

Kentucky Balance of State Continuum of Care

**2020 K-Count Training Webinar
January 22, 2020**

Training Outline

- Basic Summary of K-Count
- Minimum HUD Reporting Requirements
- Data Collection Process (Introducing Counting Us app)
- Review Surveys and Process
- Next Steps
- Q & A

What is the K-Count?

- K-Count = Point-in-Time Count = PIT
- Goal is to determine the size and scope of the homeless population on any given day in the Balance of State CoC.
- **Includes only people who are “literally homeless”**: people who are unsheltered or sleeping in emergency shelters and transitional housing programs with the primary purpose of serving persons experiencing homelessness.

Most Important Consideration

- Where are you sleeping “tonight”, Wed., **January 29, 2020?**
- Where did you sleep “last night” -- the night of Wed., **January 29, 2020?**

Who is Included in the K-Count?

Sheltered persons who are staying in:

- Year-round emergency shelters
- Seasonal shelters
- Hotels/Motels paid for by charitable organizations or government
- Transitional housing programs that have a primary purpose of serving people experiencing homelessness.

Unsheltered persons who are:

- Sleeping in a public or private place not meant for regular, human habitation (e.g., street, car, post office lobby, abandoned building, tent).

Who is NOT Included in the K-Count?

- Persons residing in PSH programs, including persons housed using HUD Veteran Affairs Supportive Housing (VASH) vouchers.
- Persons staying in projects with beds/units not dedicated for persons who are homeless. (e.g., Recovery Kentucky programs)
- Persons residing in housing they rent or own (e.g., RRH)
- Persons staying in hotels/motels they are paying for on their own (or with help from family/friends)
- Persons who are “doubled up” or “couch surfing”
- Persons in institutions (e.g., jails, foster care, hospitals, detox centers)

K-Count Data Collection Process

(COLLECT INFORMATION VIA):

SHELTERED:

- Homeless Management Information System (HMIS) for ES and TH that use HMIS to collect client-level data.
- One-on-One Survey of people staying in non-HMIS ES and TH. (Counting Us phone/tablet App or Counting Us online version)

UNSHELTERED

- One-on-One Survey of people sleeping outside/ place not meant for human habitation. (Counting Us phone/tablet App or Counting Us online platform)
- Observation Tool of people sleeping outside/ place not meant for human habitation. (Counting Us phone/tablet App or Counting Us online platform) **(THIS METHOD IS ABSOLUTE LAST RESORT)**

Data Collection Process: Sheltered Count for HMIS Programs

If using Homeless Information Management System (HMIS), *then* K-Count data will be collected from HMIS.

Congrats, you do NOT use the Counting Us App to submit K-Count data for your own shelter/TH program if you are using HMIS, BUT YOU MUST:

- Ensure client information is complete and accurate within HMIS.
- Submit a report generated out of HMIS to KHC via email. (KHC will provide detailed instructions on what report to run/submit).
- Complete a K-Count-specific HMIS-subassessment for each member of household (including children) staying in shelter on night of the Count. (KHC will provide detailed instructions on how to access and complete the sub-assessment within HMIS).

Staff from organizations operating HMIS-participating emergency shelters and transitional housing programs are strongly encouraged (respectfully requested...begged!) to help non-HMIS shelters as needed and to help conduct the unsheltered Count.

Data Collection Process: Sheltered Count for Non-HMIS Programs

If **NOT** using HMIS, *then* K-Count data will be collected via a Survey conducted one-one-one with person and entered via the **Counting Us** app/online platform.

- Will use 2020 K-Count Sheltered Survey (Two Options):
 1. By entering answers directly into **Counting Us** app using phone/tablet or using the online version as you ask the person the questions in real time.
 2. By using the traditional paper version of the Sheltered Survey to ask the person questions and then entering the answers in the **Counting Us** app using phone/tablet or by using the online version after survey is completed.

“Counting Us” is the software that will be used instead of Survey Monkey this year to submit data to KHC if not using HMIS.

Data Collection Process: Unsheltered Count

- Will use 2020 K-Count Unsheltered Survey (Two Options):
 1. By entering answers directly into [Counting Us](#) app using phone/tablet as you ask the person the questions in real time. (PREFERRED METHOD)
 2. By using the paper version of the Unsheltered Survey to ask the person questions and then entering the answers in the [Counting Us](#) app using phone/tablet or by using the online version after survey is completed.

“Counting Us” is the software that will be used instead of Survey Monkey this year to submit data to KHC for Unsheltered Count.

Data Collection Process: (Observation Tool-Unsheltered Only)

- If you need to complete a survey using the Observation Method, there is a separate Unsheltered Observation Tool.
- The Observation Tool should **only** be used as a **last resort** if you cannot access the person or if they refuse to participate in a one-on-one survey.
- All observation data must be entered into Counting Us (either directly while conducting survey via the Counting Us app or entered into the phone/tablet app or using the online version of Counting Us after paper copy of Observation Tool is completed).

Data Collection Process

Service-Based Collection Method

- A Service-Based method is when a supportive-services provider conducts the survey for people that present at their program or who they encounter as part of their outreach work.
- For Service-Based method, interviewers will use the Unsheltered Survey. Service-Based providers should only complete the survey if the person was unsheltered the night of January 29.
- Survey can be conducted the day/night of the Count (Jan. 29), but preferably will be conducted the day AFTER the count (January 30) to ensure person was really unsheltered that specific night.

The Counting Us App (We Know You're Wondering!)

- Cell phone service or Wi-Fi is required to download the app.
- Cell phone service or Wi-Fi is required to submit survey responses.
- Once the app is downloaded on your phone or tablet, it can be used to collect responses even if you are out of cell service range or do not have Wi-Fi.
- If you conduct the survey in this “offline” mode, you will simply save the responses as “Drafts” within the app and submit them once you are back in range.

What KHC will report to HUD

- Everything will be submitted by household type.
- People will be categorized as “sheltered” or “unsheltered”
- Number of people per household and corresponding demographic information.
- Number of parenting youth
- Number of unaccompanied youth
- Number of chronically homeless
- Number of veterans
- Number of people with HIV/AIDS; Substance Use Disorder, Serious Mental Illness

HUD Minimum Reporting Requirements

- Household Type (“With”, “Without”, or With Only Children)
- Number of people in Household

For each person in household, MUST REPORT

- Age Range (Under 18; 18-24; 25 and older)
- Race
- Gender
- Ethnicity

So, what are we really saying?

- If using HMIS, this data CANNOT be missing.
- On the Surveys, DO NOT SKIP any of the questions that ask about **household size, age range, gender, race, and ethnicity**.
- For these questions, if person responds “don’t know” or “refuses” to answer, you should ALWAYS make your best guess. Do not leave the question blank.

Before Starting the Survey!

- Read Instructions BEFORE you start conducting surveys with participants.
- If using the Counting Us app, you must first be registered/create account AND you must practice several times (with different household type scenarios) prior to January 29!
- On both paper version and app version, read through the questions slowly a few times and pay particular attention to any directions on the survey BEFORE you start conducting surveys with participants.
- If you are coordinating volunteers, please make sure they do the same and have the opportunity to ask you questions prior to starting.

The Paper Version of the Survey

- Even if you use the paper version, the data still has to be entered into Counting Us (via phone/tablet app or the online version).
- Questions are generally the same as the Counting Us version, though not always in the same exact order.
- Because of the slight variation in the order, when you enter the data from a paper version into the Counting Us phone/tablet app or online version, you have to pay careful attention to which member of the household you are entering data for.

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.



