



Point-in-Time Count FAQs

Why are we doing this? The federal government requires a count in every community across the country to estimate the number of people experiencing homelessness on a particular day in January. The estimate is used to detect trends, guide policy, inform local decision-makers and advocates and helps to determine how much funding our area gets to help people get into housing.

Where do I start? Go to <https://volunteer.pointintimecount.com/login> on your cell phone or tablet and enter the survey code CXF64B. If you decide not to allow the site to detect your location, please manually enter a location (as precisely as possible) for each survey. Also, if you are surveying at a particular location (such as a daytime drop-in center or a 7-11, please also note that under “custom location.”

What if someone...

- **Doesn't want to answer any questions?** Thank them anyway and move on. Everyone has the right to refuse; please don't try to coerce them.
- **Says they've already been surveyed?** Note that in the first question and end the survey politely.
- **Wants money to do the survey?** Under no circumstances should someone be offered money to answer. Doing so will only make future surveys more difficult. Explain that you are a volunteer and that the information they provide will be used to advocate for their needs and may provide more housing opportunities for people experiencing homelessness.
- **Is a teen or young adult (age 16 to 24)?** Complete the survey as normal. Afterward, be sure to give them one of the brochures for the Youth Action Society to read at their convenience.

- **Asks how they can get housing or what has happened to the application they've already submitted for housing?** Explain that the process to apply for housing starts with calling 2-1-1 or meeting with an intake specialist at one of the locations listed at hsncfl.org/help. (See separate flyer for more information.) If they have already called and already applied, please get their name, date of birth and contact information and email it to access@hsncfl.org with a request that the person get an update on their housing application.
- **Gets agitated?** If you feel comfortable doing so, try to de-escalate the situation through compassion. "I'm so sorry for what you're going through..." If you're able to talk with them for a few minutes just to let them share their situation, they may be able to continue the survey. But if you don't feel safe or the person remains agitated, thank them and end the survey.
- **Starts to threaten me?** This is very rare – and NO volunteer has ever been hurt, but we want to keep it that way. Apologize for disturbing them as you back away and leave immediately. Your first priority should be your own safety.
- **Is a veteran?** Please remain with the person and call **Jina Thalmann at the Orlando VA at 407-713-6353. Do not give the person Jina's number.** She will be available the days of the count. If you can't reach her at that moment, however, get the person's name, date of birth and contact information or precise location and leave Jina a message.
- **Asks me a question I can't answer?** Explain that you're a volunteer and don't know. Try to reach your team lead and see if you can get an answer.
- **Appears seriously medically ill or injured?** Call 9-1-1.

How do I know if the <https://volunteer.pointintimecount.com/home> website registered what I entered?

At the end of the survey, you will see a checkmark next to the survey you just completed. If it shows an "X" instead, it means that the survey has not yet been uploaded. However, keep going with more surveying. Once you get a better signal, the information will upload by itself in the background.

A few final tips:

- ***Safety is our No. 1 priority. If you feel unsafe, stop.***
- ***Leave your wallet and other valuables behind.***
- ***Be conversational and compassionate – but not pitying.***
- ***Call your team lead if you have questions.***
- ***Know you're helping to create a better, more humane community!***