



Point-in-Time (PIT) Volunteer FAQ Information Sheet

How does a PIT Volunteer Prepare?

- Download the Counting Us App, Sign up to volunteer via the App

What does a PIT Volunteer do?

- Help canvas and count the number of people experiencing homelessness!
- Attend one Mandatory training session– 3rd week of January (1/15 – 1/20)
- Work a specific shift (up to two hours)
- Go out in groups of two or three to count and interview homeless individuals and families in specific geographic areas throughout the County.
- Cover a geographic area, completing a brief survey with each person experiencing homelessness in your assigned area, and submitting the completed survey materials as directed.

What happens PIT Count Week (1/22/2024 to 1/25/2024)?

- Monitor the Counting Us App for the most up to date announcements regarding the PIT count.
- Receive information regarding YOUR Zone, Zone Commander and meet up location/time.

What occurs PIT Count Days (1/22/2024, 1/23/2024 and 1/24/2024)?

- Check in with the Zone Commander and meet YOUR team member(s) at a previously arranged time/place.
- Please stay within assigned grid boundaries to minimize duplication.
- Conduct interviews via the Counting Us App in your assigned area.

What should Volunteers wear/bring count day?

- Dress appropriate for the weather and wear comfortable clothing (Layers are recommended).
- Wear comfortable walking shoes.
- Bring a fully charged cell phone and a flashlight.

POINT IN TIME

MAKE IT COUNT.

How should Volunteers approach people experiencing homelessness?

- Approach with respect.
- A “good morning/afternoon” and a smile can ease a person’s apprehension and start a dialog.
- Be open and honest regarding your intentions.
- Talk to them at their level, i.e., if they are sitting down, sit down next to them or kneel down in front of them.
- Shine the flashlight in your face, not theirs-little things make a big difference.
- Don’t tell people “I know what they are going through,” “I understand,” or “I’ve been there.” Even if you have been homeless yourself, everyone’s story is different.
- Do not wake anyone up who is sleeping. You can call out to them to see if they will respond but if you do not get a response simply tally them and note their location. Do not touch them or try to wake them.
- Be responsive, not reactive. Don’t get defensive. Often negative situations have nothing to do with you. Take a few seconds to think before you speak. Reactive is about you; responsive is about the other person.
- Know the limits of your own skills.
- Thank them for their time, it leaves a positive impression.
- **SAFETY** is paramount. Don’t put yourself in harm’s way.

Stay Safe!

- No abandoned building checks.
- Drive cautiously (no get out of jail free card).
- Don’t stop along freeway “mainlines”.
- Stay with your team.
- Call 911 in case of an emergency.

Thank you for volunteering for the 2024 Point-In-Time Count!