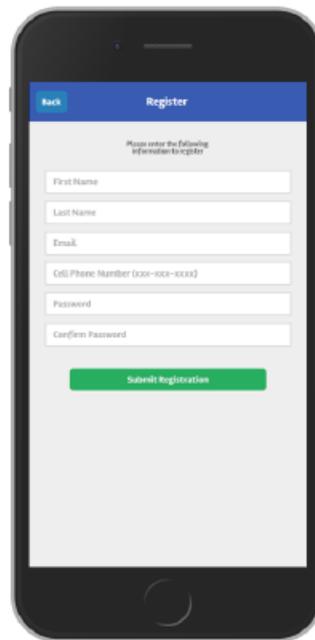
Step 2: Tap Register

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"



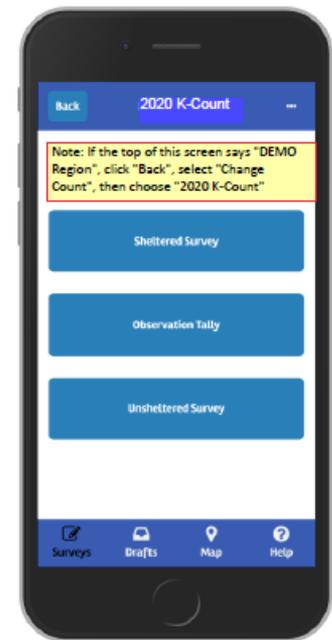
Step 5: Join a Count

Enter the Setup Key of KY2020 and tap "Join Count"



Step 6: Get Started

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



Using your computer instead:

To register an account using your computer first, go to <https://counting.us>. Follow the same steps as shown above through Step 5. After downloading the app on your phone or tablet, you will go to "Login" instead of "Register". Or, if you will be entering surveys from your computer, you will proceed to Step 5 after joining the Count.

Getting Started With the App (3 Key Factors)

You must have 3 pieces of information before you can proceed:

1. The type of survey you are completing (Sheltered, Unsheltered, or Observation-Unsheltered)
2. If the survey is being completed for just one person (an individual) or for a household with more than one person?

“Individual” = 1 person
“Household” = 2 or more people (regardless of age/relation)
3. The address where the survey is being conducted?
(Street Name [and number is possible], City, and State)

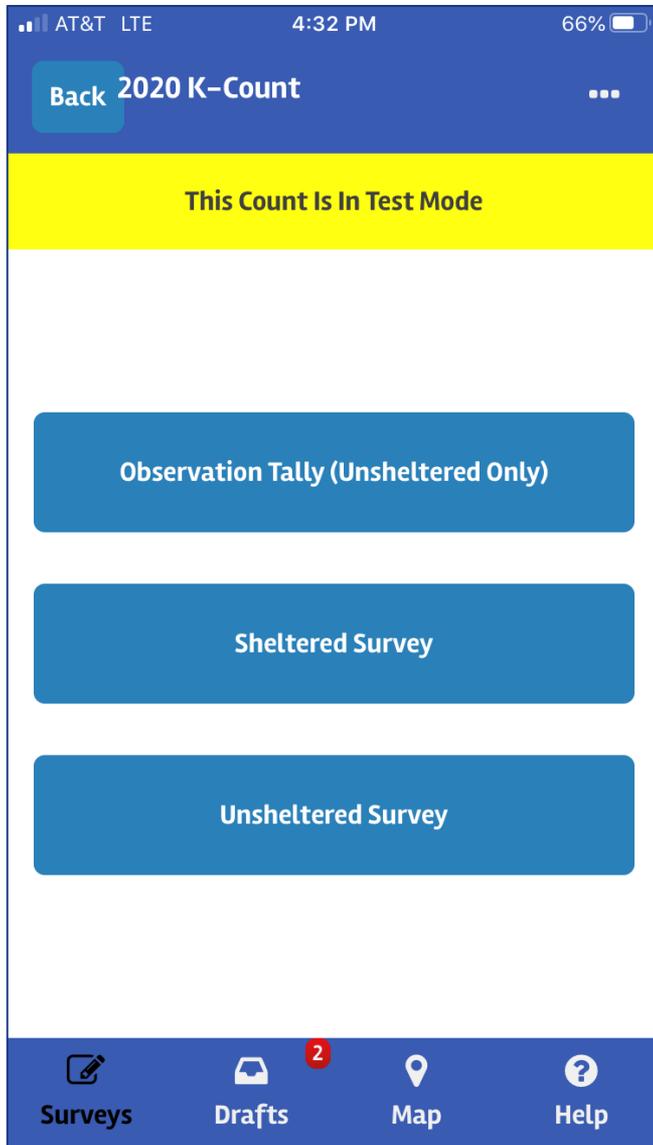
Before Starting With All the Questions

- Introduce yourself.
- Tell the person what you are doing and ask their permission to participate. Have a script for volunteers to use (and put in their own words if they want).

Sample Script:

“Hello, my name is _____ and I work/am a volunteer with _____. We are in the community tonight conducting a survey called the K-Count. We’re talking with people experiencing housing challenges and homelessness in hopes of bettering our programs, services, and crisis response systems. Your participation in our survey is completely voluntarily and is much appreciated. Your individual responses to questions will not be shared with anyone outside of our team without your permission. I will need to read each question all the way through during the survey. Can I have about 5 minutes of your time?”

(1) Select the Type of Survey (Carefully Please)



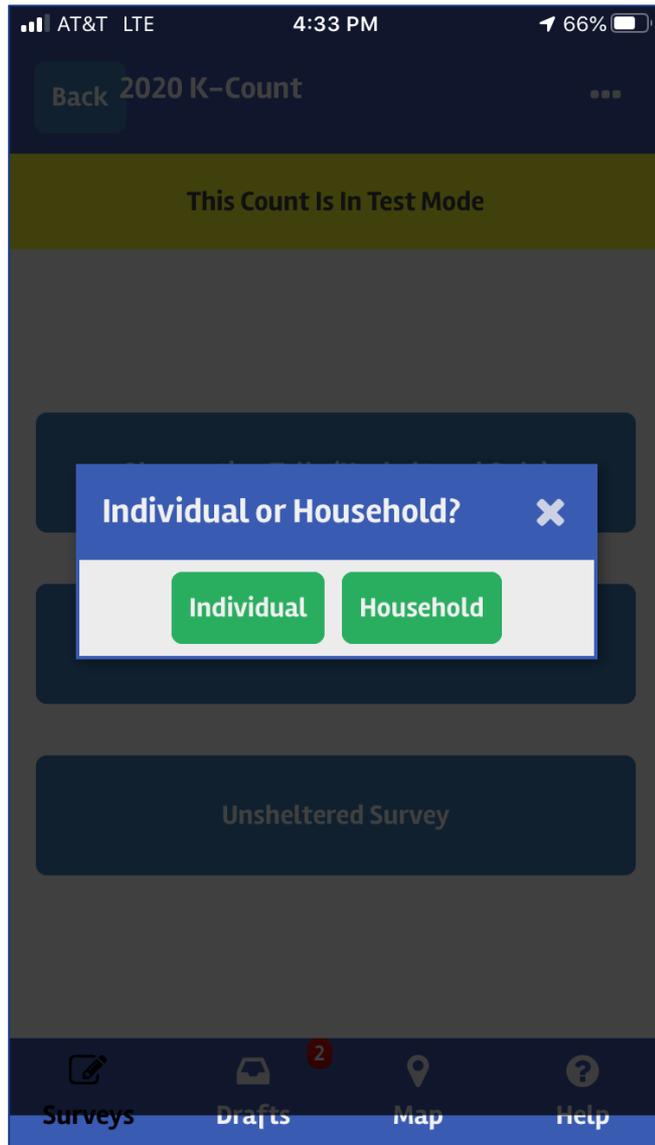
Observation Tally

(Unsheltered Only): Last resort for people sleeping in places not meant for human habitation that can't/refuse to respond to one-on-one questions

Sheltered: Emergency Shelters, Hotel/Motel Voucher Programs, Overnight Warming Centers, Seasonal Shelters, Transitional Housing Projects

Unsheltered: Streets or other places not meant for regular human habitation

(2) Select if Individual or Multi-Person



SUPER IMPORTANT:

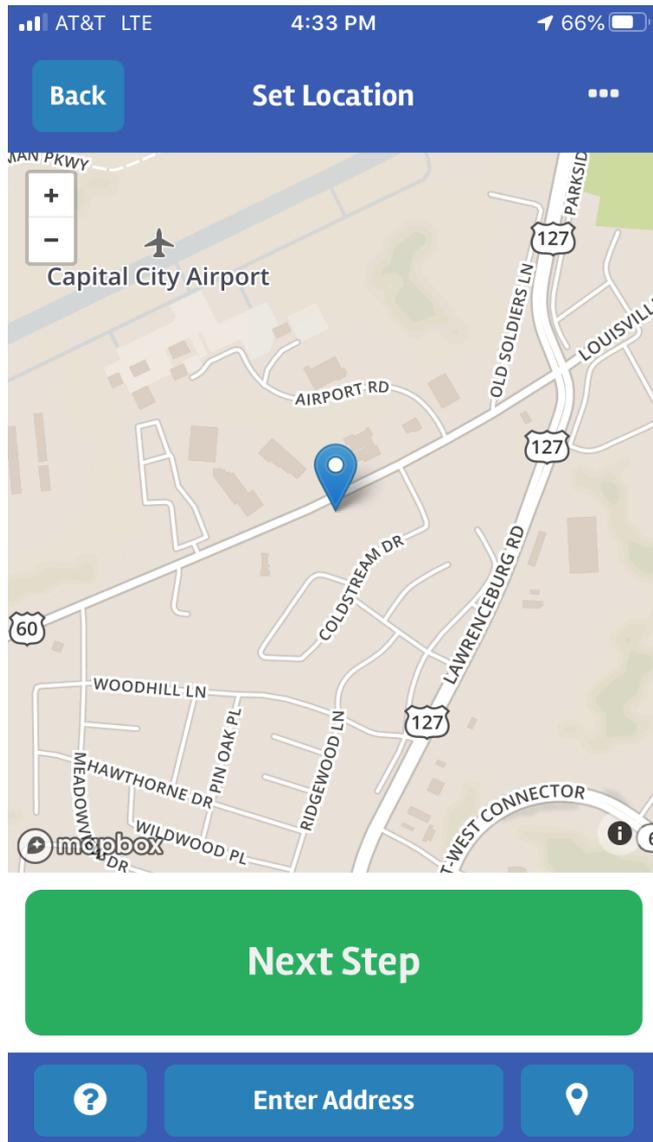
To decide which option to select, you must ask the respondent if there are other people (adults and/or children) they consider part of their household/family sleeping in the same location as they are that night.

You will not be prompted to ask specific language. You'll just see the screen on the left. That's your prompt. So memorize something like this:

“Before we get started, can you tell me if there are any other folks you consider to be part of your family that are sleeping in the same place as you tonight or is it just you?”

If just them, select “Individual”. If the respondent plus anyone else they consider a part of their household, select “Household”.

If You Selected “Individual”...

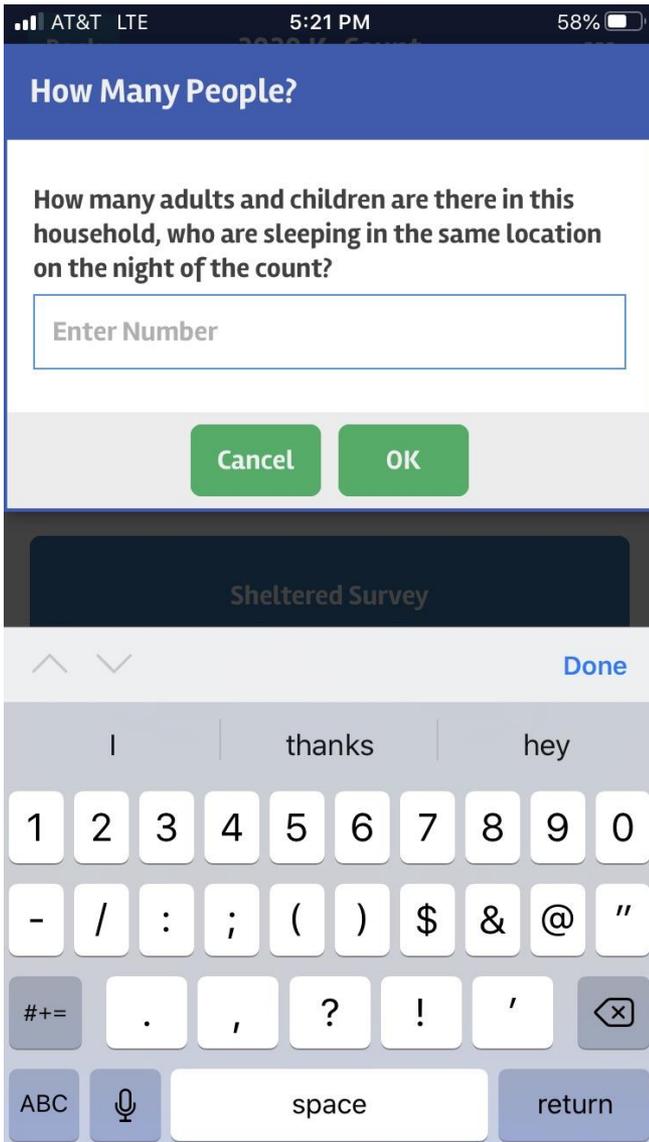


If you selected “Individual”, the next screen you will see is a map like the one shown here (or you might get a pop up box on top of the map asking for permission to access your location while using the app).

If you selected “Household” on the previous screen there will be a pop up box before the map will be visible.

See next slide for that “Household” pop up box...

If You Selected “Household” ...



The screenshot shows a mobile application interface. At the top, the status bar displays 'AT&T LTE', '5:21 PM', and '58%' battery. The app title is 'How Many People?'. Below the title, the question reads: 'How many adults and children are there in this household, who are sleeping in the same location on the night of the count?'. A text input field with the placeholder 'Enter Number' is positioned below the question. At the bottom of the form are two green buttons: 'Cancel' and 'OK'. Below the form is a dark grey bar with the text 'Sheltered Survey'. At the very bottom is a standard iOS keyboard with a 'Done' button in the top right corner.

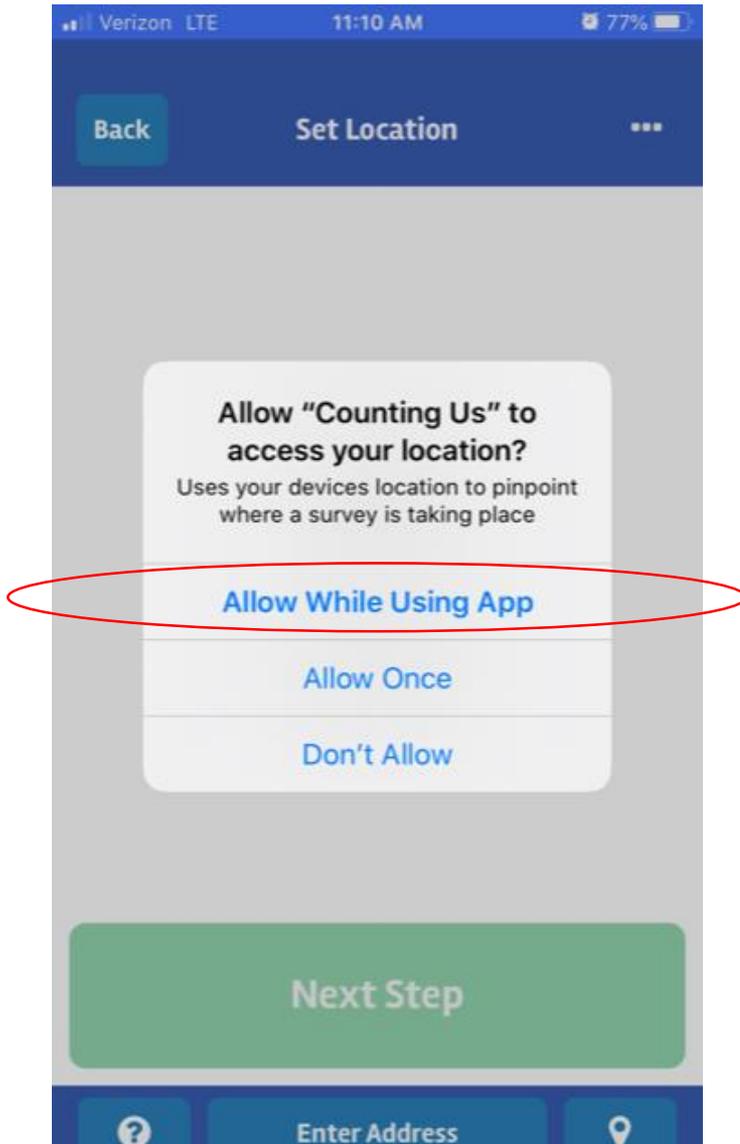
If you selected “Household”, the screen shown on the left of this slide will appear immediately after clicking “Household”.

