

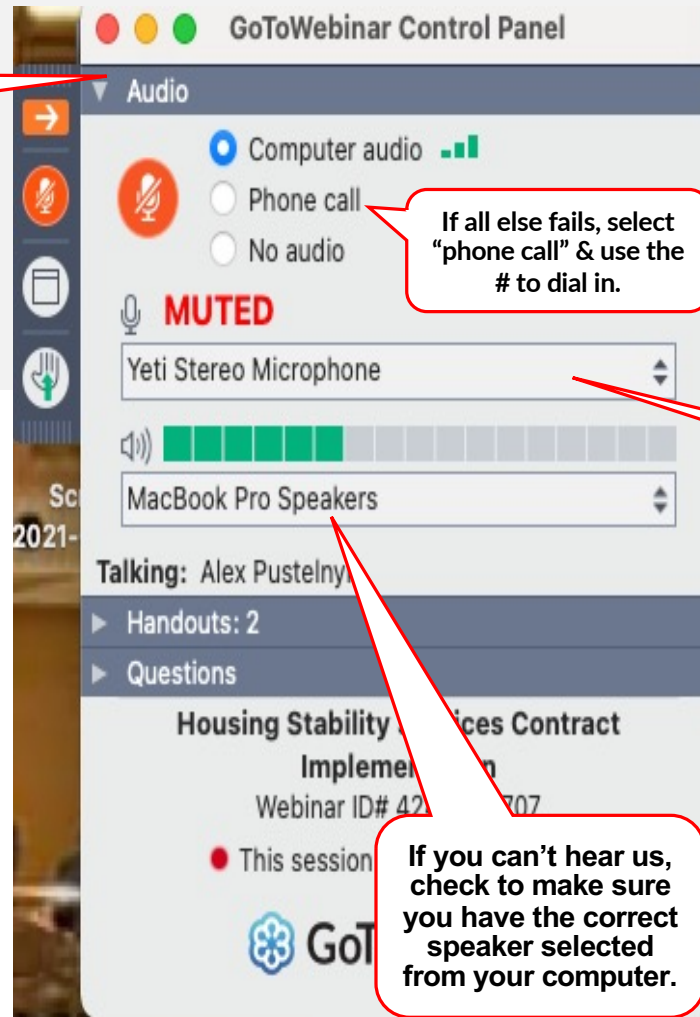
# 2024 Homeless Count & Survey (PIT) Volunteer Training



**The Way Home**

# Training Reminders

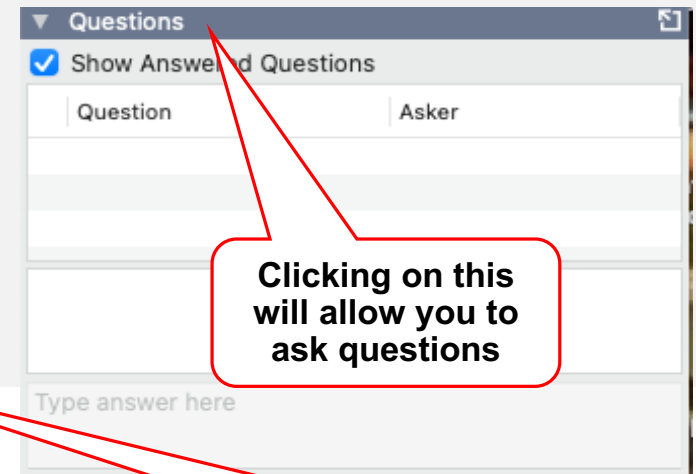
- The training is being recorded and the slides will be posted after the training.
- Please keep yourselves muted so as not to disrupt the training.
- If you have a question, either use the “raise your hand” feature or type your question into the chat box.
  - Both are available in your webinar control panel.



Clicking on this will allow you to check your audio

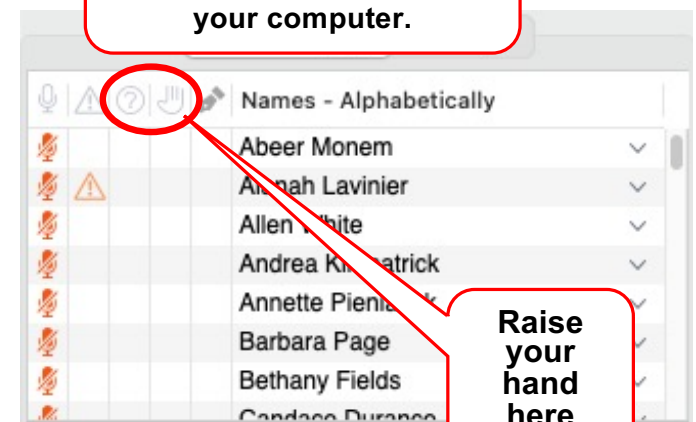
If all else fails, select “phone call” & use the # to dial in.

If you can't hear us, check to make sure you have the correct speaker selected from your computer.



Clicking on this will allow you to ask questions

If we can't hear you, check to make sure you have the correct mic selected from your computer.



Raise your hand here



The  
Coalition for  
the  
Homeless &  
The Way  
Home



A large, stylized graphic on the left side of the slide. The top part is an orange triangle with a smaller white triangle inside, forming a house-like shape. Below this is a dark purple 'H' shape.

# Coalition for the Homeless

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## Mission:

- The Coalition for the Homeless acts as a catalyst, uniting partners & maximizing resources to move people experiencing homelessness into permanent housing with supportive services

## Role:

- Coordinate the community response to homelessness
- Lead agency for the TX-700 Continuum of Care (CoC)
  - ≈\$45M annual HUD allocation
  - Keeps ≈8000 people housed
- Homeless Management Information System (HMIS) lead
- Coordinated Access Lead







# The Way Home

Non-Profit Organization



Lead agency for the TX-700 Continuum of Care



Coordinate the community response to homelessness

AKA: TX-700 Continuum of Care



100+ partners working together to end homelessness



Permanent housing is the solution

# Continuum of Care Program

- The CoC Program is designed to assist individuals (including unaccompanied youth) and families experiencing homelessness and provide the services needed to help such individuals move into transitional and permanent housing, with the goal of long-term stability.
- More broadly, the CoC Program is designed to promote community-wide planning and strategic use of resources to address homelessness; improve coordination and integration with mainstream resources and other programs targeted to people experiencing homelessness; improve data collection and performance measurement; and allow each community to tailor its programs to the strengths and challenges in assisting homeless individuals and families within that community.





Geographic Area – 3,711 sq miles





## 2023 Homeless Count Results

- 1,242 (38%) staying place not meant for human habitation
- 2,028 (62%) staying in emergency shelters, transitional housing, or safe haven that evening.

## Characteristics – Of all of those counted

	2023		2022
➤ Experiencing chronic homelessness	24%	↑	20%
➤ Self-reported serious mental illness	30%	=	30%
➤ Self-reported substance use disorder	23%	↓	24%
➤ Experienced domestic violence	11%	↓	15%
➤ Veterans	9%	↓	10%
➤ Families	7%	↑	6%
➤ Youth 18-24	6%	↑	5%

