

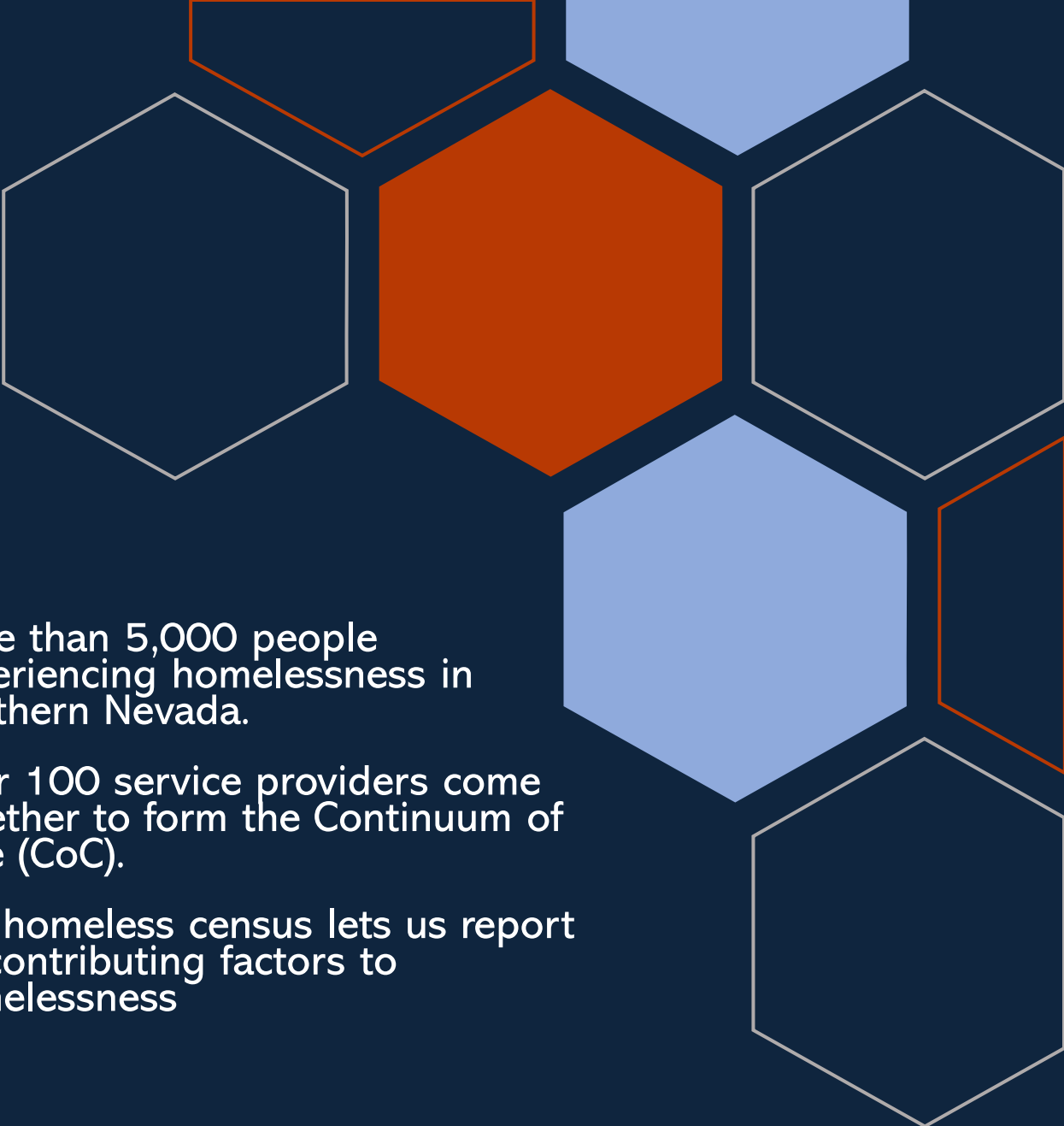
CENSUS TRAINING

Volunteer Procedures





Background: Homelessness in Southern Nevada

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- More than 5,000 people experiencing homelessness in Southern Nevada.
 - Over 100 service providers come together to form the Continuum of Care (CoC).
 - The homeless census lets us report on contributing factors to homelessness



What is a homeless census?