This is where you will ask the respondent to tell you how many people, including themselves, will be sleeping in the same location. Try really hard to get this one right. It will determine the number of questions you have to answer per household.

If the person says “Oh, it’s just me.” or you realize you meant to select “Individual” instead of “Household”, click “Cancel” and start again.

Once you enter the number and click “OK”, the map will appear.

Address (Allow Location Access)

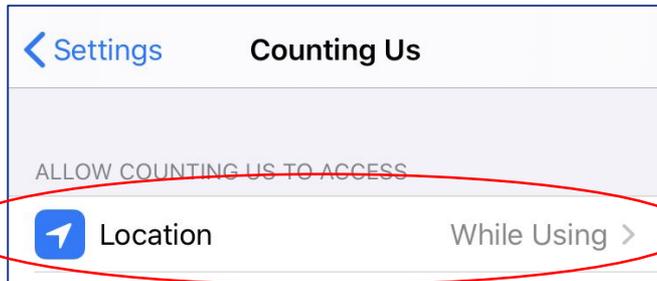


- Phone may automatically give the app access to your location when you downloaded it.
- You may get a pop-up that looks like the one on the left asking for permission to access. Select “Allow While Using App”.
- It is highly recommended that you make sure location access is turned on before you started using the app, especially if you know you might be out of cell coverage when surveying folks (see next slide for instructions...)

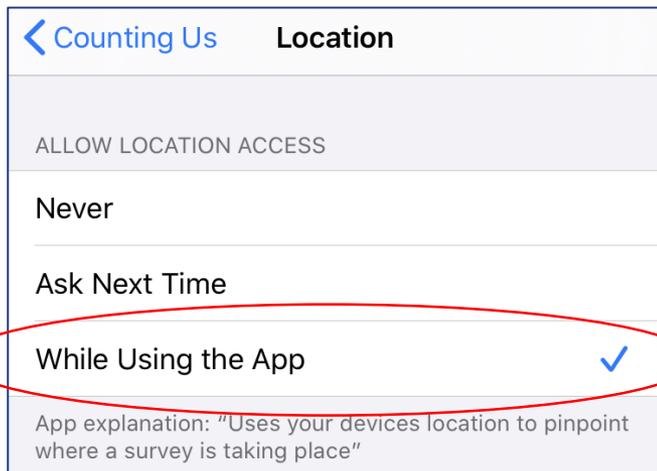
Address (Allow Location Access on iPhone)



- On iPhone/iPad, go to “Settings”
- Scroll down to find your installed apps.
- Select “Counting Us”



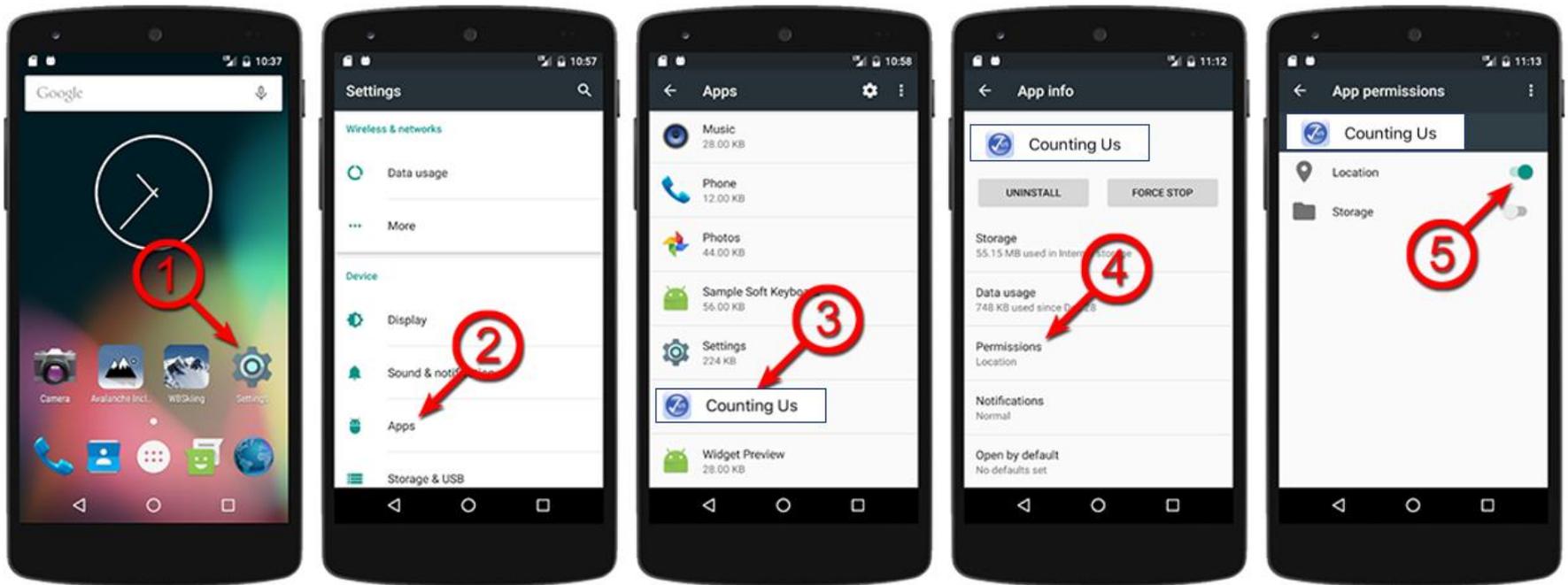
- Make sure “Location” says “While Using”



