2024 WeAllCount FAQ for Volunteers

Survey Reminders

1. How do I download the Counting US Mobile Application?

Please refer to the Getting Started with Counting US App Instruction Guide that can also be found at rtfhsd.org under the WeAllCount page.

2. What is the Setup Key to access San Diego's WeAllCount surveys?

To access the 2024 WeAllCount Surveys you will need to enter the following Setup Key "**SanDiego2024**" after selecting "choose count". If the Setup Key has not been previously entered you will select "Join New Count". Enter the Setup Key then hit "Join Count".

3. What "region" do I select for the WeAllCount?

If you are a volunteer who was required to volunteer via the volunteer portal/registration form your "region" will be the name of the deployment site you have been assigned and will report to on January 25, 2024.

If you are a volunteer who is working with one of our partner agencies and will be conducting a count that was not listed in the volunteer portal, you will scroll down to the bottom of your device screen and will hit the "skip" button.

4. Which survey do we use to track unsheltered surveys and observations?

If an unsheltered individual or household has agreed to complete a survey, (answers all or some questions) you will complete the "Unsheltered Homeless Survey".

If an unsheltered individual or household has declined to complete a survey then an "Unsheltered Observation Tally" will be completed to ensure every unsheltered household encountered can be counted.

5. How should a volunteer introduce the survey to a household?

Here is a sample of verbiage that can be used.

"Hello, my name is _____, and I'm conducting a survey as part of the San Diego Point-in-Time Count to better understand housing situations that can help increase funding and improve services for our community. Your participation is voluntary and you can end the survey at any time. Your answers are confidential and will only be used to improve the quality of homeless services in San Diego. Would you like to complete a brief survey? At the conclusion of your survey we have a $10 gift card for you for your participation today."

6. How do we account for unsheltered households who refuse to complete a survey?

In each question's response box, a volunteer is able to type in the word "refused" to accurately record an individual's response to a declined question. Some questions will have a checkbox you can select for refusals (Ex: race or gender). Based on updated HMIS Data Standards the new response option is "Client prefers not to answer".

7. How do we record refusals for 1+ questions in the Unsheltered Homeless Survey?

In the "Unsheltered Homeless Survey" you can record refusals to one or more questions. See the question above. If an individual chooses to not complete an entire survey, you will submit an "Unsheltered Observation Tally" instead to record your observation.

8. How do I record a partial Date of Birth (Ex: Just the year was provided)?

When asking the Date of Birth question if an individual chooses not to provide a full date of birth, the actual age can be entered instead. The date of birth question is not mandatory, but is used for de-duplication efforts. When entering the exact age, the age range question will auto-populate. Any question with an asterisk is a HUD mandated question for the Point-In-Time Count and will need a response to be inputted or selected.

9. How do I record a survey for a household of 4?

A "household" would be selected if there is more than one person sleeping in the same location on the night of the count, including adults and children, ask if they are part of the same household, if so select household after selecting your survey. The household survey selection will prompt you for the number of people in the household and then will take you through questions for each family member. If known begin with the oldest members of the household.

10. How does a survey location get recorded in the Counting US Mobile Application?

After selecting your survey and/or answering the household composition question, you will set your location by dropping a pin on the application map. Your pin will automatically drop when you select "Next Step".

11. What happens to surveys that are not able to be submitted due to poor internet connection?

If you are unable to submit a survey due to lack of cell service or internet access, you can save the survey as a draft and can submit it later when internet access is back. All draft surveys will be found under the "drafts" icon. You can only create a draft if the Counting US App and Setup Key has been setup prior to losing internet access.

12. How can the community see the final results/ data from the 2024 WeAllCount?

The WeAllCount data collection process is conducted over a 1-week period at the end of January. Once all data is collected it must be reviewed, cleaned, and analyzed before being submitted to HUD (typically in May). For data in addition to the HUD required data fields, it will take additional time to compile and analyze before RTFH can publicly share data with the community. Traditionally it can take 3-4 months after the conclusion of the WeAllCount. Local data will be released late spring/ early summer and can be found on the rtfhsd.org website under "Reports and Data".

13. Who is able to receive a gift card and/or socks?

If an individual or household has completed a survey they are eligible to receive a gift card if they are available. Socks can be given out to unsheltered individuals or households whether they participate in a survey or not (also based on availability). Gift cards can be provided to each household member that is present. *Ex: If a household of 4 completed a survey then 4 gift cards can be provided to the household (based on availability).*