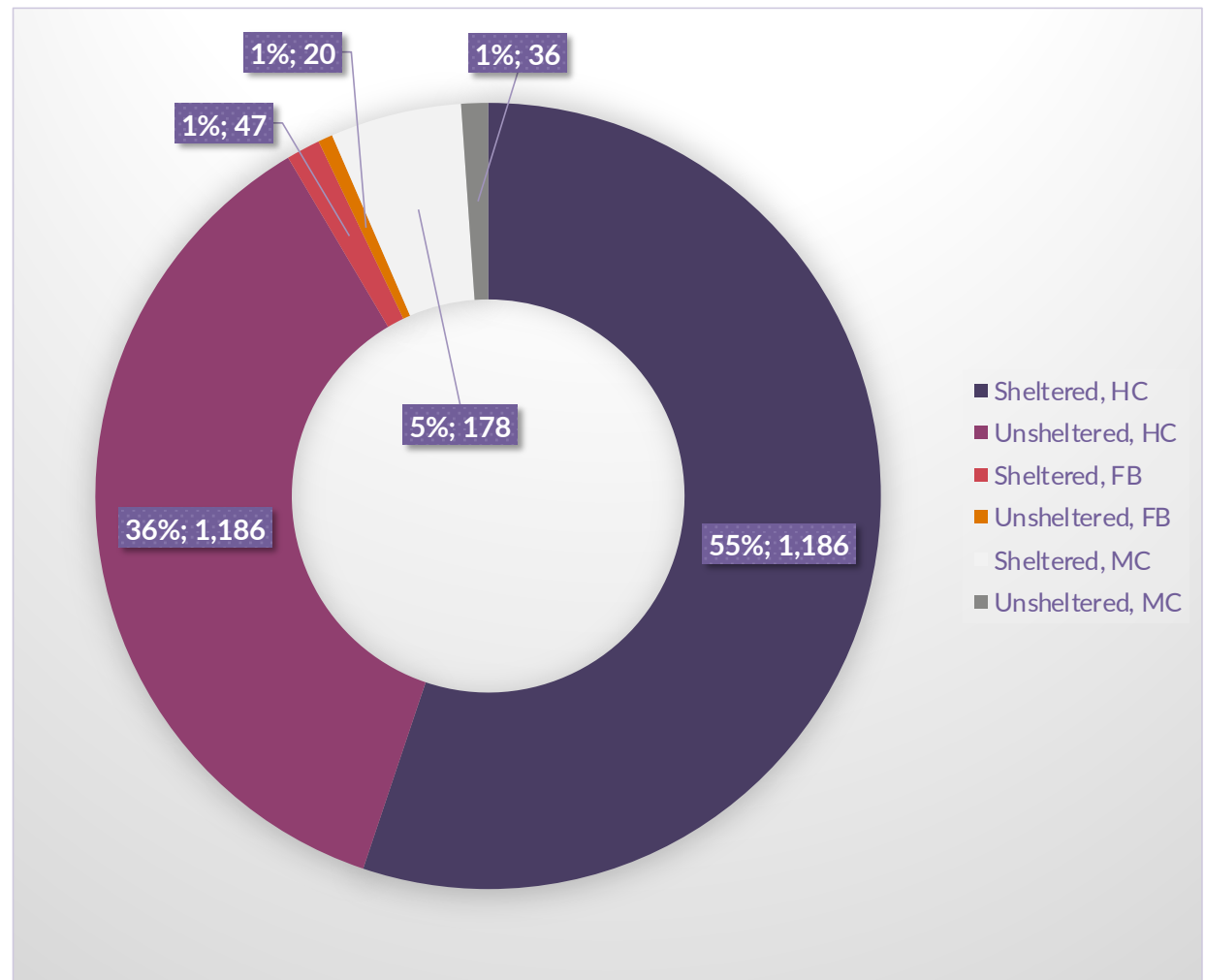


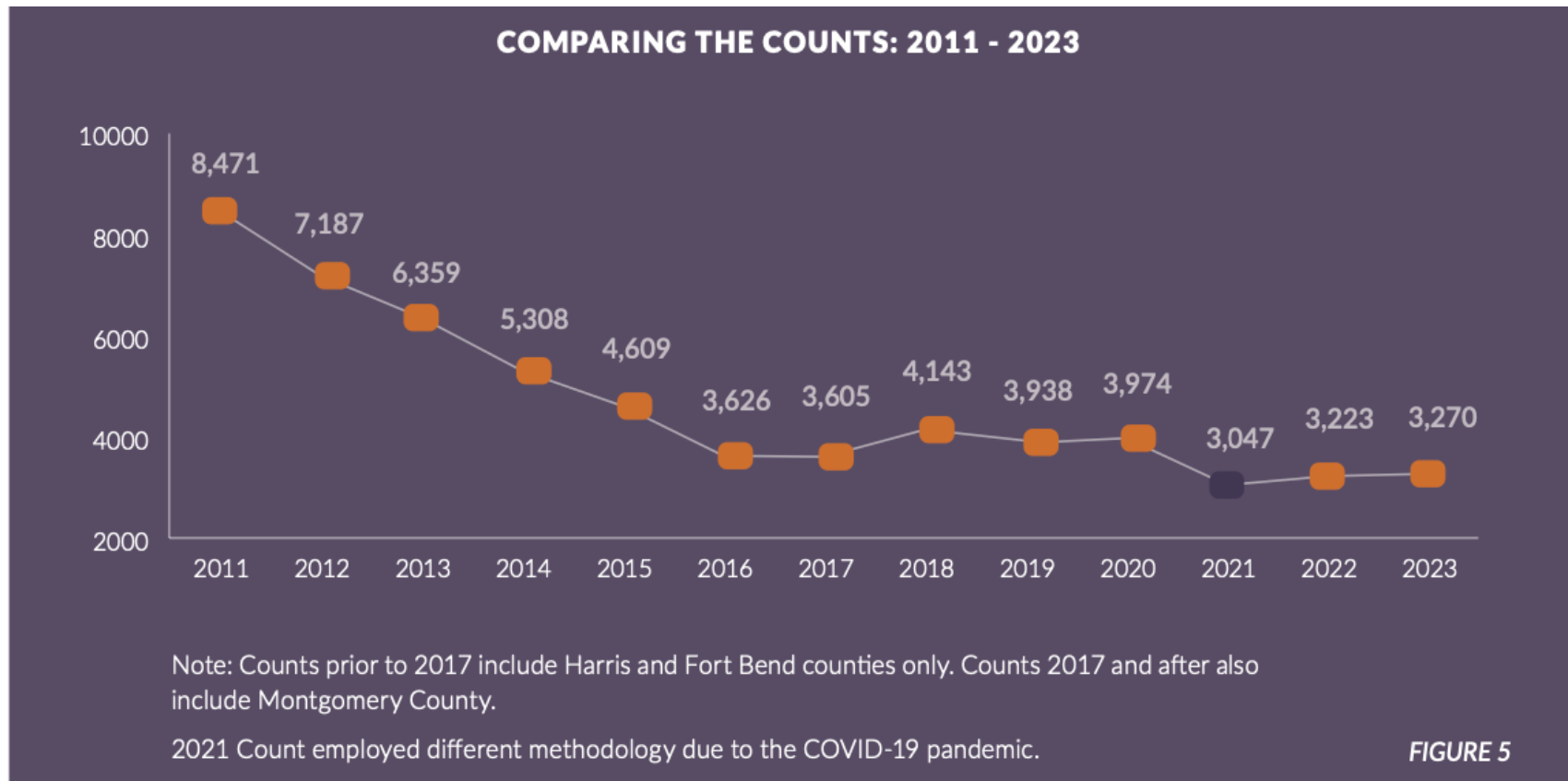
## Characteristics – Of those experiencing unsheltered homelessness

- 42% were experiencing homelessness for the 1<sup>st</sup> time
  - ❖ Up from 40% in 2022
- 33% cited an economic impact as the primary cause of their homelessness
- 8% were experiencing unsheltered homelessness due to a natural disaster
  - ❖ Down from 14% in 2022
- 9% were experiencing homelessness due to COVID
  - ❖ Down from 13% in 2022



## Total Number of those Experiencing Homelessness by Interview Location

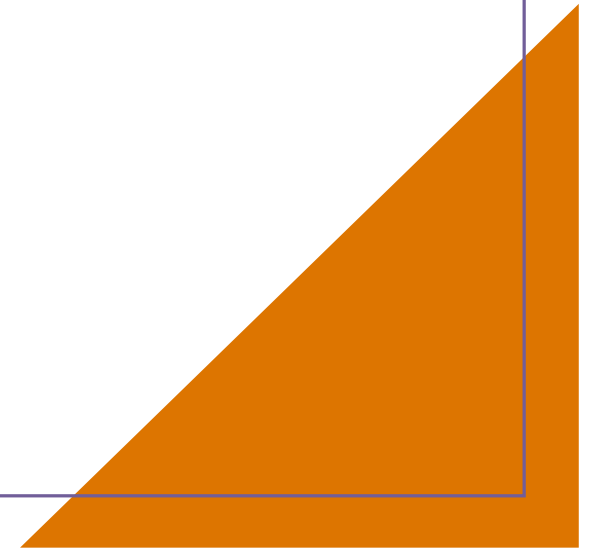




Houston leads the nation in  
housing & reducing homelessness



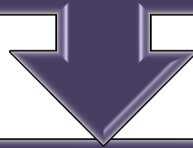
# Homeless Count Information



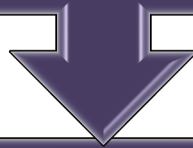
# Why do we count?