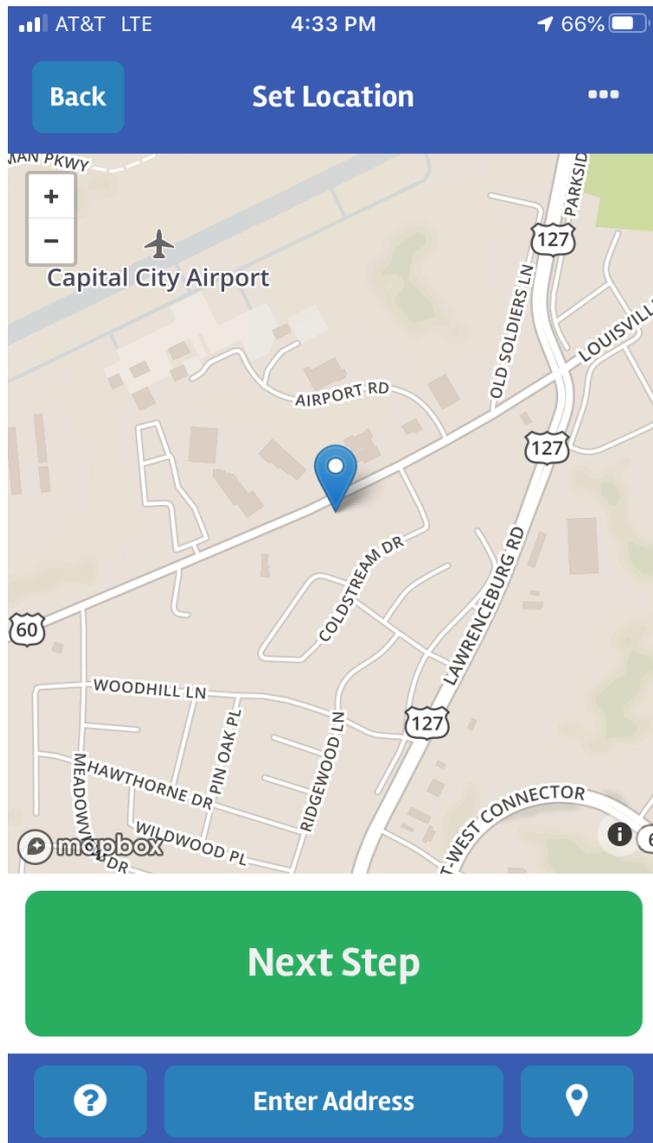
- If it doesn't, click “Location” and then select “While Using”

Address (Allow Location Access on Android Device)

- On Android-powered device, go to “Settings”
- Under “Device”, select “Apps”; then select “Counting Us”
- Select “Permissions”
- Make sure “Location” is turned on (circle on slide line should be on the right and green)



(3) Address (You have to have it)



Scenario One

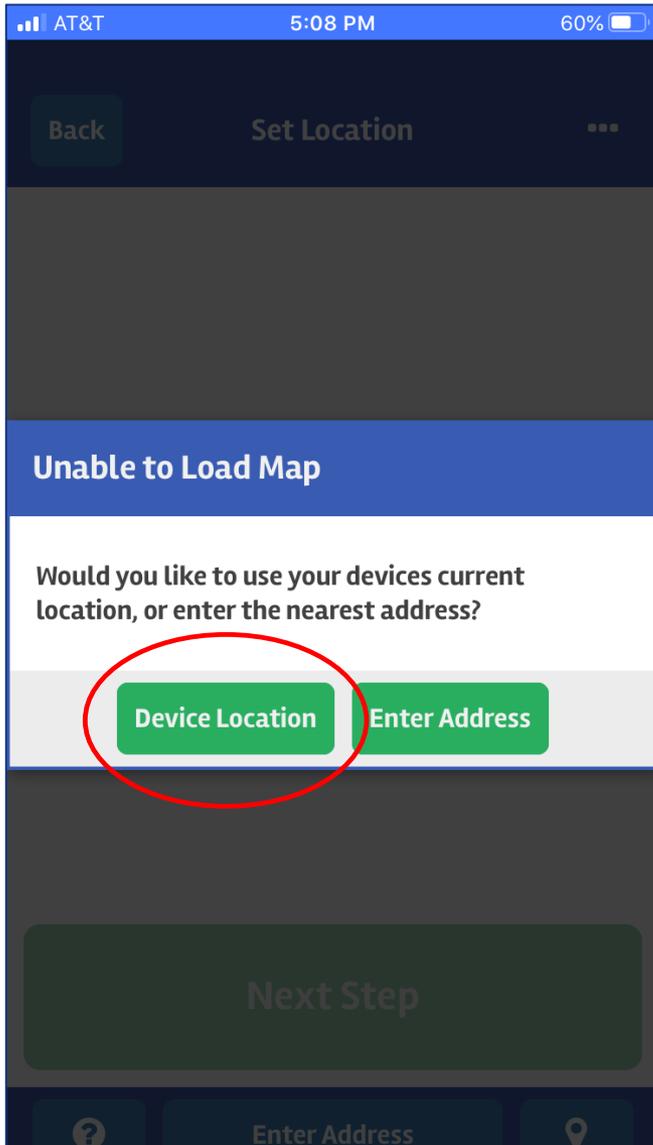
(You're in Cell or Wi-Fi Coverage when conducting the survey)

Your phone will autogenerate your location based on fancy satellites in space (or something like that).

If you're generally happy with where the pin appears, press "Next Step".

Or you can move the pin by dragging screen around with finger(s).

Address continued...

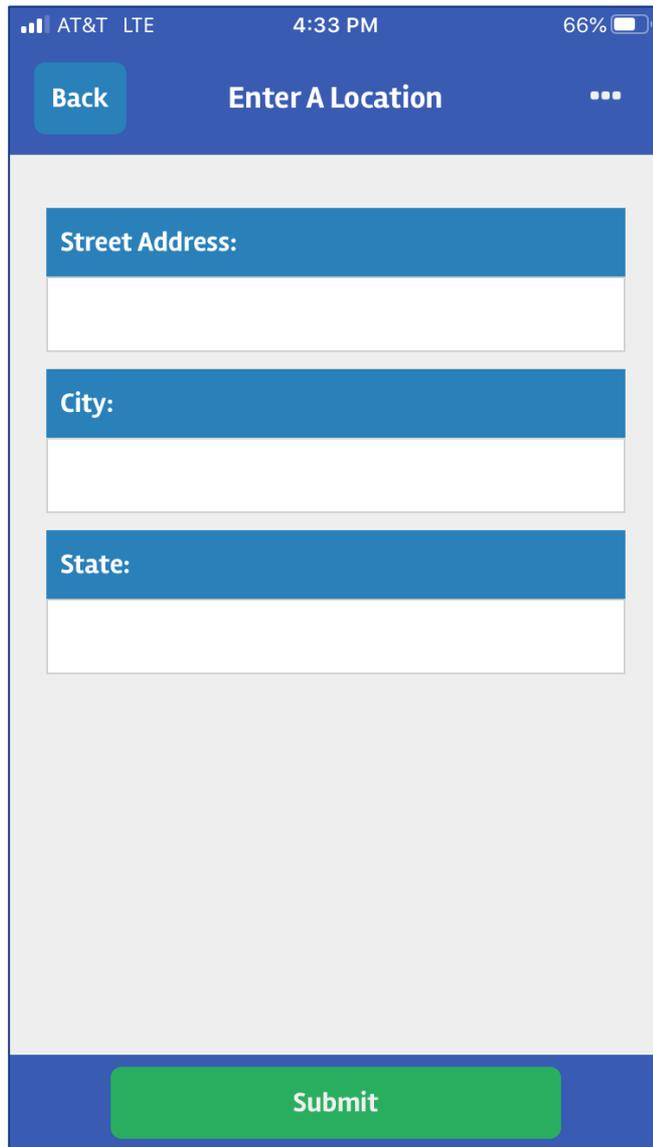


Scenario Two

(You DON'T have Cell or Wi-Fi Coverage when conducting the survey)

- If this is the case, you should see the pop-up message as shown on the left.
- Because satellites still know your location even if a cell tower doesn't, all you have to do is select "Device Location".
- After you've selected "Device Location", you will be directed to the next screen (you won't see a map).

Address continued...



The screenshot shows a mobile application interface with a blue header. The header contains a 'Back' button on the left, the text 'Enter A Location' in the center, and a three-dot menu icon on the right. Below the header, there are three input fields stacked vertically. The first field is labeled 'Street Address:', the second is labeled 'City:', and the third is labeled 'State:'. Each label is in a blue bar above a white text input area. At the bottom of the screen, there is a green 'Submit' button.

- If you need to enter a specific address, you must complete all of the information requested on the left of this slide.
- You must list at least the street name (add street number if you have it!)
- If you don't know the exact address, find the nearest one and use it.
- Click submit.

What's Next? It Depends

- If earlier you said you were completing a “Sheltered Survey”, the next screen after the map will ask you to select the ES or TH “organization name” and “project name”.
- If earlier you said you were completing a “Unsheltered Survey”, the next screen after the map goes straight into the survey questions starting with “In what Kentucky county is this survey being conducted?”

