

**National Human Services Data Consortium** **2016 Spring Conference**  
Los Angeles, CA  
April 13-14, 2016

**Developing a Mobile Application to Support Your PIT Count and Streamline Data Collection**  
Cassie Morgan & Melissa Mikel



Advancing a Technology Culture in Human Services

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**Who are we?**

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**The Fresno Madera Continuum of Care**

- Fresno and Madera are metropolitan areas situated in the San Joaquin Valley
- Largely agricultural with large rural land areas
- The Fresno Housing Authority serves as the Collaborative Applicant and HMIS Lead
- 43 projects
- Lack emergency shelters
- Large unsheltered population

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## 2015 Point-in-Time Count

- Three-day effort in two cities and five rural areas
- 218 unduplicated volunteers
- 1183 unsheltered homeless tallied
- 789 surveys conducted
- Poor data quality
- Data entry took several weeks
- Less time for analysis

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## Obstacle

The long-standing practice of using paper forms were no longer sufficient to gather and process adequate information on individuals and families facing homelessness in Fresno and Madera.

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## How can we streamline data collection and processing?

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### Solution

The FMCoC voted to conduct the 2016 unsheltered tally and survey PIT count using mobile technology.

- Easy survey workflow
- User friendliness
- Administrative capabilities
- Off-line and geo-location capabilities

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### Development Methodology

Three months were spent vamping and revamping project deliverables to improve and adjust product features and functionality.

- Identified priority of work
- Groom development
- Constant engagement and adjustments
- Project Owner (PO)
- Quality Assurance
- Capture functionality and process through data flow diagrams

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### Utilization

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### Developing a Mobile Application to Support you PIT Count and Streamline Data Collection

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Do you have 10 minutes of your time?  
 Yes, I would like to participate in the Homelessness Data Collection Survey (I am conducting a survey to collect homelessness data in your community) or No, I do not have time to participate in the survey.  
 Yes  No

Did someone else conduct a survey with you regarding the night of Tuesday, January 26, 2016?  
 No  Yes

Where did you sleep on the night of Tuesday, January 26, 2016?  
 Home/other  Shelter/other  Not  
 Day care/other  Other/other  Street or other  
 Health center  Shelter/other  Street or other  
 Home/other  Home/other  Job, shelter, program



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### Developing a Mobile Application to Support you PIT Count and Streamline Data Collection

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FMCOCC needs access to:  
 Location  
 Photos/Media/Files  
 Wi-Fi connection information

Google Play **ACCEPT**



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### Developing a Mobile Application to Support you PIT Count and Streamline Data Collection

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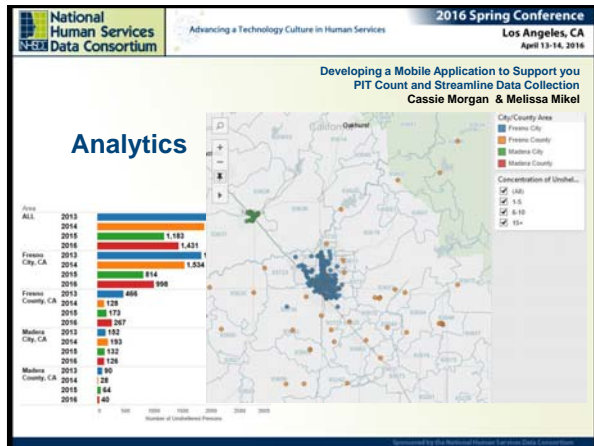
## Output

- Track volunteers
- 0 hours spent doing data entry
- Geospatial analysis
- Data dashboards

PIT Count Survey [DOWNLOAD CSV](#)  
 PIT Tally Count [DOWNLOAD CSV](#)

