encampments, abandoned buildings, or fenced-in areas, especially if marked “private property”
- Do not approach encampments with unleashed, barking, or growling dogs
- Do not turn your back on others or block their movement
- Approach others calmly—avoid rushing or appearing aggressive
- Always maintain awareness and a clear exit path



Tips

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
- Post locations or “checking-in” on social media
- 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)



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



THANK YOU!

volunteers
Thank You
community
celebrate
HandsOn
friends

volunteerism
nonprofit
vibrant
service
connections
diverse
prosperous
mission
corporate
emergency
traditional
action

love
youth group
skills program
change
senior
compassion
honor
society
action
service
business
communities
build
hope
family
thinks
heart
difference
retired
preparation
mission



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