Sheltered Survey

The screenshot shows a mobile application interface with a dark blue header. On the left is a 'Back' button, in the center is the title 'Select a Project', and on the right is a three-dot menu icon. Below the header are two dropdown menus. The first is labeled 'Organization*' and has the placeholder text 'Select an Organization'. The second is labeled 'Project*' and has the placeholder text 'Select a Project'. At the bottom of the screen is a large green button labeled 'Next Step'. The status bar at the top shows 'AT&T LTE', '5:32 PM', and '56%' battery.

You must select the “Organization Name” and the specific “Project Name” for the Emergency Shelter, Transitional Housing Program, Seasonal Shelter, etc. for which you are entering data.

IMPORTANT!!!!

To be able to enter data as “Sheltered”, the Org and Project **MUST** be listed. You must tell KHC if your org/project will be submitting data via Counting Us (i.e., not through HMIS) prior to Jan. 29.

Questions regardless of Sheltered or Unsheltered Survey Type...

AT&T LTE 3:14 PM 93%

Back Unsheltered Survey

Surveyor Only (Do not ask respondent): In what Kentucky county is this survey being conducted?*

Have you already been interviewed today for the Point in Time Count?*

Submit Survey

Save Draft

As indicated by the asterisks (*), both of these questions are required to be completed.

If you select “Yes” to this question, you will not proceed further. Click “Submit”.

If you select “No” as shown on the right, additional questions will appear, including “Where are you sleeping tonight?”

AT&T LTE 3:14 PM 93%

Back Unsheltered Survey

Surveyor Only (Do not ask respondent): In what Kentucky county is this survey being conducted?*

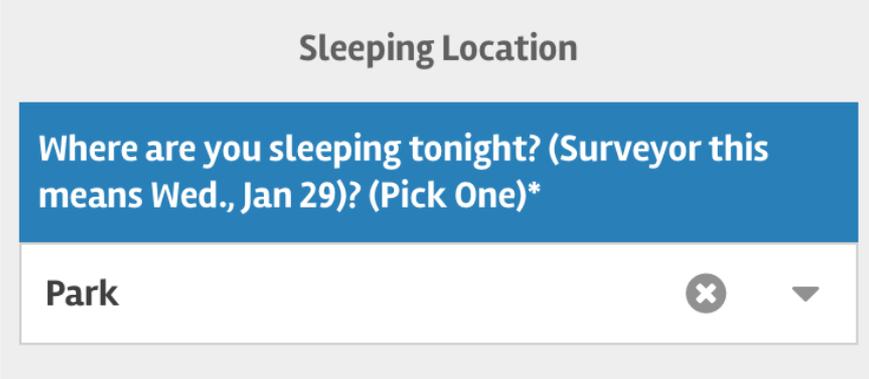
Adair

Have you already been interviewed today for the Point in Time Count?*

No

If You're Completing an Unsheltered Survey...

- The question “Where are you sleeping tonight” will appear after you answer “No” to the question about whether the person has already completed a K-Count survey.
- This question will determine if you will continue with the survey.
- There are numerous choices and they are not listed in alphabetical order. Choose the one that best matches the person’s answer. If the response does not fit an “unsheltered location” definition, the survey will end and you will submit as is.



The screenshot shows a survey question titled "Sleeping Location". The question text is "Where are you sleeping tonight? (Surveyor this means Wed., Jan 29)? (Pick One)*". Below the question is a dropdown menu with the word "Park" selected. To the right of the dropdown menu are a close button (an 'x' in a circle) and a downward arrow.

- This question will not appear on the “Sheltered Survey” because it is already known where the person is staying.

AT&T LTE 3:35 PM 94%

Back Unsheltered Survey

Personal Info

What is your first name?

~~What is your last name?~~
Last name will be removed from app prior to Count

What are your initials?

What is your gender?*

What is your date of birth?

What is your age?

What age range do you fall into?*

Personal Information

Try to get name information if you can, at least the initials. DO NOT ask or enter the first name of the person if emergency shelter/TH project is a Victim Service Provider.

Gender and Age Range are required. If person refuses or does not know, make best guess. Do NOT select "Don't Know" or "Refused"

Please try hard to get the date of birth and the age. This will help with deduplication later and confirm the age range. By getting age, you can complete the age range for them without having to read all of the options to them.

Race and Ethnicity

The screenshot shows a mobile survey interface. At the top, there is a blue header with a 'Back' button, the title 'Unsheltered Survey', and a menu icon. Below the header, the first question is 'What is your race? (select all that apply)*'. This question has eight options, each with a checkbox: 'American Indian or Alaska Native', 'Asian', 'Black or African American', 'Native Hawaiian/Pacific Islander', 'White', 'Other', 'Don't know', and 'Refused'. Below this question is another question, 'Are you Hispanic/Latino?*', which is currently set to a dropdown menu.

Question	Options
What is your race? (select all that apply)*	<ul style="list-style-type: none">American Indian or Alaska Native <input type="checkbox"/>Asian <input type="checkbox"/>Black or African American <input type="checkbox"/>Native Hawaiian/Pacific Islander <input type="checkbox"/>White <input type="checkbox"/>Other <input type="checkbox"/>Don't know <input type="checkbox"/>Refused <input type="checkbox"/>
Are you Hispanic/Latino?*	Dropdown menu

Both of these questions are required.

For Race, select all that apply. If the person says something like “Bi-racial” or “Multi-Racial”, ask them if they can specify which races.

Do not select “Don’t Know” or “Refused” for either question. Make your best guess if person doesn’t know or refuses to say.

Homelessness History (to determine if Chronic)

AT&T 9:50 PM 52%

Back Unsheltered Survey

Homelessness History

Is this the first time you've been homeless?

Yes

How many months have you been homeless this time?

In which Kentucky county or other state were you living in when you became homeless this time?

~~How long in months have you been in this community?~~

This last question will be removed from app prior to Count

→

If "No" is selected to the question "Is this the first time you've been homeless", two additional questions about length of time and number of episodes will appear as shown on the right-hand side of this slide.

AT&T LTE 3:53 PM 100%

Back Unsheltered Survey

Homelessness History

Is this the first time you've been homeless?

No

How many months have you been homeless this time?

Including this time, how many months did have you stayed in shelters or on the streets during the past 3 years?

Including this time, how many separate times have you been housed and then homeless again where you've had to stay in an emergency shelter or on the streets in the past 3 years? Has it been less than 4 times or 4 or more times?

Disabilities

AT&T 10:03 PM 50%

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 any substance abuse issues?



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 any substance abuse issues?

Alcohol Abuse

Is this a long-term disability that impairs your ability to hold a job or live independently?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't Know	<input type="checkbox"/>
Refused	<input type="checkbox"/>

For the disability questions (with the exceptions of Developmental Disability and HIV/AIDS, if the person answers “Yes”, then an additional question will appear as shown on the right asking if the disability impacts the person’s ability to hold a job or live independently.

All disability questions are “Yes/No” except for Substance Abuse, which requires you to ask if the abuse is alcohol, drug, or both.

Back Unsheltered Survey ...

Do you have a Chronic Health Condition such as Lupus, Multiple Sclerosis, Hepatitis, etc?

Do you have a Mental Health Problem such as PTSD, schizophrenia, or Bipolar Disorder?

Do you have a physical disability?

Do you have a Developmental Disability such as Cerebral Palsy, Autism, ADHD, or a Traumatic Brain Injury?

Do you receive disability benefits?

Do you have AIDS or an HIV related illness?

Disability-Related Questions Continued

If respondent answers “Yes” to any of these three, the additional question about impairing the person’s ability to hold a job or live independently will appear.

