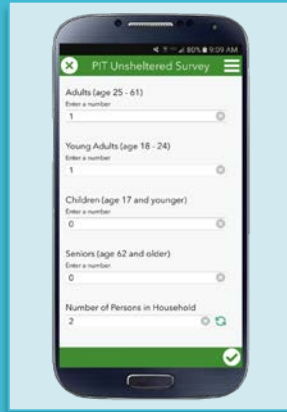


Going Mobile for the Homeless Point in Time (PIT) Count



Nicole Funicello



What is the PIT Count?



Let's Make Everyone Count!

National Street and Shelter Point-in-Time Count

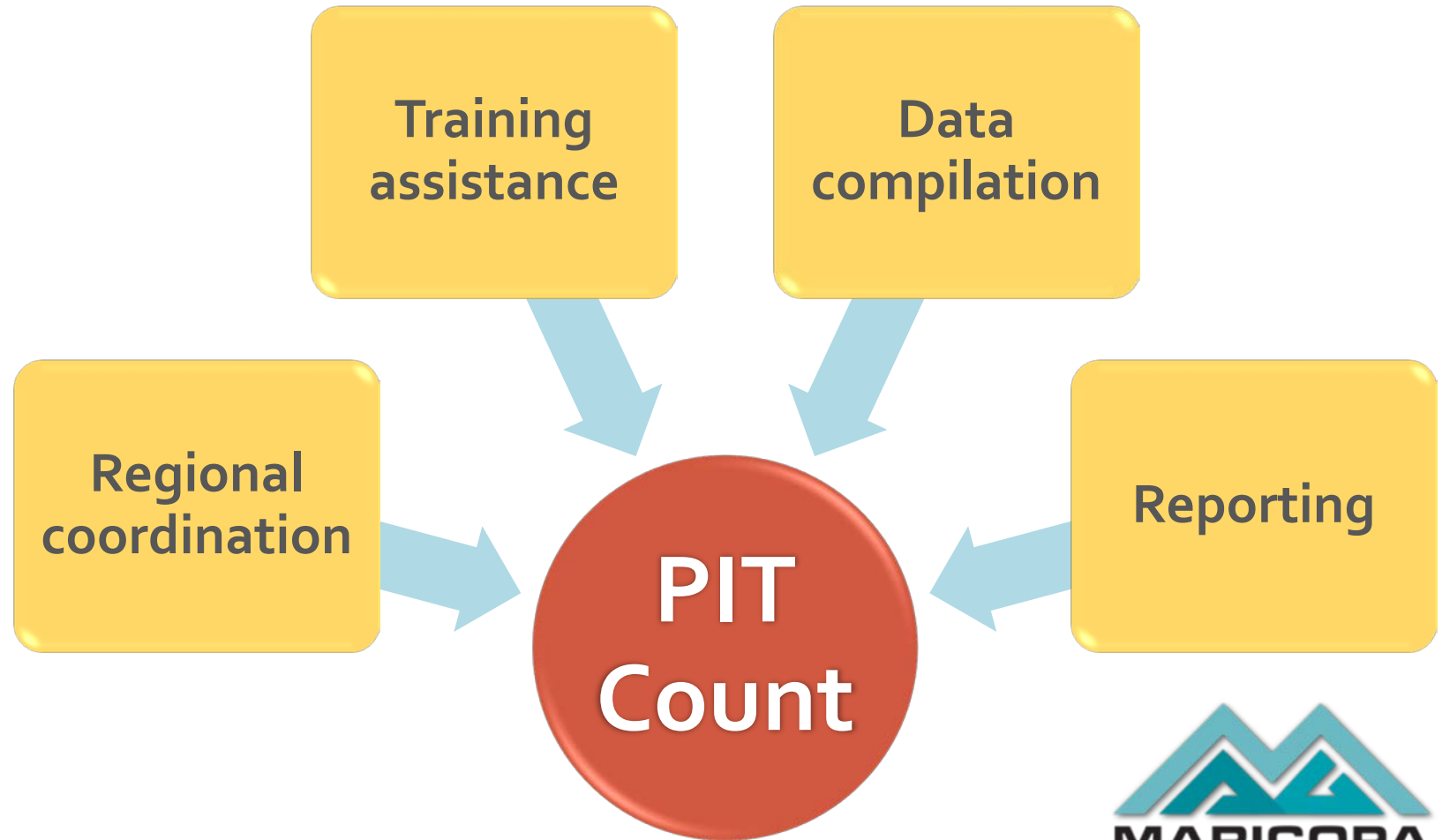
JANUARY 2019



The U.S. Department of
Housing and Urban Development

For additional information,
visit the HUD Exchange at
www.hudexchange.info

MAG's Role



Paper Survey



Limitations of Paper Surveys

- ✖ Time consuming
- ✖ Can be lost/misplaced
- ✖ Difficult to determine locations
- ✖ Legibility issues/data entry error

