



2025 WeAllCount FAQ for Volunteers

Unsheltered Survey Reminders

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

Please refer to the “Getting Started with Counting Us App - All Volunteers” one pager that can be found on RTFH’s website under the [WeAllCount page](#).

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

If the “2025WeAllCount” is not listed as an available count in the Counting US App you will need to enter a Setup Key to get started. You will first click on the “Join New Count” button then you will enter the following Setup Key “**SanDiego2025**” to access the 2025 WeAllCount Surveys. Then click on the “2025 WeAllCount” button and you are ready to go!

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 30, 2025. For 2025 you will no longer need to select your count site. If a change is required the WeAllCount Coordinators would be able to make that change. Changes will only happen if there is availability at the new site.

If you are a volunteer who is only supporting one of the following activities then your count assignment will be blank and only a WeAllCount coordinator will be able to assign you to a count site. You can email PITC@rtfhsd.org if you have further questions. If "region" is available in the mobile app select the corresponding count site to your activity (Ex: Youth Count- SDYS or Caltrans- Santee)

Youth Count/FJV Count Site/Caltrans Counts

- Youth Count volunteer
- Father Joe’s Village Staff volunteer
- Caltrans volunteer (only)

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 Person Survey”.

If an unsheltered individual or household has declined to complete a survey then an “Unsheltered Person 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 gain insights into housing situations that can help enhance funding and services for our community. Your participation is voluntary, and you can stop the survey at any time. Your responses are confidential and will solely be used to improve the quality of homeless services in San Diego. Would you be willing to complete a



brief survey? As a thank you for your participation, we will provide you with a \$10 gift card at the end of the survey.”

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

If an individual chooses to not complete an entire survey, you will submit an “Unsheltered Person Observation Tally” instead to record your observation.

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

In the “Unsheltered Person Survey” you can record refusals to one or more questions. In each question’s response box, a volunteer can type in the word “refused” to accurately record an individual’s response to a declined question. Some questions will give you the option to select a check box for the client “prefers not to answer”.

8. How do I record a partial Date of Birth (Ex: Just the year 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-required question for the Point-In-Time Count Homeless Census and must have a response entered or selected.

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

The “household” button will 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 a series of 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?

Before heading to your count site make sure to enable location services on your device.

For an iPhone or iPad:

1. Open your phone's **Settings** app.
2. Scroll down to where you see the **Counting Us** app listed and open it.
3. Tap **Location**, and select **While Using**.
4. If an error message occurs that says "Location Unknown," please refer to this [FAQ](#) provided by SimTech Solutions.

For Android devices:

1. Open your phone's **Settings** app.
2. Tap **Location**. If you don't see **Location**, then tap **Security & location** and then **Location**.
3. Tap **App permissions** or **App-level permissions**.



4. Scroll down to where you see the **Counting Us** app listed and open it.
5. Choose **Allow only while using the app**

Once location services are enabled and you have accessed the Unsheltered Person Survey you will set your location by dropping a pin on the application map. Your pin will automatically drop when you select “Next Step” once you select the household type (individual or household) first.

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 have been setup before losing internet access.

12. How can the community see the final results/ data from the 2025 WeAllCount?

The WeAllCount data collection process is conducted over 1 week 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).*