- Report an accurate number of homeless persons in the Houston, Harris, Fort Bend, & Montgomery counties
- These numbers are reported to the U.S. Department of Housing and Urban Development to:
  - Determine progress/success (are the numbers decreasing?)
  - Determine the amount of federal, state, & local funding that will come into our community
  - Determine sub-populations among the homeless (i.e., youth, veterans, domestic violence, etc.)
  - Identify areas with a dense homeless presence (encampments, etc.)
  - Improve services & housing
  - Determine what additional services are needed

Our unsheltered homeless count is not at night



It occurs during a 3-day period, during the day



The count **ALWAYS** occurs at the end of January



# Who is – or isn't – included?

## What the count **DOES** tell us

- ✓ Approximately how many people were experiencing homelessness in Harris, Fort Bend, & Montgomery Counties on the night of **January 22, 2024**
- ✓ Trends over time (increases or decreases) in homelessness
- ✓ Insights into our community's homeless programs & housing services

## What the count **DOES NOT** tell us

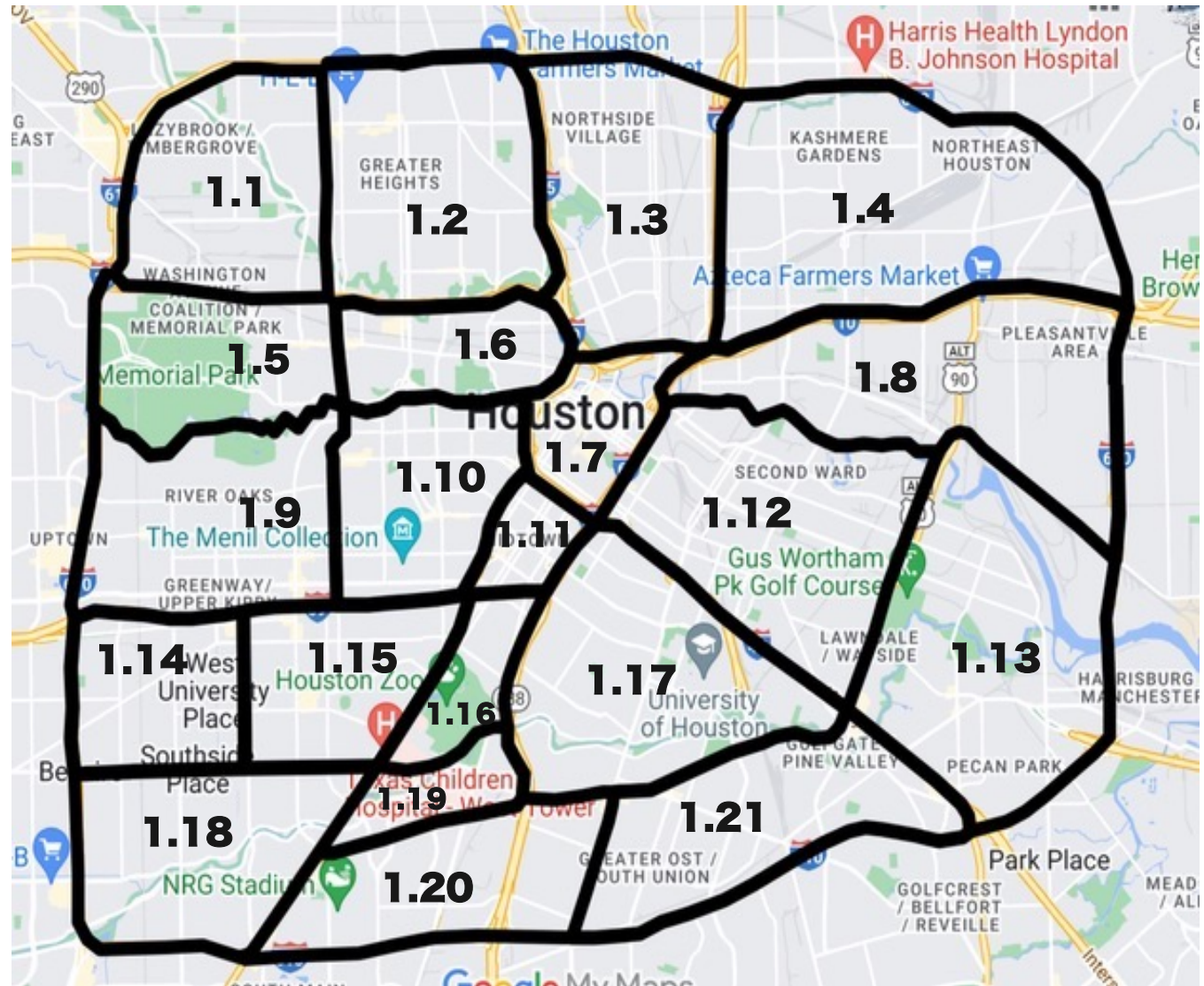
- ✓ The total number of people who experienced homelessness in Harris, Fort Bend, & Montgomery Counties **for any given time over the course of the past year**
- ✓ How many people are precariously housed, e.g., couch surfing, on the verge of eviction, or others who do not meet HUD's definition of literal homelessness
- ✓ How many people are living in poverty

## 2024 PIT Count Info

- Where:
  - All of Houston, Harris, Fort Bend, & Montgomery Counties
- When:
  - Official sheltered count (night of the count) for HUD January 22, 2024
  - Unsheltered Count – 3 days, 7 am to 4 pm each day
    - ✓ Day 1 Regions: Inside loop 610, scheduled for Tuesday, January 23, 2024.
    - ✓ Day 2 Regions: Outside 610, West of I-45, scheduled for Wednesday, January 24, 2024.
    - ✓ Day 3 Regions: Outside 610, East of I-45, scheduled for Thursday, January 25, 2024.
- How:
  - Drive around regions selected during registration
  - Walk areas with likelihood of finding homeless persons
  - Survey with mobile app, Counting Us