The image shows a stack of three paper survey forms titled "DRAFT 2019 PET Unsheltered Count Form". The forms are designed for data collection and contain various sections with checkboxes and text boxes.

Form 1 (Top):

- Header:** "DRAFT 2019 PET Unsheltered Count Form".
- Location:** A text box for "Location".
- Information:** A text box for "Information".
- Consent:** A section with checkboxes for "I am a volunteer for [your organization's/our group's] Pet Up-Down Count." and "I am willing to spend about 10 minutes of your time?".
- Where did you sleep last night?** A section with checkboxes for "Street or sidewalk", "Vehicle (car, van, RV, truck)", "Park", "Abandoned building", "Under bridge/overpass", "Woods or outdoor encampment", and "Other location (specify)".
- 2b. How many pets did you have sleeping with you last night?** A text box for "2b. How many pets did you have sleeping with you last night?".
- 2c. In your pet(s)'s required service animal?** A text box for "2c. In your pet(s)'s required service animal?".
- 3. What is your gender?** A section with checkboxes for "Female", "Male", "Trans Female", "Trans Male", "Gender non-conforming (i.e. not exclusively male or female)", "Non-binary/Other", and "Prefer not to answer".
- 4. What is your ethnicity?** A section with checkboxes for "American Indian or Alaska Native", "Black or African American", "Hispanic or Latino", "Asian", "Pacific Islander", "Other", and "Prefer not to answer".

Form 2 (Middle):

- 5. Would you be willing to tell us your age?** A section with checkboxes for "18-24", "25-34", "35-44", "45-54", "55-64", "65+", and "Prefer not to answer".
- 6. What is your gender?** A section with checkboxes for "Female", "Male", "Trans Female", "Trans Male", "Gender non-conforming (i.e. not exclusively male or female)", "Non-binary/Other", and "Prefer not to answer".
- 7. What is your ethnicity?** A section with checkboxes for "American Indian or Alaska Native", "Black or African American", "Hispanic or Latino", "Asian", "Pacific Islander", "Other", and "Prefer not to answer".

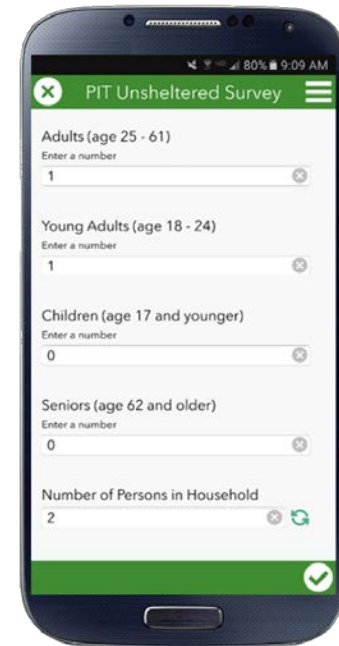
Form 3 (Bottom):

- 8. How many pets did you have sleeping with you last night?** A text box for "8. How many pets did you have sleeping with you last night?".
- 9. In your pet(s)'s required service animal?** A text box for "9. In your pet(s)'s required service animal?".
- 10. What is your gender?** A section with checkboxes for "Female", "Male", "Trans Female", "Trans Male", "Gender non-conforming (i.e. not exclusively male or female)", "Non-binary/Other", and "Prefer not to answer".
- 11. What is your ethnicity?** A section with checkboxes for "American Indian or Alaska Native", "Black or African American", "Hispanic or Latino", "Asian", "Pacific Islander", "Other", and "Prefer not to answer".