Household ID	Email	Start Time	Location	Worktime	athousecounted	Classification
1264226404546	smo@nhsdc.org	"2016-01-28T18:05:06.679Z"	Lat: Not Given, Long: Not Given	Yes	No	Street or sidewalk
1264226404546	smo@nhsdc.org	"2016-01-28T18:05:06.679Z"	Lat: Not Given, Long: Not Given	Yes	No	Street or sidewalk
1264226404546	smo@nhsdc.org	"2016-01-27T18:05:06.679Z"	Lat: 36.7509402204987, Long: -119.7884701015158	Yes	No	Personnel Village
1264226404546	smo@nhsdc.org	"2016-01-27T18:05:06.679Z"	Lat: 36.7509402204987, Long: -119.7884701015158	Yes	No	Personnel Village
1264226404546	smo@nhsdc.org	"2016-01-27T18:05:06.679Z"	Lat: 36.7511379488995, Long: -119.7884701015158	Yes	No	Personnel Village
1264226404546	smo@nhsdc.org	"2016-01-28T18:05:06.679Z"	Lat: Not Given, Long: Not Given	Yes	No	Street or sidewalk
1264226404546	smo@nhsdc.org	"2016-01-28T18:05:06.679Z"	Lat: Not Given, Long: Not Given	Yes	No	Street or sidewalk
1264226404546	smo@nhsdc.org	"2016-01-28T18:05:06.679Z"	Lat: 36.749302067812, Long: -119.7884701015158	Yes	No	Park
1264226404546	smo@nhsdc.org	"2016-01-28T18:05:06.679Z"	Lat: Not Given, Long: Not Given	Yes	No	Street or sidewalk
1264226404546	smo@nhsdc.org	"2016-01-28T18:05:06.679Z"	Lat: Not Given, Long: Not Given	Yes	No	Street or sidewalk
1264226404546	smo@nhsdc.org	"2016-01-28T18:05:06.679Z"	Lat: Not Given, Long: Not Given	Yes	No	Street or sidewalk
1264226404546	smo@nhsdc.org	"2016-01-28T18:05:06.679Z"	Lat: Not Given, Long: Not Given	Yes	No	Street or sidewalk





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- ### Lessons Learned
- Timeliness
  - Location settings
  - User profiles
  - Required questions

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- ### Future Implementations
- Home Outreach Team
  - ConnectHome
  - Homeless Assessment Tool
  - Coordinated Entry System
  - Mapping

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# Utilizing Scan Card Technology for PIT Volunteers

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## Obstacles

- Over 250 volunteers registered for PIT
- Ensuring that all volunteers completed training
- Ensuring all release and liability forms were signed by volunteers
- Our HMIS has a volunteer module, but does not have the capability of quickly checking in a large amount of volunteers.

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## What we needed

- Quick check in for volunteers as they arrived at PIT headquarters and check out when they returned.
- A system to capture that each volunteer attended training.
- A flag at check-in if release forms were not completed by the volunteer.

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### HMIS modules

- Scan Cards - Traditionally , in the homeless service field, scan cards are used to quickly capture the services rendered to clients.
- Shelter module – Express check in and check out of clients in a shelter.
- Volunteer module - but does not have the capability of quickly checking in a large amount of volunteers.

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### Solution

- Utilized the shelter module and created a unit list for training, release forms, and the PIT dates.
- Volunteers entered into HMIS as closed clients with only first name, last name, and agency name or community volunteer.
- Client list created by agency to track agency participation (if important to your CoC)
- Scan cards created only for those who completed training
- Express shelter check-in, check-out feature with scan cards used to quickly check volunteers in at PIT headquarters
- Using combined modules and features allowed quickly generate reports for a count of daily volunteers and unduplicated count of total volunteers.




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### Lessons learned and moving forward

- PLAN AHEAD!
- Train multiple headquarter staff on check in and check out of volunteers.
- Work with HMIS vendor to incorporate scanning feature with volunteer module.
- Interest from homeless and non-homeless agencies on utilizing HMIS scan cards for tracking services, i.e., soup kitchens, tracking public housing resident services.

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