# Day 1

## Regions – Inside 610 Loop



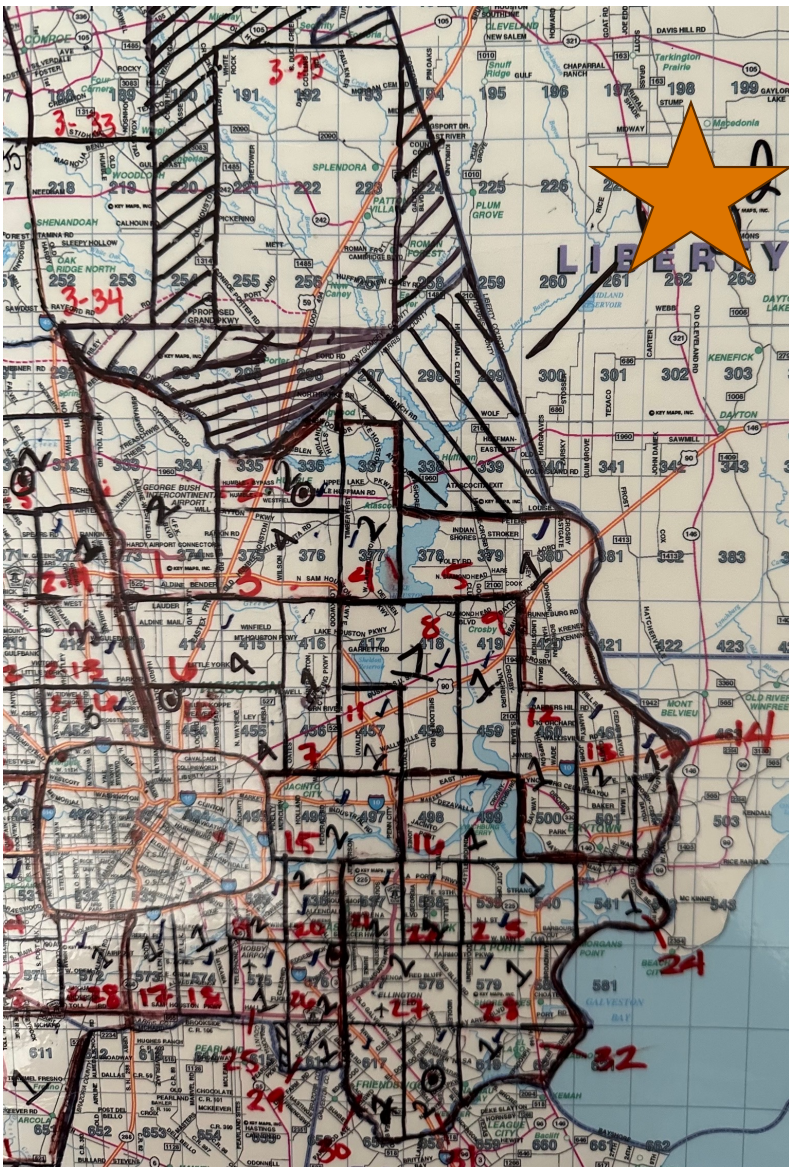


The map displays Montgomery County, Maryland, with various land parcels outlined in black. A large orange star is positioned on the western side of the map, near the border with Prince George's County. Numerous parcels are marked with red numbers and black arrows. The map includes labels for major roads like I-495, I-270, and I-83, and various landmarks such as the Montgomery County Executive Airport and the Montgomery County Courthouse. The map is divided into several sections by black lines, and the names of the counties (Montgomery, Prince George's, and Howard) are visible.

Handwritten annotations on the map include:

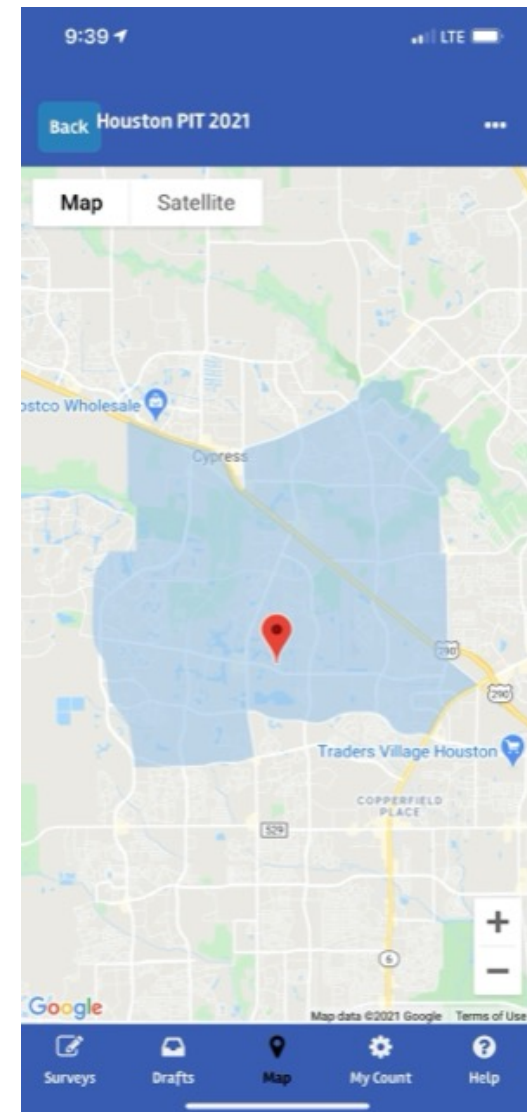
- Red numbers: 2-33, 2-34, 3-33, 2-32, 2-2, 2-1, 2-3, 2-4, 2-5, 2-6, 2-7, 2-8, 2-9, 2-10, 2-11, 2-12, 2-13, 2-14, 2-15, 2-16, 2-17, 2-18, 2-19, 2-20, 2-21, 2-22, 2-23, 2-24, 2-25, 2-26, 2-27, 2-28, 2-29, 2-30, 2-31, 2-32, 2-33, 2-34, 3-33, 3-34, 3-35, 3-36, 3-37, 3-38, 3-39, 3-40, 3-41, 3-42, 3-43, 3-44, 3-45, 3-46, 3-47, 3-48, 3-49, 3-50, 3-51, 3-52, 3-53, 3-54, 3-55, 3-56, 3-57, 3-58, 3-59, 3-60, 3-61, 3-62, 3-63, 3-64, 3-65, 3-66, 3-67, 3-68, 3-69, 3-70, 3-71, 3-72, 3-73, 3-74, 3-75, 3-76, 3-77, 3-78, 3-79, 3-80, 3-81, 3-82, 3-83, 3-84, 3-85, 3-86, 3-87, 3-88, 3-89, 3-90, 3-91, 3-92, 3-93, 3-94, 3-95, 3-96, 3-97, 3-98, 3-99, 4-00, 4-01, 4-02, 4-03, 4-04, 4-05, 4-06, 4-07, 4-08, 4-09, 4-10, 4-11, 4-12, 4-13, 4-14, 4-15, 4-16, 4-17, 4-18, 4-19, 4-20, 4-21, 4-22, 4-23, 4-24, 4-25, 4-26, 4-27, 4-28, 4-29, 4-30, 4-31, 4-32, 4-33, 4-34, 4-35, 4-36, 4-37, 4-38, 4-39, 4-40, 4-41, 4-42, 4-43, 4-44, 4-45, 4-46, 4-47, 4-48, 4-49, 4-50, 4-51, 4-52, 4-53, 4-54, 4-55, 4-56, 4-57, 4-58, 4-59, 4-60, 4-61, 4-62, 4-63, 4-64, 4-65, 4-66, 4-67, 4-68, 4-69, 4-70, 4-71, 4-72, 4-73, 4-74, 4-75, 4-76, 4-77, 4-78, 4-79, 4-80, 4-81, 4-82, 4-83, 4-84, 4-85, 4-86, 4-87, 4-88, 4-89, 4-90, 4-91, 4-92, 4-93, 4-94, 4-95, 4-96, 4-97, 4-98, 4-99, 5-00, 5-01, 5-02, 5-03, 5-04, 5-05, 5-06, 5-07, 5-08, 5-09, 5-10, 5-11, 5-12, 5-13, 5-14, 5-15, 5-16, 5-17, 5-18, 5-19, 5-20, 5-21, 5-22, 5-23, 5-24, 5-25, 5-26, 5-27, 5-28, 5-29, 5-30, 5-31, 5-32, 5-33, 5-34, 5-35, 5-36, 5-37, 5-38, 5-39, 5-40, 5-41, 5-42, 5-43, 5-44, 5-45, 5-46, 5-47, 5-48, 5-49, 5-50, 5-51, 5-52, 5-53, 5-54, 5-55, 5-56, 5-57, 5-58, 5-59, 5-60, 5-61, 5-62, 5-63, 5-64, 5-65, 5-66, 5-67, 5-68, 5-69, 5-70, 5-71, 5-72, 5-73, 5-74, 5-75, 5-76, 5-77, 5-78, 5-79, 5-80, 5-81, 5-82, 5-83, 5-84, 5-85, 5-86, 5-87, 5-88, 5-89, 5-90, 5-91, 5-92, 5-93, 5-94, 5-95, 5-96, 5-97, 5-98, 5-99, 6-00, 6-01, 6-02, 6-03, 6-04, 6-05, 6-06, 6-07, 6-08, 6-09, 6-10, 6-11, 6-12, 6-13, 6-14, 6-15, 6-16, 6-17, 6-18, 6-19, 6-20, 6-21, 6-22, 6-23, 6-24, 6-25, 6-26, 6-27, 6-28, 6-29, 6-30, 6-31, 6-32, 6-33, 6-34, 6-35, 6-36, 6-37, 6-38, 6-39, 6-40, 6-41, 6-42, 6-43, 6-44, 6-45, 6-46, 6-47, 6-48, 6-49, 6-50, 6-51, 6-52, 6-53, 6-54, 6-55, 6-56, 6-57, 6-58, 6-59, 6-60, 6-61, 6-62, 6-63, 6-64, 6-65, 6-66, 6-67, 6-68, 6-69, 6-70, 6-71, 6-72, 6-73, 6-74, 6-75, 6-76, 6-77, 6-78, 6-79, 6-80, 6-81, 6-82, 6-83, 6-84, 6-85, 6-86, 6-87, 6-88, 6-89, 6-90, 6-91, 6-92, 6-93, 6-94, 6-95, 6-96, 6-97, 6-98, 6-99, 7-00, 7-01, 7-02, 7-03, 7-04, 7-05, 7-06, 7-07, 7-08, 7-09, 7-10, 7-11, 7-12, 7-13, 7-14, 7-15, 7-16, 7-17, 7-18, 7-19, 7-20, 7-21, 7-22, 7-23, 7-24, 7-25, 7-26, 7-27, 7-28, 7-29, 7-30, 7-31, 7-32, 7-33, 7-34, 7-35, 7-36, 7-37, 7-38, 7-39, 7-40, 7-41, 7-42, 7-43, 7-44, 7-45, 7-46, 7-47, 7-48, 7-49, 7-50, 7-51, 7-52, 7-53, 7-54, 7-55, 7-56, 7-57, 7-58, 7-59, 7-60, 7-61, 7-62, 7-63, 7-64, 7-65, 7-66, 7-67, 7-68, 7-69, 7-70, 7-71, 7-72, 7-73, 7-74, 7-75, 7-76, 7-77, 7-78, 7-79, 7-80, 7-81, 7-82, 7-83, 7-84, 7-85, 7-86, 7-87, 7-88, 7-89, 7-90, 7-91, 7-92, 7-93, 7-94, 7-95, 7-96, 7-97, 7-98, 7-99, 8-00, 8-01, 8-02, 8-03, 8-04, 8-05, 8-06, 8-07, 8-08, 8-09, 8-10, 8-11, 8-12, 8-13, 8-14, 8-15, 8-16, 8-17, 8-18, 8-19, 8-20, 8-21, 8-22, 8-23, 8-24, 8-25, 8-26, 8-27, 8-28, 8-29, 8-30, 8-31, 8-32, 8-33, 8-34, 8-35, 8-36, 8-37, 8-38, 8-39, 8-40, 8-41, 8-42, 8-43, 8-44, 8-45, 8-46, 8-47, 8-48, 8-49, 8-50, 8-51, 8-52, 8-53, 8-54, 8-55, 8-56, 8-57, 8-58, 8-59, 8-60, 8-61, 8-62, 8-63, 8-64, 8-65, 8-66, 8-67, 8-68, 8-69, 8-70, 8-71, 8-72, 8-73, 8-74, 8-75, 8-76, 8-77, 8-78, 8-79, 8-80, 8-81, 8-82, 8-83, 8-84, 8-85, 8-86, 8-87, 8-88, 8-89, 8-90, 8-91, 8-92, 8-93, 8-94, 8-95, 8-96, 8-97, 8-98, 8-99, 9-00, 9-01, 9-02, 9-03, 9-04, 9-05, 9-06, 9-07, 9-08, 9-09, 9-10, 9-11, 9-12, 9-13, 9-14, 9-15, 9-16, 9-17, 9-18, 9-19, 9-20, 9-21, 9-22, 9-23, 9-24, 9-25, 9-26, 9-27, 9-28, 9-29, 9-30, 9-31, 9-3





