Survey Instrument

Downloading 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 is from a company called "Esri".
3. When the install is complete, open the app.
4. When the application opens, you may be prompted to allow the Survey123 application to access your device's location, camera, media and files
   - Tap **ALLOW** or **OK**. Feel free to use the option to allow access only *While Using* the app.
   - After allowing this access, tap **Continue without signing in**

Downloading the survey

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/1Te50i0** (those are zeros) to open the survey
   - When prompted, tap the green **Open the survey** button under "Already have the app installed?"
3. In the Survey123 app, tap **Collect** to open a new survey
4. If you want to view the survey in Spanish, tap **button in the top right corner** and select Español

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2024 UNSHELTERED POINT-IN-TIME COUNT

# Homeless Count and Survey Volunteer Training

Training Agenda

- **Point-In-Time Count (PITC) Overview**
  – What is the PITC?
  – Why is the PITC conducted?
  – Who is/is not counted?
- **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 25, 2024 from 6 a.m. – 10 a.m.
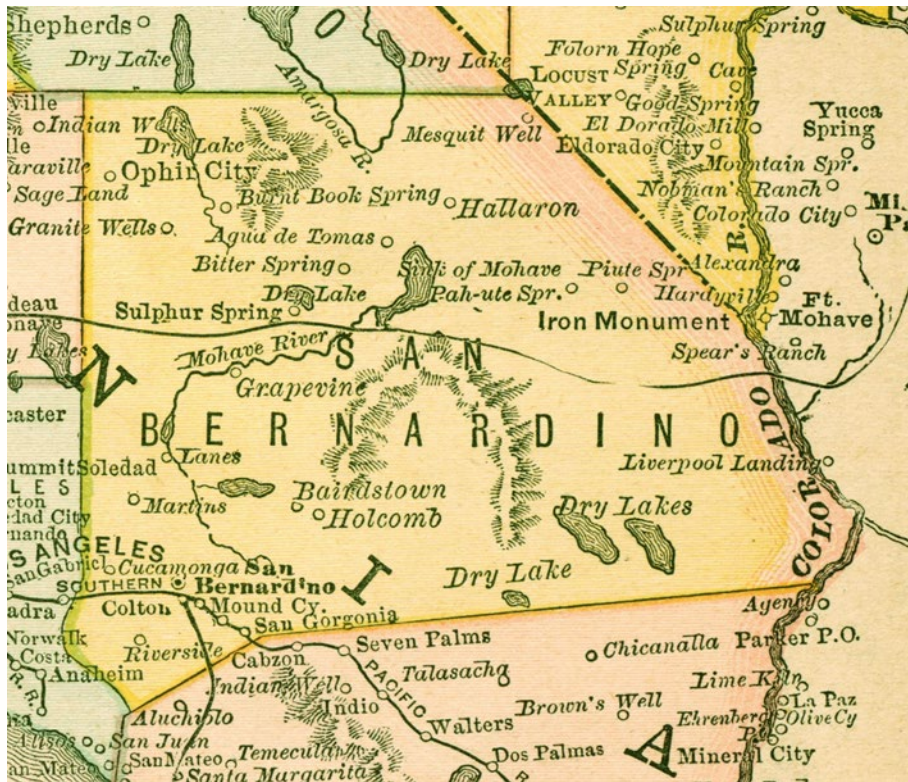
PITC Overview

WHAT IS THE PITC?

- A literal count of individuals experiencing homelessness in the County
- Completed on a single night, from sunset to sunrise
- Conducted 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 exhausting its resources to serve people's needs
- Conducted at the end of the month to include people who can pay for temporary housing for part of the month (motel)

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PITC Overview

WHY IS A PITC CONDUCTED?

- It's one of the largest impacts for homeless program funding
  - Required by 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
    - ✓ To implement 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 to help reduce homelessness
  - Contributes to the Annual Homeless Assessment Report submitted to Congress as part of the national strategic plan to prevent and end homelessness

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PITC Overview

WHO IS COUNTED DURING THE UNSHELTERED COUNT?