- A count and survey of sheltered and unsheltered people experiencing homelessness on a single date in January
- All CoCs in Nevada conduct the census on the same night
- Each census is planned and executed locally
- The census reports on the people staying in shelters, transitional housing, and living in places not meant for human habitation
- The census provides accurate data to help us improve our local system
- The census also meets government requirements to remain eligible for federal funds.
- Finally, it allows us to understand changes among the homeless population and plan for future services



Who is counted?

- For the homeless census, we use HUD's definition to determine who is considered homeless:
- An individual experiencing homelessness is someone who lacks a fixed, regular and adequate nighttime residence and has a primary nighttime residence that is a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.
- A person experiencing unsheltered homelessness lives in a place not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings, or on the streets.

Recognizing Homelessness

- Clothing may be stained, ripped, or mismatched, shoes may be worn out
- Use of shopping carts or other wheeled devices to transport belongings
- Use of tents or makeshift structures constructed from items like tarps and pallets for shelter
- Car windows may be frosted or the car may be full of personal belongings as they have nowhere else to keep them
- Flying a sign or panhandling
- RVs parked on side streets that appear rundown or nonfunctional



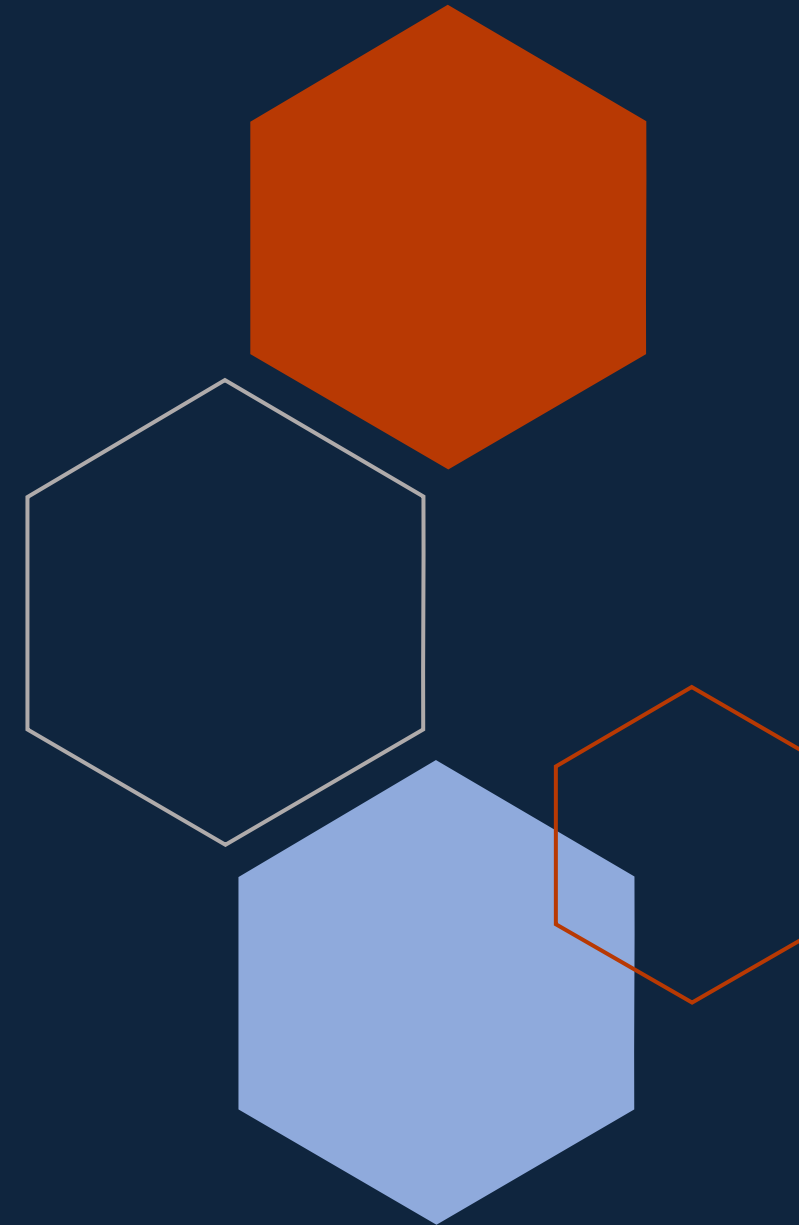
Identifying youth experiencing homelessness