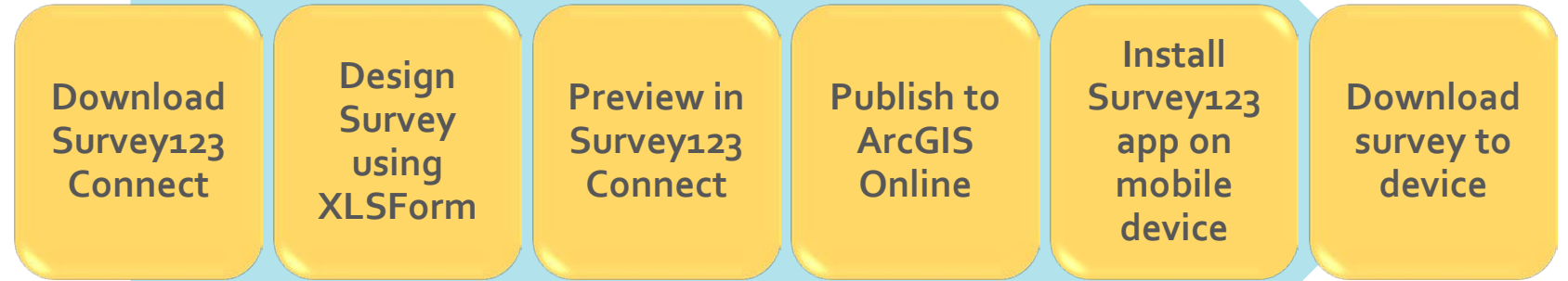
Mobile Survey 😊

Benefits of using Survey123 for ArcGIS

- ✓ Data is secured
- ✓ Smart surveys
- ✓ Locations recorded by GPS
- ✓ Can be used offline
- ✓ Real-time analytics



Conversion Process



Test, Test, and Test some more!

Start Here:

<https://community.esri.com/groups/survey123>

ArcGIS Solution for Local Government:

<https://solutions.arcgis.com/local-government/help/homeless-point-time-counts/>

Piloting the Mobile App

Many volunteers, many devices...

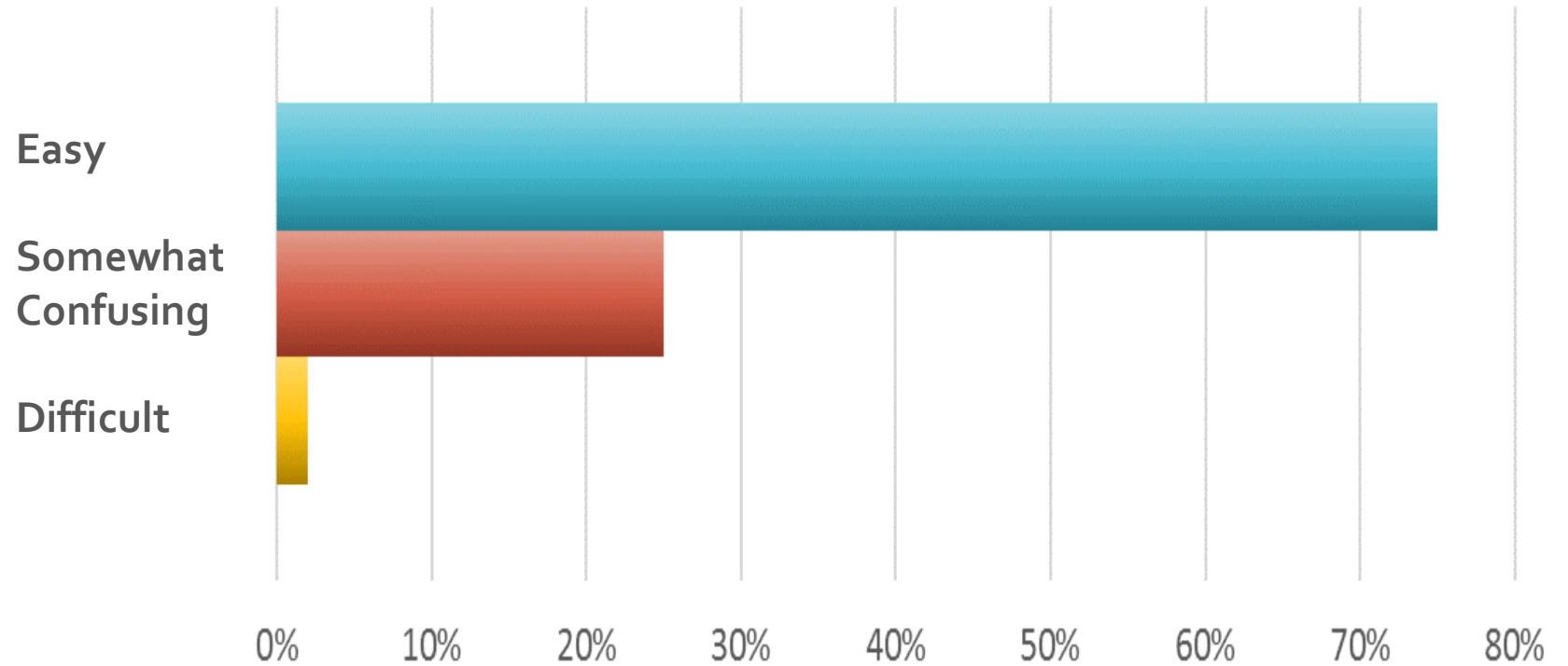
Key to Success:

Users guide and hands-on training

A screenshot of a mobile app interface titled "PIT Observation Form". At the top, there is a green header bar with a back arrow, the title, and a menu icon. Below the header is a logo for "PIT IN TIME" featuring a stylized house with a person inside. The text below the logo reads: "Observation Form for the 2018 PIT Count" and "This survey is meant to be used for both individual and household observation during the 2018 Point in Time (PIT) count". At the bottom, there are two circular icons: a blue one labeled "Collect" with the text "Start collecting data" and a green one labeled "Outbox" with the text "Send your completed".A screenshot of a mobile app interface titled "PIT Unsheltered Survey". At the top, there is a green header bar with a close button (X), the title, and a menu icon. Below the header, the app asks for the number of people in different age groups: "Adults (age 25 - 61)" with the value "1", "Young Adults (age 18 - 24)" with the value "1", "Children (age 17 and younger)" with the value "0", and "Seniors (age 62 and older)" with the value "0". At the bottom, it asks for the "Number of Persons in Household" with the value "2". A green checkmark icon is visible in the bottom right corner.

Volunteer Feedback

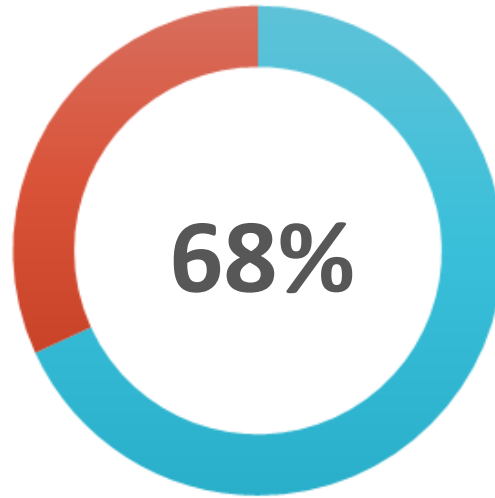
If mobile app was used, how would you rate its use?