# Day 3 Regions

# Regions on the App



# REMEMBER!

- Your assigned day is dependent on the region you signed up for. Region numbers are NOT dates!
  - ✓ Regions that begin with the **#1** are covered on day **ONE**
  - ✓ Regions that begin with the **#2 (West)** are covered on day **TWO**
  - ✓ Regions that begin with the **#3 (East)** are covered on day **THREE**





# Mandatory Participation

- ✓ Agencies funded by the CoC/YHDP HUD NOFO must assign two volunteers for each designated date.\*\*
- ✓ Agencies not funded by CoC NOFO must allocate at least two volunteers for one specific day. Failing to participate in the PIT will result in your organization being considered non-compliant with The Way Home partnership requirements.
- ✓ Agencies who are part of the **System Outreach Work** are asked to volunteer each 3 days. If you are unsure if your agency is part of this work, please email [twHPIT@homelesshouston.org](mailto:twHPIT@homelesshouston.org)
- ✓ Registration for the count is mandatory and should be completed independently from the training session registration. Training links can be found on our website in the training section of this web page. If you do not complete training, you will be removed from the final assignment list.
- ✓ PIT participation is a scored element for the CoC NOFO Application.



# Unsheltered Survey

A decorative graphic on the right side of the slide. It consists of a large, light purple square that is partially covered by a smaller, solid orange square in the bottom right corner. The orange square is positioned such that its top-left corner is at the bottom-left corner of the purple square, creating a triangular overlap.

# Interviews vs. Observations

- Strive for 100% interviews
- Interviews provide more information about characteristics of those experiencing homelessness
- Observations should only be used for dangerous situations, unable to reach, & if someone refuses
- Purpose of technology is to collect better information



## Count Issues – Previous Years

- Volunteers did not complete survey
  - ✓ Please hit “submit”!
- Questions were skipped
  - ✓ Too many blanks, no demographics (DOB is most important)
  - ✓ “Believed to be an adult 25+” selected during observation instead of an age range
- A lot of missing race, gender, & ethnicity
- Location services not enabled on mobile devices

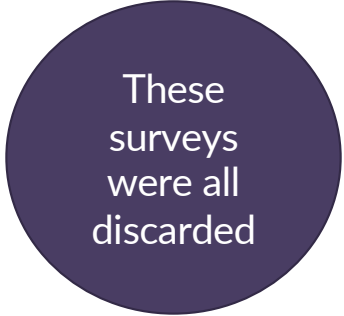
## Count Issues – Previous Years (cont.)

- “Questioning” under gender means the individual is in the process of determining their gender identity.
  - ✓ It should not be selected if you cannot tell the person’s gender.
  - ✓ Questioning cannot be observed, it must be answered.
- “Where were you sleeping on the night of January 22<sup>nd</sup>?”
  - ✓ The survey will stop if the individual was housed.
  - ✓ Volunteers selected “Other” & then manually entered “group home”, “family”, “hotel”, etc.
  - ✓ These options are already available in the responses.