- Look for youth who seem out of the ordinary – like avoiding eye contact or seeming standoffish
- Youth may appear older than their age or be carrying around a full backpack with all their belongings
- Youth try their best not to look homeless. They may wear namebrand clothing or dress beyond their means with manicures or expensive make-up
- Some youth who drop out of school will continue to hang around the school campus
- They may also hang outside of pubs, bus stations, libraries, or community centers.
- Near the Container Park or the Strip, you may see youth street performing or panhandling
- They may also spend time near fast food restaurants or coffee shops for wi-fi or shelter



Who is NOT counted

- Typically you'll exclude people in uniforms like security guards or maintenance people, delivery personnel
- People staying in hotels/motels that they self-pay for are not counted
- People living indoors with someone else or “doubled up”, even if they do not have a bedroom and they're not on the lease, are not counted
- People living in trailer homes or mobile home parks



Where to look



- As part of the census, you will canvass streets, parks, alleys, parking ramps, highway on-ramps, under overpasses, bus stations, campgrounds, parking lots, along the sides of roads, in covered areas, in areas with a lot of bushes to provide shelter, under bridges, in protected areas with overhands or benches, and outside abandoned buildings or stairwells
- Special teams will be counting the tunnels and storm drains, so please do not go into those areas
- Volunteers will be walking and/or driving areas identified on their maps, also known as census tracts



Driving tracts

- If you are in a driving tract, and you see someone from your car, you will **safely** exit the car as a team and approach the person to ask if they are willing to do a survey
- If your team decides that it is not safe to exit the vehicle or approach, you will stay in the car and record an observation
 - Your safety and the safety of your team comes first



What if I don't see anyone?

- This is important information for our community
- Our maps are identified by calls to 911 and previous history of homeless individuals staying there
- After receiving no 911 calls and a zero count during the census, the tract is removed from canvassing.
- This is why it's important to canvass your entire area and report accurately on your observations.

Preparing for deployment

- Volunteer teams will begin at 4:00 a.m. and continue throughout the day in Clark County
- Consider wearing layers of clothes to put on or take off clothing as the weather changes
- The count happens rain or shine, so be prepared for the weather forecast
- Consider wearing a fluorescent green shirt or jacket. Our community outreach teams wear this color.



What to wear	What NOT to wear
Closed toe shoes comfortable for walking	No revealing clothing
Brightly colored clothing	Clothing that promotes a commercial product like food or alcohol
Clothing appropriate for the weather	Clothing that promotes political, religious, 12-step programs, etc.
Umbrellas if there is a forecast of rain	Expensive jewelry

Preparing for deployment

- If you have a car and are willing to drive tracts, be sure you have plenty of fuel and fill up the tank before you arrive at the deployment site
- Bring a fully-charged cell phone, cell phone charger, and a back-up battery if you have one.
 - Surveys are conducted on a mobile app and tract maps are electronic
- Have an emergency contact person programmed into your cell phone under the code “ICE” (In Case of Emergency)
- Flashlights will be provided for those counting early or late in the day, but feel free to bring your own as a back-up

Remember to bring the following:

Driver's License or ID

Medication in case your shift lasts longer than expected

Glasses (sunglasses, reading glasses)

AAA or another number for roadside assistance

Please do NOT bring any illicit or illegal items (weapons, drugs, etc).

Do NOT bring valuables (cash, jewelry, etc).

The slide features several hexagonal shapes as decorative elements. A large orange hexagon is positioned on the left side. Above it and to the right is a smaller light blue hexagon. Below the large orange hexagon, there is a white outline of a hexagon on the left and a small solid orange hexagon on the right. A thin vertical orange line is located to the left of the third bullet point.

