2027 WeAllCount FAQ for Volunteers

Unsheltered Survey Reminders

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

In your device's app store, search for the term "Counting Us" or use the QR codes found below. More instructional details can be found on the WeAllCount page.

Google Play

Apple Store

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

If the "2027 WeAllCount" 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, "**SanDiego2027**" to access the 2027 WeAllCount Surveys. Then click on the "2027 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 registration portal, your "region" will be the name of the deployment site you have been assigned to and where you will report to on January 28, 2027. For 2027, you will no longer need to select your count site. If an assignment needs to be changed, a WeAllCount Coordinator will need to review this request. Email pitc@rtfhsd.org

If you are a volunteer who is only supporting one of the following activities, then your count assignment will be set as unassigned. You may have the ability to select a count region when you first sign in. The following partners have a "region" designated to them.

- Youth Service Provider Count staff - (Youth Count Site – "Name of Service provider")
- Father Joe's Villages Staff – (Partner Site: Father Joe's Village (Downtown)
- Adjoin Staff – (Partner Site: Adjoin (City Heights- SD Canyonlands)
- Caltrans volunteer (only) – (CalTrans – "Name of Yard location")

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. This includes individuals or households who may not have declined, but it may have been unsafe to complete an engaged survey (Observations).

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

Here is a sample of verbiage that could 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 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"**.

7. How do I record a partial Date of Birth (Example: 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.

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

The "household" button will be selected if more than one person is 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 the household button after selecting your Unsheltered Person 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. For observation

9. 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. Surveyors will also have the ability to enter an address manually if needed. If you have moved too a new location and are still entering a location, you may also slide the pin marker to the correct location.

10. What happens to surveys that cannot be submitted due to a poor internet connection?

If you are unable to submit a survey due to a lack of cell service or internet access, you can save the survey as a draft and 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 set up before losing internet access.

11. How can the community see the final results/ data from the 2027 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”.

12. Who can 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 who is present*. Ex: If a household of 4 completed a survey, then 4 gift cards can be provided to the household (based on availability).*

13. Why do I get an error saying "The activity has been locked and is no longer accepting responses"?

After submitting a survey, you may get the error message stating “this activity has been locked and is no longer accepting responses”. This will happen when the CoC is no longer accepting data because the Count has concluded. If data was collected during the reporting window, but was not submitted on time (but still needs to be submitted). Please contact the Count administrator at pitc@rtfhsd.org, so the activity may be unlocked.