# Observations

- If an “Unsheltered Person Observation Tally” must be completed:
  - ✓ It should only be if it’s too dangerous or the person refuses
- Notes section:
  - ✓ Please do not enter anything in this field unless it’s “dangerous” or “person refused”
- Observing someone as a household & not an individual is very hard/rare
- Previous years’ comments included:
  - ✓ Empty tent with items inside
  - ✓ Sleeping bag
  - ✓ Panhandling
  - ✓ Riding a bike
  - ✓ Pushing a shopping basket
  - ✓ Not homeless



These  
surveys  
were all  
discarded

# Changes – Race & Ethnicity

## Race (select all that apply)

- American Indian, Alaska Native, Indigenous
- Asian or Asian American
- Black, African American, or African
- Hispanic/Latin(a)(o)(x)
- Native Hawaiian or Pacific Islander
- White
- Other
- Client doesn't know
- Client prefers not to answer

## Ethnicity is no longer asked separately

- Do not select “Other” under Race if someone is Hispanic!!
- Someone can be Black & Hispanic

# 2024 Unsheltered Survey

## 2024 Unsheltered Survey

1. Have you already been interviewed **previously** for the Homeless Count? ☐ Yes ☐ No (If Yes --- STOP)
2. Where were you sleeping on the **night Monday, January 22<sup>nd</sup>**? (If option in bold is selected, continue with the survey)

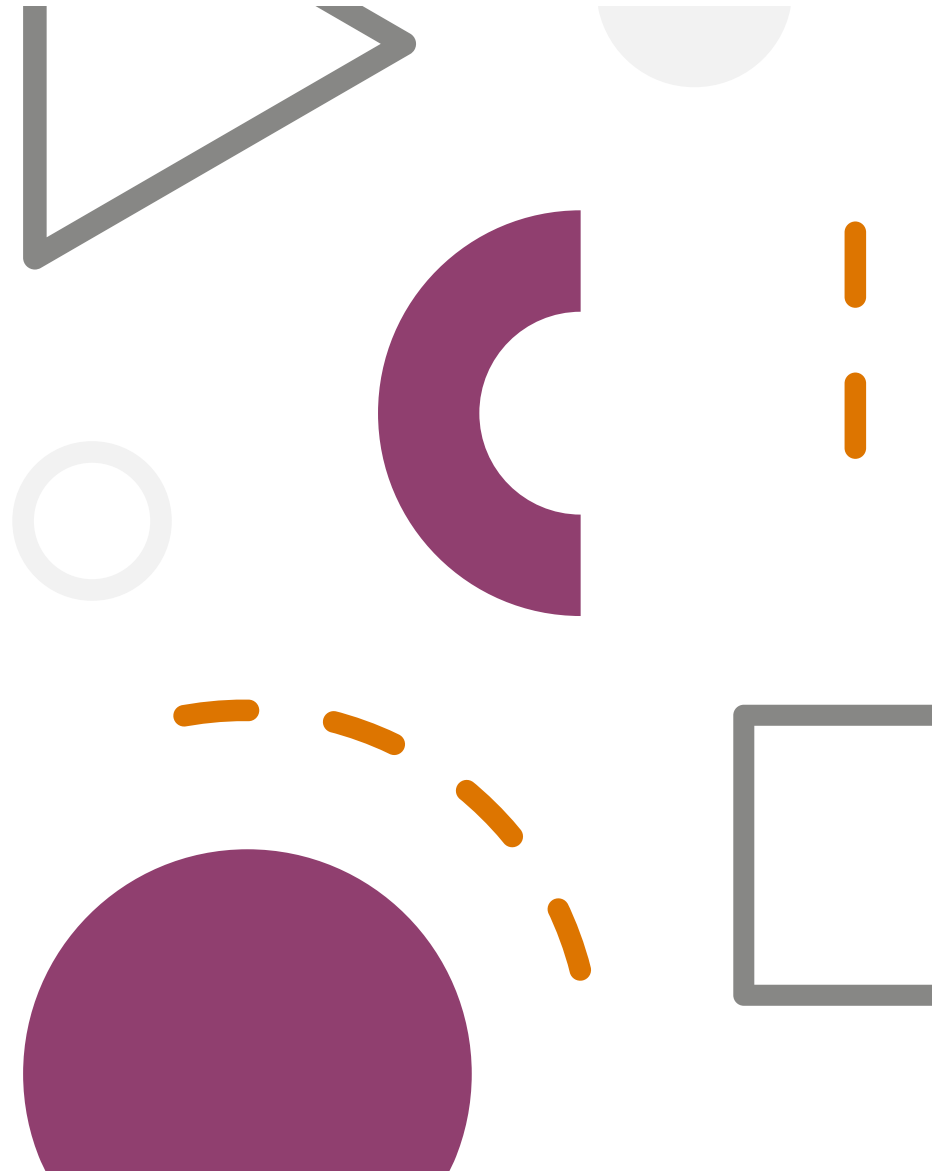
<input type="checkbox"/> Abandoned building	<input type="checkbox"/> Under bridge/ overpass	<input type="checkbox"/> Jail
<input type="checkbox"/> Bus/ Train station	<input type="checkbox"/> Vehicle/ Boat / RV	<input type="checkbox"/> Motel/Hotel paid for w/ own \$
<input type="checkbox"/> Motel/Hotel paid for by agency	<input type="checkbox"/> Emergency shelter	<input type="checkbox"/> Transitional housing
<input type="checkbox"/> Outdoor encampment	<input type="checkbox"/> House or apt – rent/own	<input type="checkbox"/> Treatment program
<input type="checkbox"/> Park	<input type="checkbox"/> Hospital	<input type="checkbox"/> w/ friend or family (couch surfing)
<input type="checkbox"/> Street or Sidewalk	<input type="checkbox"/> In a place being evicted from	<input type="checkbox"/> Other: _____

3. What is your name?  
a. First Name (or Initial): \_\_\_\_\_ Last Name (or Initial): \_\_\_\_\_ ☐ Person Refused  
b. If hesitant, ask “What are your initials?” \_\_\_\_\_
4. What is your gender?  
☐ Woman (girl, if child) ☐ Man (boy) ☐ Culturally specific (e.g. Two-Spirit) ☐ Transgender ☐ Non-Binary  
☐ Questioning ☐ Different identity ☐ Client doesn’t know ☐ Client prefers not to answer
5. What is your date of birth? (mm/dd/yyyy) \_\_\_\_/ \_\_\_\_/\_\_\_\_ ☐ Person doesn’t know ☐ Person Refused  
If refused to answer date of birth, ask “How old are you?” \_\_\_\_\_  
If refused to answer age, “What age range do you fall into?”  
☐ <5 ☐ 5-12 ☐ 13-17 ☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-61 ☐ 62+
6. What is your race? (select all that apply)  
☐ American Indian, Alaska Native, or Indigenous ☐ Asian or Asian America ☐ Black, AA, African  
☐ Hispanic/Latina/e/o ☐ Middle Eastern or North African ☐ Native Hawaiian or Pacific Islander ☐ White ☐ Other ☐ Client doesn’t know ☐ Client prefers not to answer

## HOMELESS HISTORY

7. Is this the first time you have been homeless? ☐ Yes ☐ No ☐ Person Doesn’t Know ☐ Refused
8. What is primary cause of your homelessness?  
☐ Job loss ☐ Financial ☐ Eviction ☐ Family conflict ☐ Illness ☐ Mental illness ☐ Substance use ☐ Person doesn’t know ☐ Person Refused
9. How long have you been homeless **this time**? (Only include time in shelters and/or streets)  
☐ 0 to 3 months ☐ 4 to 6 months ☐ 7 to 11 months ☐ 12 to 23 mos ☐ 24 to 35 mos ☐ 36 mos or more

# Homelessness 101







# Homeless Definitions


## Sheltered Homelessness

- A person or family who lacks a fixed, regular, & adequate nighttime residence, and are living in a publicly or privately operated shelter designed to provide temporary living arrangements.

## Unsheltered Homelessness

- A person or family who lacks a fixed, regular, & adequate nighttime residence, and are living in a place not meant for human habitation.