Arrival Procedure

- First, you will sign in. Let the Volunteer Coordinator/Site Lead know that you have arrived.
- If you haven't already been assigned a tract, now is when they will be assigned. Be sure you are comfortable with the assignment and speak with the volunteer coordinator or site lead if you have any concerns.
- Your safety is a priority for us.



Teams

- Teams will be made up of 3-4 members that include:
- 1 Lead – this may be the driver or navigator. They ensure surveys are completed and submitted and that everyone returns to the deployment center together. They will be the point of contact for the team.
- 1 or 2 Counters – this is the team member who conducts the survey and records data on the mobile app. At least one person in the team will need to download the Survey123 app on their smart phone
- 1 or 2 Lookouts – this person will look for people that appear homeless to encounter. They will keep a watchful eye on the area for anything that may look or feel unsafe. They will also help the Counter pass out incentives to people who complete surveys.

Arrival Procedure

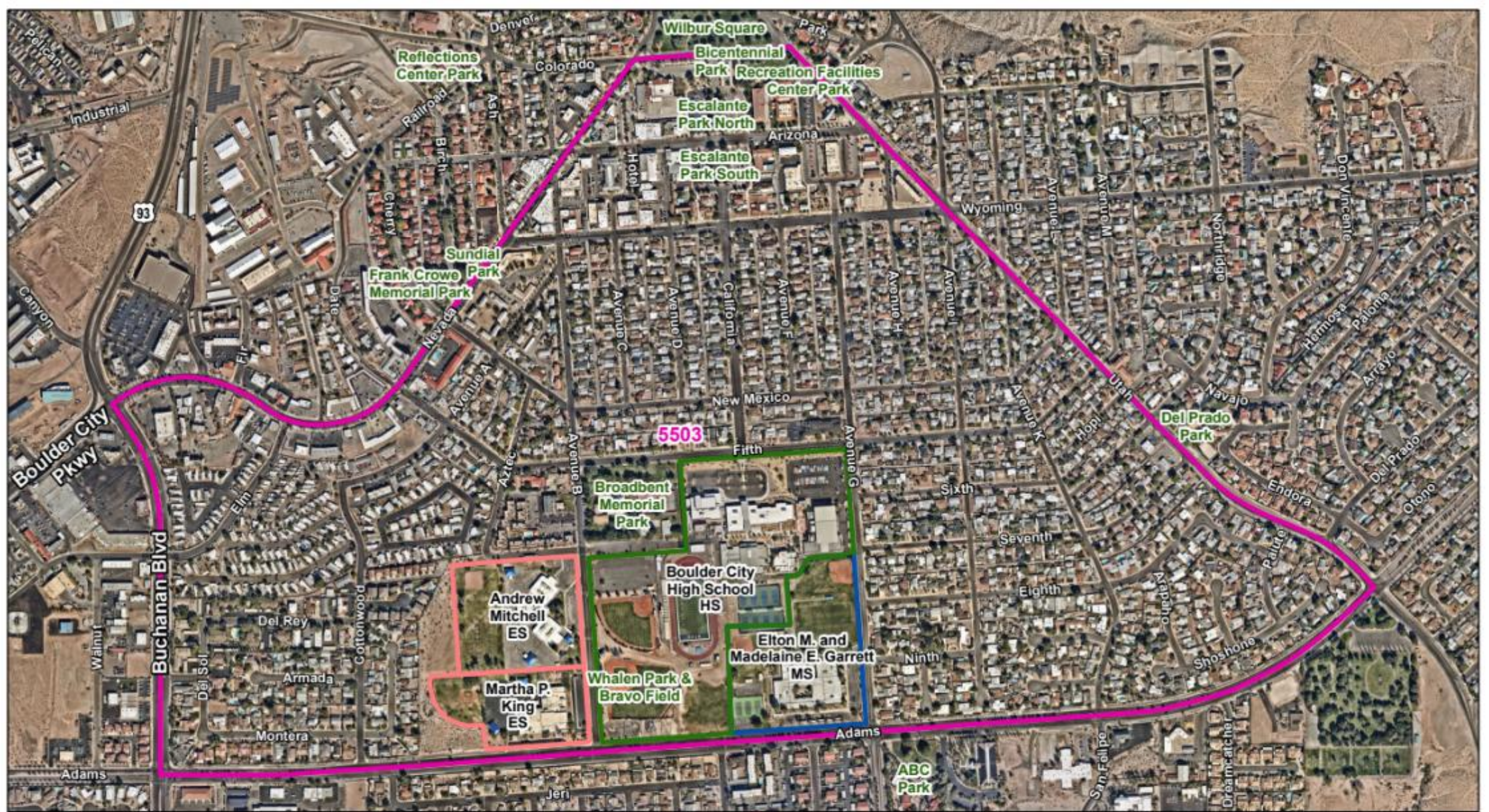
- Each team will self-select which team member will fulfill each role. It's best if at least two members of the team have the Survey123 mobile app downloaded on fully charged phones
- Remember the role of a Census volunteer is to conduct the survey and count. Please do not advocate on any cause or position not directly relevant to this goal.
- Before you leave to canvass, the Volunteer Coordinator/Site Lead will give a brief refresher on how to survey and any last-minute updates. This will include a reminder of safety protocols.
- Before you leave your deployment site, be sure you have all your materials and the emergency contact phone numbers for your site leads.
- Emergency contact phone numbers and safety precautions can be located on your Safety Protocols Guide.