Military Service and Employment

The screenshot shows a mobile survey interface with a blue header bar containing a 'Back' button, the title 'Unsheltered Survey', and a menu icon. The survey consists of three questions, each in a blue box with a white dropdown menu below it. The first question asks about military service. The second question asks about current employment, with 'Yes' selected. The third question asks about the type of employment.

AT&T 10:24 PM 47%

Back Unsheltered Survey

Have you ever served in the U.S. Armed Forces or ever been called into active duty as a member of the National Guard or as a Reservist?

Are you currently employed at a job for which you receive a paycheck?

Yes

Is your current employment part-time or full-time?

If respondent answers “Yes” to having a job where they receive a paycheck, an additional question will appear asking if the job is full-time or part-time.

Domestic Violence

The screenshot shows a mobile application interface for a survey. At the top, there is a blue header bar with a 'Back' button on the left, the title 'Unsheltered Survey' in the center, and a three-dot menu icon on the right. Below the header, the first question is 'Are you a survivor of domestic violence?' with a dropdown menu. The second question is 'Are you currently experiencing homelessness because you are fleeing domestic violence, dating violence, sexual assault or stalking?' with a dropdown menu showing 'Yes' and a close icon. Below the questions is a grey box with instructions: '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.' This is followed by a 'Notes' section with a text input field. At the bottom, there are two buttons: a green 'Submit Survey' button and a blue 'Save Draft' button.

} This domestic violence could have occurred at any point in the person’s life.

} If respondent answers “Yes” to this question about actively fleeing being the reason for their current homelessness, the survey will end for this person. Enter any notes if needed and then click “Submit” or “Save Draft” if you are outside of Cell/Wi-Fi range.

If the respondent answers “No” to the currently fleeing question, one additional question will appear (as shown on next slide) asking the person to state the reason(s) for their current homelessness.

Causes of Homelessness

AT&T LTE 6:32 PM 44%

Back Sheltered Survey

In your own words, can you tell me what caused you to become homeless this time? (Surveyor: Select all answers that best apply)

Unemployment/No Job	<input type="checkbox"/>
Eviction	<input type="checkbox"/>
Not enough money to afford housing	<input type="checkbox"/>
Released from Jail with nowhere to go	<input type="checkbox"/>
Released from hospital with nowhere to go	<input type="checkbox"/>
Family/Personal Reasons	<input type="checkbox"/>
Aged out of foster care with nowhere to go	<input type="checkbox"/>
Runaway/Child Abuse	<input type="checkbox"/>
Mental Illness	<input type="checkbox"/>

AT&T LTE 6:32 PM 44%

Back Sheltered Survey

Physical Illness/Developmental Disability	<input type="checkbox"/>
Substance Abuse	<input type="checkbox"/>
Other	<input type="checkbox"/>

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

Submit Survey

Save Draft

Listen carefully to the respondent and select the answer(s) that best apply.

If you select “Other”, you will be prompted to enter a reason.

If you have any additional notes overall, please enter in the notes section, then hit “Submit” or select “Save Draft if you are out of Cell/Wi-Fi range.

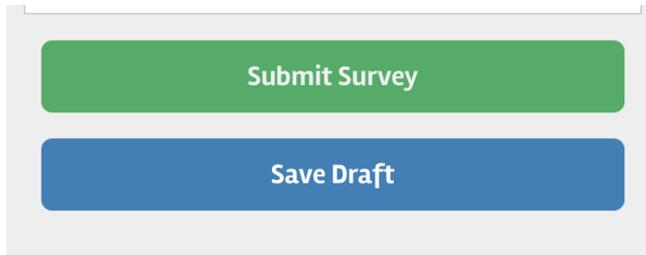
If you selected “Household” in the Beginning

The screenshot shows a mobile application interface for an "Unsheltered Survey". At the top, there is a blue header with a "Back" button, the title "Unsheltered Survey", and a menu icon. Below the header, a grey box contains the text "You are editing a household" and "You are on member 1 of 2", which is circled in red. The main content area has a light blue background and contains three sections: 1. "Relationship to Head of Household" with a dropdown menu currently showing "Self". 2. "Surveyor Only (Do not ask respondent): In what Kentucky county is this survey being conducted?*" with an empty dropdown menu. 3. "Have you already been interviewed today for the K-Count?" with a dropdown menu currently showing "No".

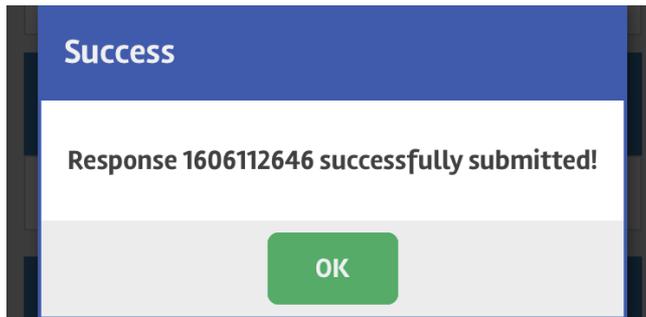
You will complete the questions for each household member separately. Before you can access the questions for the second, third, etc. members of the household, you will first have to “Submit Survey” or “Save Draft” for the first person/person preceding the next person.

As shown on the top left of this slide, you will see a note that says “You are editing a household. You are on member X of Y. In the example shown, there are 2 members of the Household.

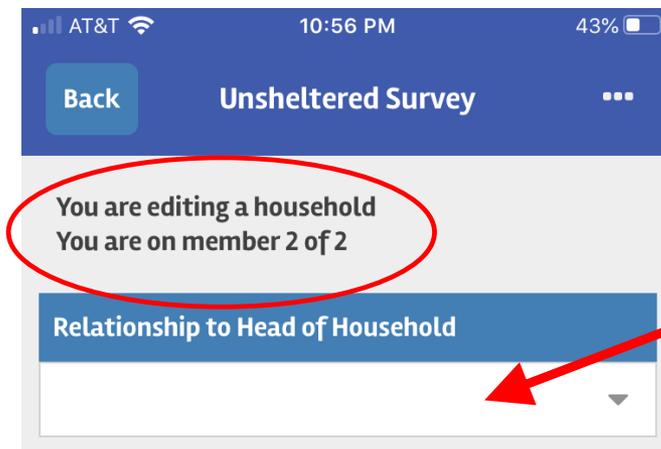
“Households” Continued...



Once you have completed all the questions for one member of the household, you will be asked to “Submit Survey” or “Save Draft”. Select “Submit Survey” if you are in Cell/Wi-Fi range or “Save Draft” if you are not.



If you clicked “Submit Survey” above, you will see a pop-up box that says “Success”. After clicking “OK”, you will then see the next screen shown below, which tells you that you are starting on the next member of the household.



If you clicked “Save Draft”, you will not see a “Success” pop-up. You will be directed straight to the next member of the household. You will continue this process until all members have been completed.

If you are working within a “Household”, you will be prompted to select the person’s relationship to the Head of Household (aka: Respondent/Self).

Multi-Person Households (for Persons 2, 3...)

Just like the person you asked the questions of for the household (i.e., the “Respondent”, “Person 1”, “Self”), you must answer any questions marked with an asterisk for the additional members of the household, which includes:

1. County Where Survey is Being Conducted (select same county as Respondent/Person 1)
2. Have you already taken this survey
3. Sleeping Location (select same response as Respondent/Person 1)
4. Gender
5. Age Range
6. Race
7. Ethnicity

Gather as much other personal information (initials, birthdate, age, etc.) as possible.

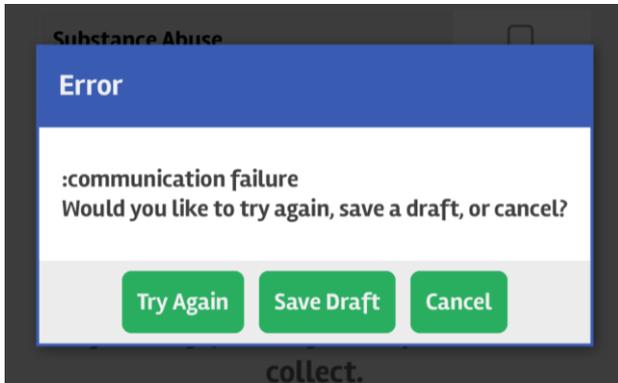
For any additional member of the household other than the Respondent/Person 1, you can skip the questions regarding “Homelessness History” if you want.