## Chronic Homelessness

- A person with a disability that has either (1) been continually homeless for a year or more **OR** (2) had 4 or more occasions of homelessness in the last 3 years.
- 

# How do I know if they're experiencing homelessness? ABCs

## Appearance:

- Wearing many layers of clothing/blankets
- In poor physical condition, hygiene
- Weathered skin
- Lots of personal belongings

## Behavior:

- Sleeping or lying down on the ground, benches, parks, railways, bridges, underpasses, etc.
- Pushing a cart or carrying many belongings

## Condition:

- Tents or tarps
- Blankets hanging from trees/bushes
- Blankets on windows of cars or vans
- Cars packed with belongings
- Fogged up windows in vehicles

# Do

<b>Practice</b>	Practice social distancing
<b>Keep</b>	Keep all doors locked when driving & stopped
<b>Watch</b>	Watch for signs of those experiencing homelessness: Bedding/pallets, Grocery carts under bridges or near wooded areas
<b>Ask</b>	Ask those you encounter “are there any people experiencing homelessness living around this area?”
<b>Ask</b>	Ask inside gas stations, convenience stores, restaurants “do you know of any people experiencing homelessness living around this area?”
<b>Plan &amp; study</b>	Plan & study your mapping area
<b>Stay in</b>	Stay in your region
<b>Report</b>	Report ACCURATELY
<b>Use</b>	Use your best judgment
<b>Call</b>	Call 911 if there is an emergency or danger

# Don't

- ✓ Go into an encampment alone
- ✓ Take risks
- ✓ Venture too far from the vehicle/safety
- ✓ Venture outside of your map boundaries
- ✓ Give money or rides
- ✓ Overestimate how many people may be in an encampment
- ✓ Offer services or housing
- ✓ Double count
- ✓ Touch people to wake them up
- ✓ ASSUME!!
  - If a person tells you they do not have a disability, do not record it, even if their appearance/symptoms may indicate otherwise.

# How to engage

- Be courteous and respectful of an individual's right to privacy.
- Position yourself at the person's eye level (sit or stand) as this will encourage equal communication.
- Be mindful that you are not encroaching on their space.
- Do not shine flashlight at the person but shine it towards yourself to identify yourself.
- Use the following script:
  - “Hi, my name is \_\_\_\_\_ and I am a volunteer with the Coalition for the Homeless. We are in the area counting people who are experiencing street homelessness and I was wondering if you knew of anyone that we could talk to?” (If the person answers “me” or “you’re looking at one”, then proceed as if you are having a conversation).
  - “Would you mind if I ask you a few questions about your situation?”
  - If “yes” then begin the survey asking questions such as “Can you tell me your name? **Where did you stay Monday night, the 22<sup>nd</sup>?** Has a doctor ever told you that you have a mental health or other medical concerns?”
  - If “no” then thank them for their time & complete the observational survey instead





# Counting Us App



# 2024 Counting Us

Counting Us



Because Everyone Counts

Enter Your Email Address

Enter Your Password

Login

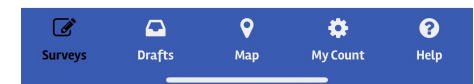
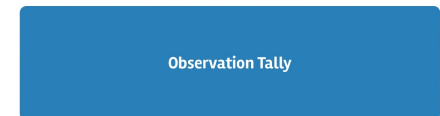
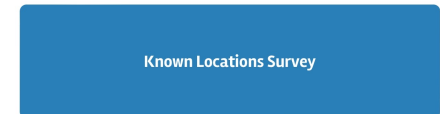
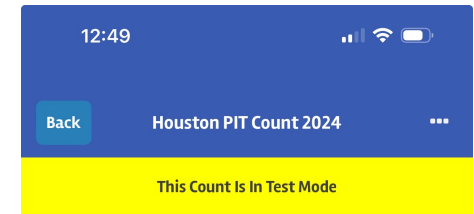
Register



- Survey recording

# What you need to begin

- A charged phone or device that you will use for the Count.
- Download the “Counting Us” app from either Google Play or the App Store
- Register an account and log in
- Enter in the Project Key for our region (provided at training)
- Tap “Get Started!” to get to the screen which displays the list of surveys and select “Houston PIT Count 2024”
- Select “Unsheltered Survey” for anyone willing to be interviewed
- Select “Unsheltered Person Observation Tally” for anyone not willing to be interviewed or if the location is too hard to get to
- **Enable location services on your device!**



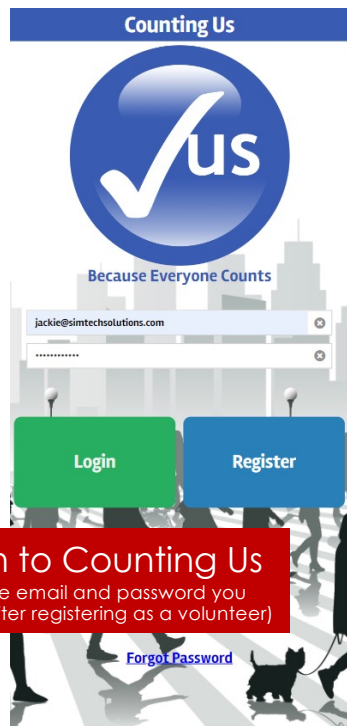


Mobile App  
Download  
QR Code

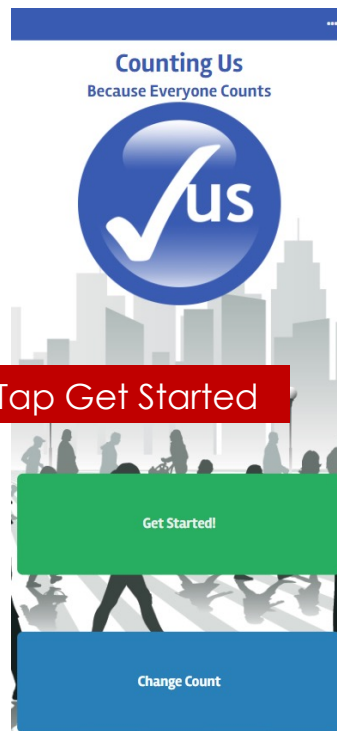
## Using the Counting Us Mobile App to Collect Data

- The Counting Us Mobile App is the software selected by The Way Home to collect data for the Point-in-Time Count
- Download the Counting Us Mobile App if you haven't already
  - Scan the QR Code to the right, visit the direct link below, or search for Counting Us in your device's App Store.
  - Google Play: [https://bit.ly/Counting\\_Us\\_Google](https://bit.ly/Counting_Us_Google)
  - Apple Store: [https://bit.ly/Counting\\_Us\\_Apple](https://bit.ly/Counting_Us_Apple)
- Login to Counting Us using the email and password you created when you registered as a volunteer (<https://thewayhome.pointintime.info>)
- Tap on the Survey you want to conduct!

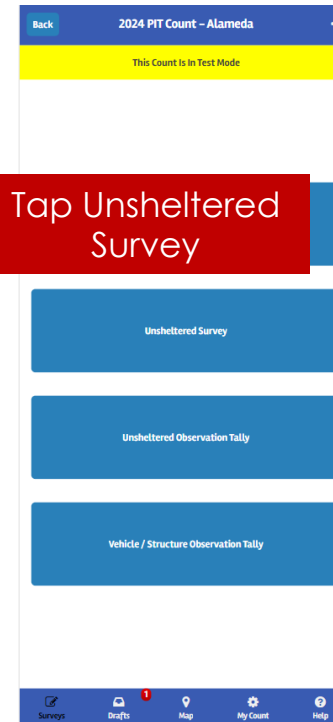
# Conducting a Full Unsheltered Survey



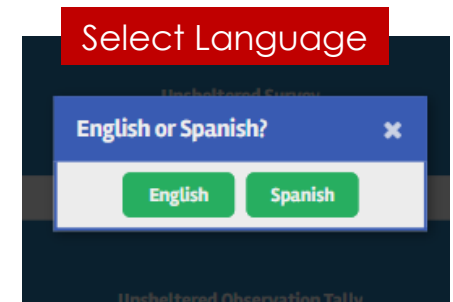
Login to Counting Us  
(using the email and password you  
set up after registering as a volunteer)



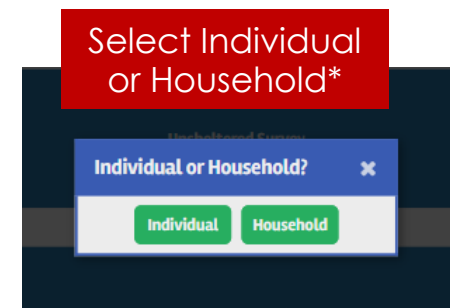
Tap Get Started



Tap Unsheltered  
Survey



Select Language



Select Individual  
or Household\*

\*The majority of surveys are individuals





# Conducting a Full Unsheltered Survey (cont.)

Back Unsheltered Survey ...