Using Your Map

- Each team will receive a census tract map. Before you leave your site, review the area you will be canvassing.
- On the bottom right, there is a key to show what each of the colors and symbols on each map represent
- The area you need to count is outlined in red or pink. Stay within those lines! If the pink line is a street, count the people on the street inside the pink lines as the street on the OUTSIDE of the red lines belongs to the next census tract.
- Mark the paper map for every street and open area you've covered so you don't count it twice.
- Please avoid going in channels, grates, tunnels, and storm drains (all are marked on the maps), abandoned buildings or warehouses. You may also avoid gated communities.





Geographic Information Systems

Date Exported: 12/9/2025
Imagery Credits: Nearmap

Disclaimer: This information is for display purposes only. No liability is assumed as to the accuracy of the data delineated herein.

2026 Homeless Census Tract Map

Tract # 5503

Jurisdiction: Boulder City

Drivable Miles: 14.68

Tunnel Deployment: N/A



Emergency Calls

Low (Small Yellow Circle)
High (Large Yellow Circle)

Storm Drains

- Drain (Orange Line)
- Open Channel (Blue Line)
- Tunnel (Green Line)

Storm Drain Access

- Bridge/Overpass (Yellow Diamond)
- Inlet/Outlet No Grate (Blue Triangle)
- Inlet/Outlet With Grate (Red Circle)

Additional Data

- Tracts (Pink Outline)