Individuals or families with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including:

- Cars
- Parks
- Abandoned buildings
- Bus or train stations
- Airports
- Camping grounds

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WHO IS NOT COUNTED DURING THE UNSHELTERED COUNT?

- Sheltered homeless people who are in public or private shelters providing temporary living arrangements including:
    - Congregate shelter
    - Transitional housing
    - Hotels/motels paid by charitable or government programs
- "Doubled up" or "couch surfing"
- Living on their own in motels
- At-risk of becoming homeless

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Volunteers

- Volunteers are critical and needed to find and count as many unsheltered homeless individuals as possible
- 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 and 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

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:
  – Bulky wallet
  – Jewelry
  – Purse

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

Survey Instrument – Getting Started

How to download and complete the count and survey instrument on your smart phone/device

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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

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      ✓ It is by a company called "Esri", and has a green icon with a white checkmark. Tap on it and then tap **INSTALL**
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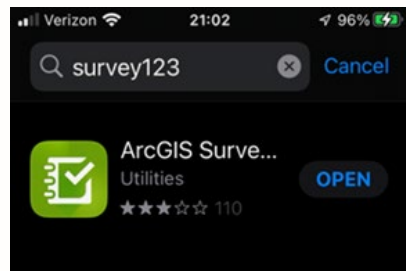
Survey Instrument

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3. In the Survey123 app, tap **COLLECT** to open a new survey
   – If you want to view the survey in Spanish, tap **MENU** at the top right ☰ and select Español

2024 Point in Time Count/Survey

Survey Form

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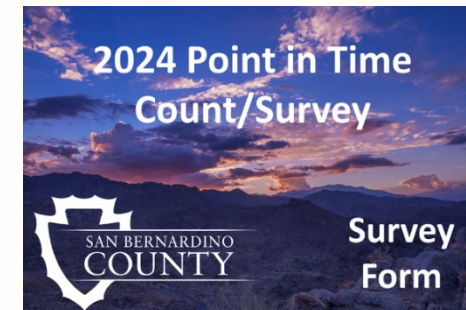
Survey Instrument

Storing information in "Favorites"

To save yourself time on the day of the Count, you may wish to save favorite answers for some questions. Use the following steps to save the answers as favorites and reuse them for multiple surveys

1. In a new survey, enter your:
    –   First and last name for the Surveyor Name
    –   Phone number (including area code) for the Surveyor Phone Number
2. Click the **X** on the date question to clear today's date
3. Without answering any additional questions, tap the **button in the top right corner** ☰
4. Tap **SET AS FAVORITTE ANSWERS**
5. Back in the survey, tap **X** in the upper left corner
6. In the Confirm Close window, tap **SAVE 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
        ✓   **PASTE ANSWERS FROM FAVORITE**
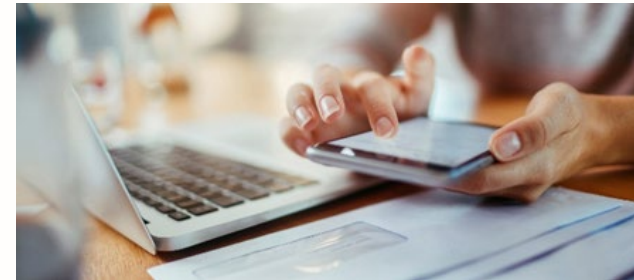
Survey Instrument