Multi-Person Households (for Persons 2, 3...)

The “Age Range” selected will determine what other questions appear.

For adults and any unaccompanied minors (someone under 18 without an adult in the household), collect as much of the other information as possible, especially relating to disabilities and employment.

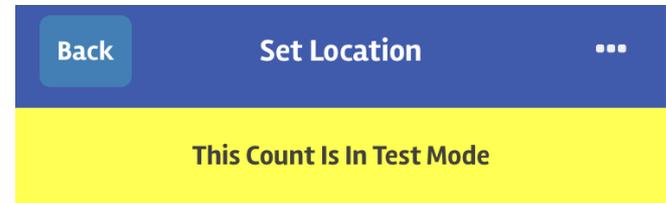
Trouble “Submitting Survey”



- When you click “Submit” you may get an error message like the one on the left. You can click “Try Again” or you can go straight to “Save Draft”. If you save the survey as a draft you will just submit it later.
- If you don’t get an error message but are out of cell-phone/Wi-Fi range, when you click “Submit”, the screen may stay the same and not advance to a “Success” pop-up box. If this happens, just click “Save Draft” and submit it later.

If You Have “Saved Drafts” Showing in Your App

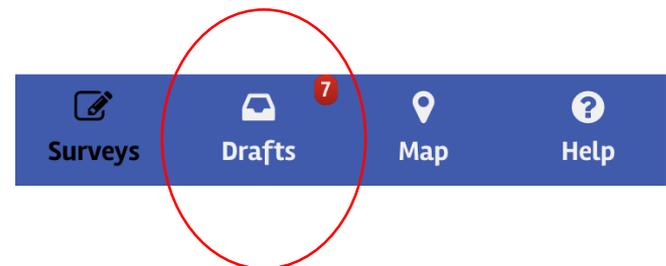
- The only way the surveys can be counted is if you officially “Submit” them through the Counting Us phone/tablet app or the online version of Counting Us.
- If using the Counting Us phone/tablet app, check the bottom of the screen to see if you have any surveys saved as “Drafts”.
- If you do (as indicated by a red circle with a white number inside), click on the word “Drafts” and see next slide for instructions.



Observation Tally (Unsheltered Only)

Sheltered Survey

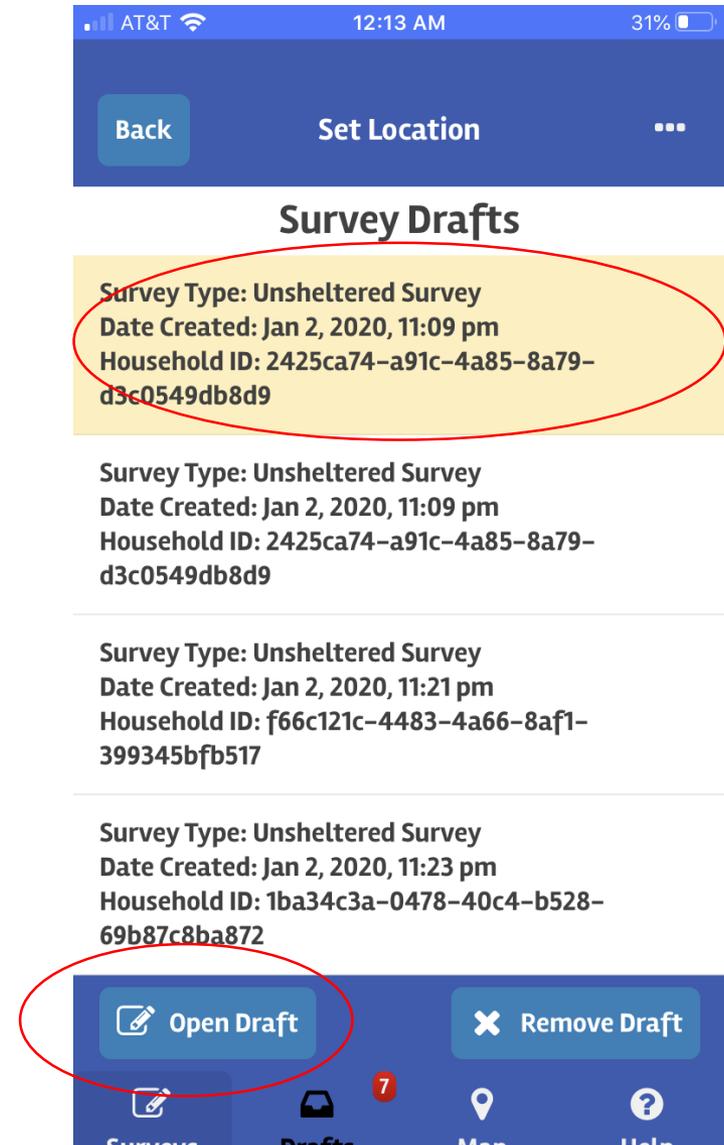
Unsheltered Survey



Submitting “Saved Drafts”

Note: You must be in cell phone range or have access to Wi-Fi to officially submit surveys.

- **Step 1:** Select the Survey Draft you want submit by clicking on it. Once selected, it will be highlighted in yellow.
- **Step 2:** Click on “Open Draft” at bottom of screen.
- **Step 3:** Once Survey Draft is open, go to the end of the Survey and click “Submit”
- **Step 4:** A survey has been correctly submitted if you receive a pop-up message that says “Success”.
- **Step 5:** Repeat until you no longer have any Drafts.



Tips from the Field

- Work with local partners to identify known locations before the Count. Engage persons currently experiencing homelessness or formerly homeless to help!
- Recruit volunteers to help!
 - Gather donations/assemble care packages
 - Complete K-Count Sheltered Surveys with non-funded shelters
 - Complete K-Count Unsheltered Surveys
- County coordinators create maps/routes of known locations—assign teams to specific areas. (provide locations to volunteers in advance so they can become familiar if needed)

Tips from the Field

- Have at least one homeless service provider/shelter provider per team of volunteers
- Recruit local law enforcement to help—strongly request plain-clothed officers!
- Hold training/briefing before Count.

Tips from the Field

- Who can volunteers contact if they encounter someone having a mental health crisis or safety concerns due to DV?
- Who can assist in transporting interested people to shelter?
- Will local EMTs be partnering with the Count and ready to assist?
- Ensure volunteers have all relevant contact information should an emergency/crisis arise and clearly communicate your community's plan.
- County Coordinators consider giving out contact information as the point person of contact throughout the night.

Tips from the Field

- Provide all volunteers with community resource information
 - Any Door KY access information
 - Local shelter information
- Provide all volunteers with care packages for those they encounter living unsheltered
- Work with ERs, First Responders and Law Enforcement – third shift staff may be able to conduct Unsheltered surveys with people they encounter throughout the night after the coordinated Unsheltered Count has ended.

Tips from the Field

- Remind volunteers to be respectful of the spaces they will be entering during the Unsheltered Count
 - What we may see as a public space is a home to those who are living unsheltered and sleeping rough.
- Provide volunteers with a clear mission/purpose of the K-Count and communicate community expectations.
 - Treat all individuals with respect and dignity
 - Provide care packages and connections to permanent housing solutions in your community.
 - Allow people to tell their story if they choose to.
 - Treat the survey as more of a conversation. It is ok to reword some of the questions as needed.
 - Value the privilege of serving our most vulnerable community members.

Tips from the Field

- See K-Count Local Planning Guide for places to canvass and organizations to partner with for the Count as well as other tips.

www.kyhousing.org/KCount

Questions???