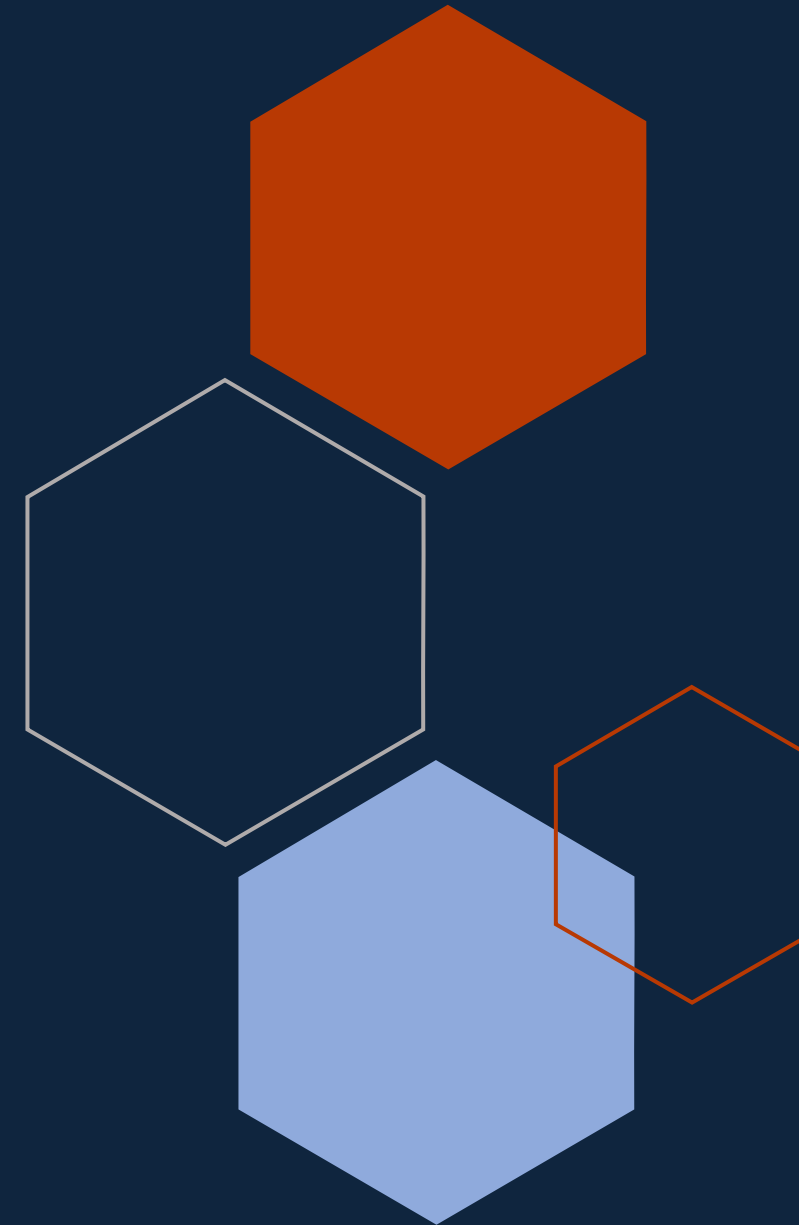
School Type

- ALT (Orange Box)
- ES (Pink Box)
- HS (Green Box)
- MS (Blue Box)
- S (Purple Box)

Scale: 0 to 0.5 Miles

Conducting the Count

- Drive or walk down every street
- Look for people that appear to be homeless on both sides of the street (unless it's a red or pink tract border)
- Look for open areas. You may need to use a flashlight in these areas during dawn and dusk.
- Walk or drive all the streets and alleyways in your census area, including going behind buildings and through parking lots.
- When you see people who appear to be homeless, your team will determine if it is safe to approach them
- Before going into an area, look for police activity, gang or other street activities, dark or secluded areas, locations with only one route for entry and exit, and stray dogs. Leave these areas immediately but complete the survey as appropriate.





How to Interact

- When you see a potential candidate for a survey, ensure it is safe to approach them. Remember to check for traffic when you exit the vehicle or cross streets.
- Greet the person and tell them you are doing a count and survey of people who may be living unsheltered in our community.
- Be polite, but not overly aggressive, and ask if you can have a few moments of their time to conduct a brief survey with them that they can receive an incentive for.
- If they say that they slept in a shelter or home the night before the count, thank them for their time and let them know they were already counted if they were in a shelter. For both, you can offer them an incentive.
- For those who slept unsheltered, complete a survey. Thank them for their time and offer them an incentive.
- If the group decides it is not safe to approach the individual, you will collect an observational survey.



Safety Guidelines

- There will be law enforcement patrolling during the count.
- In case of an emergency, deal with the emergency first. This may mean calling 911, AAA, or another support system.
- Then contact your Site Leads to let them know what is going on and what is needed.
- Stay with your team. If you need a bathroom break, please stop together as a team to ensure everyone's safety
- If you don't feel well, call the Site Leads. They will send someone to pick up your materials and take over where you stopped.
- Do not go into abandoned buildings, tunnels, washes, or other areas. Trained outreach teams will canvass the tunnels.
- In commercial or industrial areas, ask security guards or others on site for help finding people who may be homeless.