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

How to conduct a survey while disconnected from the Internet

- 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 optional)
- Then, in the Survey123 app, tap **COLLECT** to open a new survey
- If you previously set favorite answers, tap **MENU** ☰ 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 are outside of your device's coverage area or are in airplane mode, the survey the app will allow you to 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
- To start a new survey, tap COLLECT
- Once you are done for the day and have submitted all the surveys from your outbox:
  - Open your outbox folder in the Survey123 app
  - Tap **SEND** and confirm you no longer see your outbox in the Survey123 app
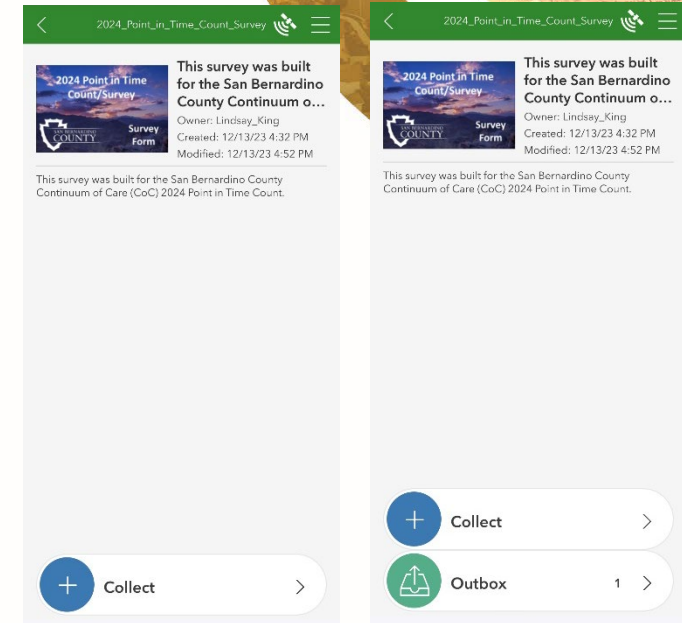
Survey Instrument – Getting Started

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

- 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

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 auto-populate to only show these questions:
  - Gender: Use best judgment/guess
  - Age: Use best judgment/guess
  - Hispanic or Latino: Use best judgment/guess
  - Race: Use best judgment/guess
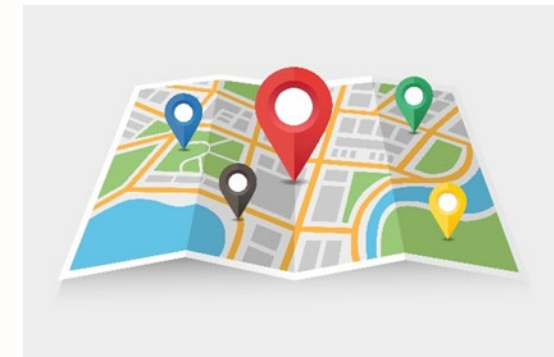
Logistics – Day of the Count

- Check-in at your assigned deployment center at the time specified
- 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
  - Safety vest
  - Hygiene bags
  - Outlined maps with pre-designated "count zones"
- Volunteers **must** return to their deployment center to check-out after their assigned areas are completed
- **Do not** go home without checking out first

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 **do not** go outside the outlined map
- Cover as much of the zone and survey the homeless population as safely as possible
  - Some people may not want to be interviewed
  - It may not be safe to reach them
    - ✓ If you can see them, you can still count them

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 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 the needs in the area.

Safety

- **Do not**:
  - Go into:
    - ✓ Any location or situation that does not appear or feel safe
    - ✓ Abandoned buildings or encampment locations known for fostering drugs or other illegal activities
    - ✓ Gated areas or private property
  - Offer any personal information about you
- Be cautious when approaching occupied vehicles
  - Do not knock-on windows or try to open the door

Logistics – How to Safely Conduct the Count

- Team members should stick together if one member is not comfortable approaching an area
  - No one goes alone
- When any team member mentions "Let's Go," all team members should evacuate the area immediately **without hesitation**
- 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
- **Do not**:
  - 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

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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

Logistics - 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 the PITC
  - Promote 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

Logistics – Day of the Count

IMPORTANT:

- Volunteers **must** return to their deployment center to check-out after their assigned areas are completed
- **Do not** go home without checking out first
- Ensure all surveys completed have been submitted