### Services and Assistance

What is your current employment status?

If you are not employed, what is keeping you from employment? (Select all that apply)

Are you currently receiving (or have you received in the last year) any of the following forms of income or benefits?

In the past 12 months, have you visited a doctor or other medical professional?

What barriers, if any, prevent you from using shelter services?

Have you had interactions with the criminal justice system in the past year including probation, parole, court appearances, arrests, tickets, etc.?

Please remember to thank the person for their time. Please use the notes field below to record any additional information that you consider important to collect.

Back Unsheltered Survey ...

The next set of questions asks about sensitive topics. You don't have to answer any question that you don't want to but your feedback will help us improve services in the community.

Do you have a substance use disorder?

Do you have a chronic health condition?

Do you have a mental health disorder?

Do you have a physical disability?

Do you have a developmental disability?

Do you live with AIDS or an HIV-related illness?

Are you a survivor of domestic violence?

Back Unsheltered Survey ...

### Homeless History and residency

Is this the first time you've been homeless?

How long have you been homeless this time? Only include time you spent staying in shelters and/or on the streets.

Have you been living in an emergency shelter and/or on the streets (including bus stations, underpasses, encampments, abandoned buildings, etc.) for the past year (12 months) or more?

How old were you the first time you experienced homelessness?

How long have you lived in Alameda County?

Do you remember the address of the place you were living before you became homeless this time?

What is the primary event or events that led to you currently being homeless?

Back Unsheltered Survey ...

### Which of these options best describes your sexual orientation?

Bisexual ☐

Gay ☐

Lesbian ☐

Queer ☐

Straight ☐

Other identity ☐

Doesn't know ☐

Prefers not to answer ☐

Are you currently pregnant or expecting to become a parent within the next 9 months?

Do you have a pet (currently living with you)?

Have you served in the U.S. Armed Forces? (Army, Navy, Air Force, Marine Corps, or Coast Guard)

Be cautious when asking the questions shown here. They are very personal. Be mindful of the volume of your voice and tap the answers as provided to you by the person. Do not make assumptions.



# Changing regions for Days 2 & 3

1. Go back to where you registered
2. Select, "Update Registration"
3. Change your regions
4. On the app, select "Change Count"
5. Select "Houston PIT Count 2024"
6. If it prompts you for a setup key, enter the key provided at training



The background is an abstract composition of overlapping geometric shapes. A large, vibrant blue shape dominates the upper left and center. A bright orange rectangle is positioned vertically in the center-left. To the right of the orange rectangle is a large, light grey shape. The bottom right corner features a gradient of purple and pink. The overall effect is modern and artistic.

Helpful  
Reminders

A close-up photograph of a calendar with a red cover. The calendar is open to a page showing the days of the month. The days are arranged in a grid. The days 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, and 28 are visible. The days 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, and 28 are visible. The days 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, and 28 are visible. A purple overlay with the text "Three days of counting" is positioned over the bottom half of the calendar page.

Three days of counting

# Each day of the count

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1

Volunteers will receive a virtual invitation to check in every morning

2

Please log in NO LATER than 7 am to meet your virtual captain

3

You can ask any last-minute questions, find others counting in your region, & get your captain's contact number.



# Wear your shirts!!

- If you participated in prior years, please wear your neon yellow shirts each day.
- The press will be featuring what's happening so the counties know volunteers will be out & easy to identify.
- If you are new, you can pick up your shirts at the Coalition offices:
  - Where: 2000 Crawford Street, 15<sup>th</sup> floor, follow posted signs in the hallways.
  - When:
    - Thursday, January 18<sup>h</sup>, 10am to 3pm
    - Friday, January 19<sup>th</sup>, 10am to 3pm

Shirts are distributed on a first come, first serve basis.

- Questions?
  - Contact Angel Garmon –  
[agarmon@homelesshouston.org](mailto:agarmon@homelesshouston.org)






# FAQs

- What happens if I don't have cell reception when conducting a survey?
  - ✓ *Save the survey as a draft and submit once cell service resumes*
- How much data can I expect the app to use?
  - ✓ *Thirty (30) surveys uses less data than streaming a single 4-minute song.*
- How much space will the app use on my personal device?
  - ✓ *The app is less than 6 mb (300 emails is ~ 100 mb).*
- I finished my region; can we count in another?
  - ✓ *Maybe. Only Staging Area Captains can allow this so check with them. Please take extra precautions to ensure the person you are interviewing has not already been interviewed.*
- Why am I not getting an emails about the count?
  - ✓ *Some volunteers could not access work email while outside the office & registered under both emails. Please only use one.*

# Prior to the Count

- Report encampments/hot spots to us!
  1. Go to [www.showtheway.org](http://www.showtheway.org)
  2. Select Citizen's Request
  3. Select a location on the map displayed.
  4. Then submit an observation of an encampment or hot spot.

Show The Way



Guiding People from Homeless to Housed

Enter Your Email Address

Enter Your Password

LOGIN >

FORGOT PASSWORD >

[Making a Citizen Request?](#)



# Public communications guidelines

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e.g., taking photos, talking to media, etc.

# PHOTOGRAPHY

- Please **do not** take or share photos of people experiencing homelessness.
- Please do take photos of yourself and your group conducting the count!
  - We may post them on our social channels, share them with media, or include them in the final report.
- Afterwards, please send photos to Fryda at [fochoa@homelesshouston.org](mailto:fochoa@homelesshouston.org)

# MEDIA

- If you see any news cameras and/or journalists out in the field, please do not give interviews.
  - You can say “I am not an authorized spokesperson for the Homeless Count. If you’re interested in an interview, please contact Catherine.”
- Please notify Catherine Villarreal, director of communications, at [cvillarreal@homelesshouston.org](mailto:cvillarreal@homelesshouston.org) or (832) 531-6043.
  - You may give her contact info out to reporters.



# SOCIAL MEDIA

- We encourage you and your organizations to post about how you're participating in the Count!
- Again, please remember to practice sensitivity while taking photos of your surroundings to ensure no people experiencing homelessness are visible.
- Please use hashtag **#TheWayHomeHOU** when posting on social media!



# Please share stories with us!

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We're looking for positive stories about your experience conducting the PIT Count that we can share, e.g., on our blog or with media.

If something remarkable happens while you're conducting the Count, please let us know!

Catherine – [cvillarreal@homelesshouston.org](mailto:cvillarreal@homelesshouston.org)

# Helpful Info

Call 911 for any immediate emergency

Email Ana Rausch, [arausch@homelesshouston.org](mailto:arausch@homelesshouston.org) or Renee Cavazos, [rcavazos@homelesshouston.org](mailto:rcavazos@homelesshouston.org), or [twHPIT@homelesshouston.org](mailto:twHPIT@homelesshouston.org) if you have issues.

HPD Homeless Outreach team # for non-emergency assistance: (281) 460-2680

Harris County Sheriff's Office non-emergency assistance: (713) 755-5300

Fort Bend Sheriff's Office non-emergency assistance: (281) 341-4700

Montgomery County Sheriff's Office, non-emergency assistance: (936) 760-5800

Child Protective Services: For unaccompanied minors encountered during the count (800) 252-5400



**Ana Rausch, MA**  
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2000 Crawford St., Suite 700  
Houston, TX 77022

(713) 739-7514  
[info@homelesshouston.org](mailto:info@homelesshouston.org)

**Please contact us with any questions!**