Safety Guidelines

- Your team is encouraged to go in some of the smaller “local” casinos, community centers, or restaurants where people experiencing homelessness may seek respite from the weather. Ask security guards or managers to help you identify people who may be eligible to complete a survey. Remember to seek permission and assistance from property managers or security during these encounters.
- Be cautious approaching occupied vehicles. Do not knock on windows or try to open doors.
- Be aware when going into encampments. Remember that you are entering someone’s home environment! Don’t yell, play loud music, or be disruptive.
- Don’t wake people up if they are sleeping. This may make them feel uncomfortable and vulnerable.
- Announce your approach so you can be easily heard and understood.
- Do not peek into tents looking for people. Assume people are sleeping in the tents and record the number of tents you can see.
- Be aware of your body language and keep an open body posture. If possible, kneel and squat next to people sitting so you are not talking over them.



Safety Guidelines

- Keep your hands visible and give plenty of personal space to others.
- Be mindful of other people's personal space requirements. What feels like an appropriate conversational distance to you may be too close for someone else's comfort.
- Never turn your back on anyone you encounter and don't back them into a corner. Position yourself so both you and the other person have an escape route, if needed.
- Don't be too forward or hasty while approaching anyone, as you may create a hostile situation.
- Use common sense – if your team encounters any situation that makes you uncomfortable or seems potentially dangerous, leave the area immediately. Signal your team that it's not safe by saying "Wrap it up." Immediately go back to the car or other pre-identified location and leave the area. Make note of the area location on your map. When it is safe to do so, and you are out of the dangerous area, notify your deployment center.



Safety Guidelines

- For parks, try to canvas the entire drivable area and walk a few feet apart from each other to “sweep” walking areas. Ensure you can maintain line of sight with one another.
- Remember to check in bathrooms and on walking trails that may be easily accessed. Do not go anywhere that would cause you to lose sight of your partners or would be difficult to navigate or access. Use common sense and keep your group safe.
- In case of emergency, follow the safety guidelines provided to you at deployment. If you are unable to talk, but can text, please text the word “wrap it up” to your site lead to signal to them that you are distressed and need support.
- Remember: the emergency code phrase is “wrap it up.” When any member of the team mentions “wrap it up”, all team members should evacuate the area immediately WITHOUT HESITATION
- Regroup away from potential danger and, if necessary, call the deployment center or 911.

A decorative graphic on the left side of the slide consists of a cluster of hexagons in various shades of blue, orange, and white, arranged in a honeycomb-like pattern.

Additional Tips

- Manage your time well – focus on counting, not talking to people
- While it's fun to get to know the people in your group, stay focused on your task at hand. It is also tempting to engage with people you count on the streets and offer them services. Please be aware that our role is to count and that other teams will engage and offer services.
- Cover your entire area – if you think you may run out of time, call the site leads as soon as possible to let them know you may need help. They may be able to deploy additional volunteers.
- Complete all information requested in the mobile app. Even if all your numbers are zeros, that's valid.

Additional Tips

- Be sure to submit all surveys and observations in your app by clearing out the draft folder. Turn in your maps to your Deployment Captains so they know you've canvassed your assigned tracts.
- All information gathered as part of the census is **CONFIDENTIAL**.
- Do not reveal any location information to anyone not associated with the project
- Personal information such as name, social security numbers, etc. are not asked for during the survey. However, you will ask about sensitive behaviors, like drug use. If anything personal is shared, please be sensitive and focus on completing the count without offering any personal advice or suggestions.