Mobile App Usage

2018 PIT Count

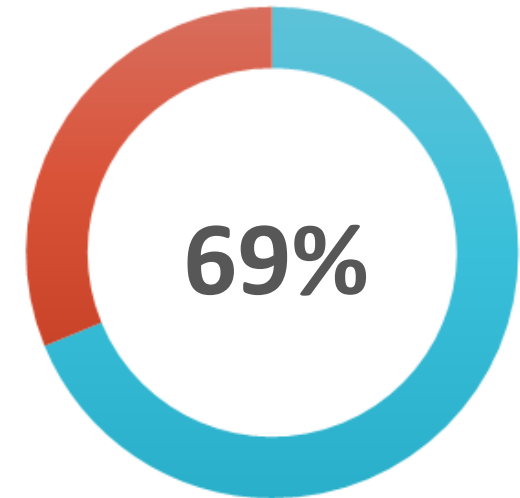
■ Mobile App ■ Paper Survey



- 1,868 Submitted surveys
- 68% Submitted via app
- 200 Assigned logins

2019 PIT Count

■ Mobile App ■ Paper Survey



- 2,192 Submitted surveys
- 69% Submitted via app
- 280 Assigned logins

Challenges & Lessons Learned

AGOL logins

- Need to be managed
- Password reset

User error

- More Training
- Improve Survey

Location issues

- Erroneous coordinates
- Backup question needed

Expanding use

- Additional logins
- Work with account manager

Cleanup

- Deduplication
- Won't be 100% paperless

Future Goals



Combine surveys into one



Add more logic and hints



Improve training

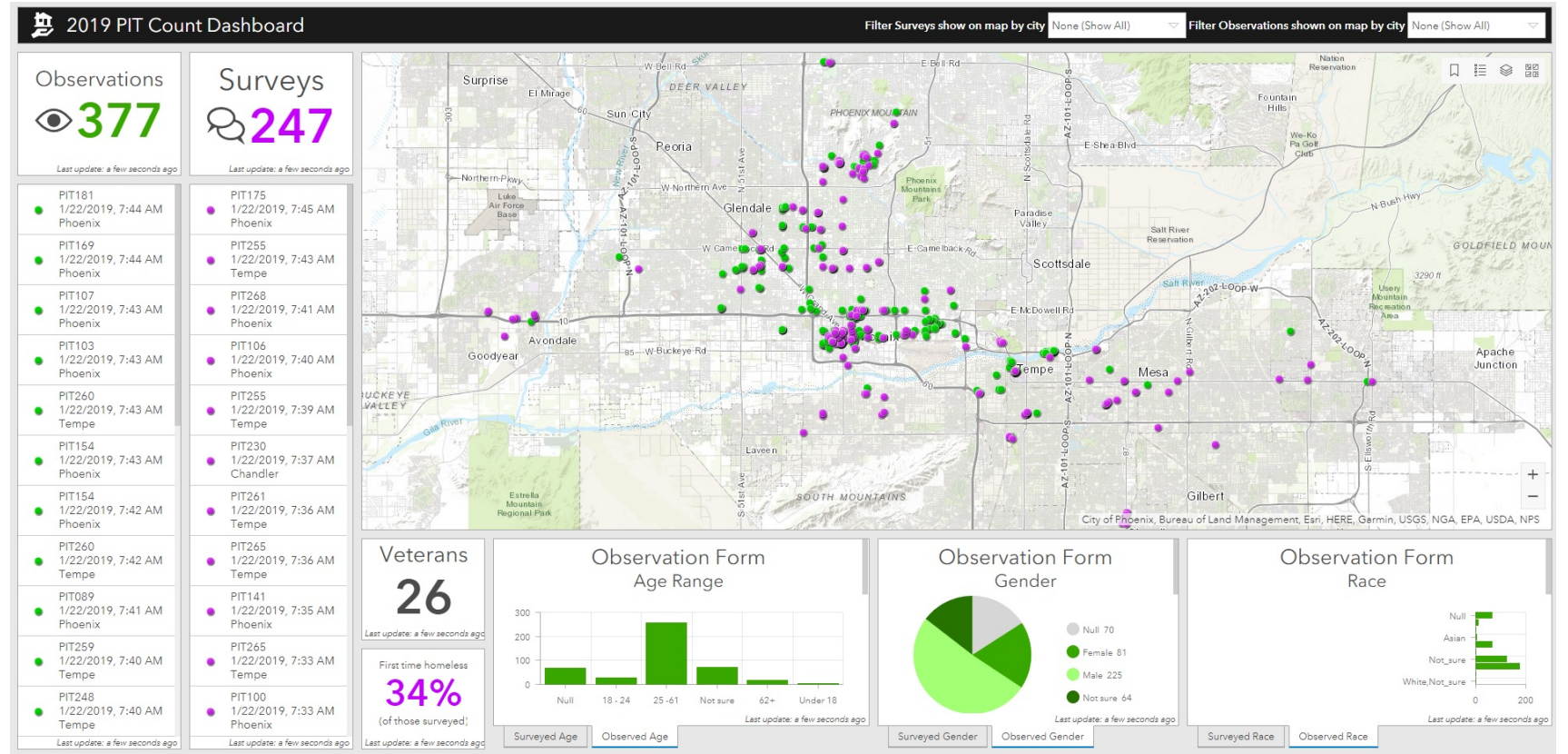


Expand use



Encourage Operations Dashboard use

Operations Dashboard



Interactive &
real-time

Configurable

PIT data
challenges

Thank you

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