Additional Tips

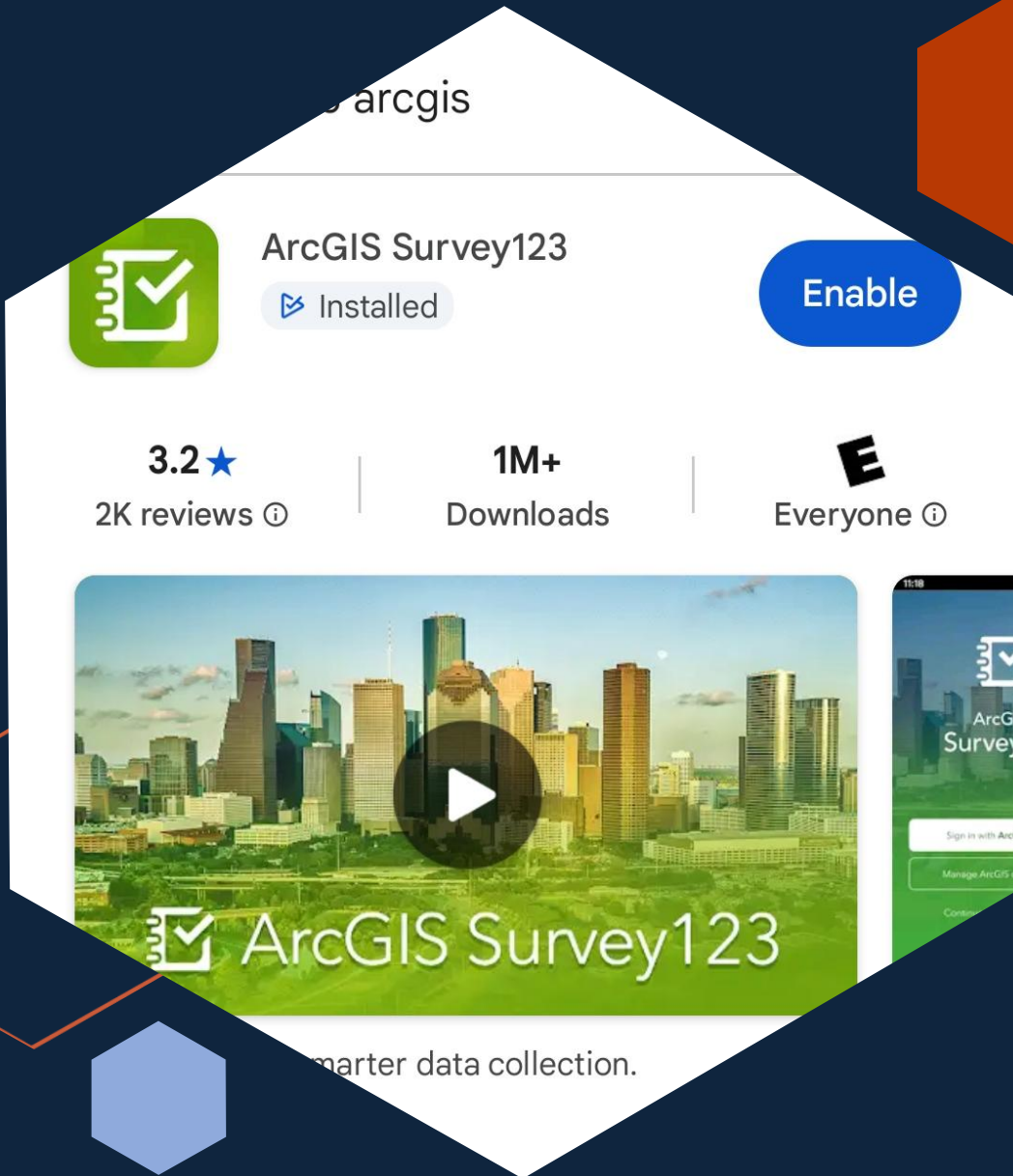
- Be respectful of others, including your team members. Be non-judgmental and avoid making assumptions or generalizations.
- Do not use your affiliation with this project as a means of promoting another cause or issue.
- Don't offer any personal information about yourself or your team members, and do not ask for personal information that is not on the survey tool.
- Do not take pictures or video with a camera or camera phone. While you may "check in" at your deployment site, please refrain from posting locations or "checking in" on social media once you've been deployed.
- Finally, please do not take personal calls while in the field unless it is an emergency.

Closing

Thank you for watching this video to learn how to conduct the census. If you have additional questions, please review the FAQ sheet on HelpHopeHome.org/volunteer or email your questions to HelpHopeHome@ClarkCountyNV.gov with the subject line Homeless Census. Thank you again for your commitment to supporting our community.



Survey Installation



Installation Steps

1. Install Survey123 for ArcGIS
2. Download Survey123 for ArcGIS from the Apple App Store or Google Play Store
3. If you still have the app from last year, uninstall it first or ensure all updates are completed before accessing the 2026 survey.

Survey Installation

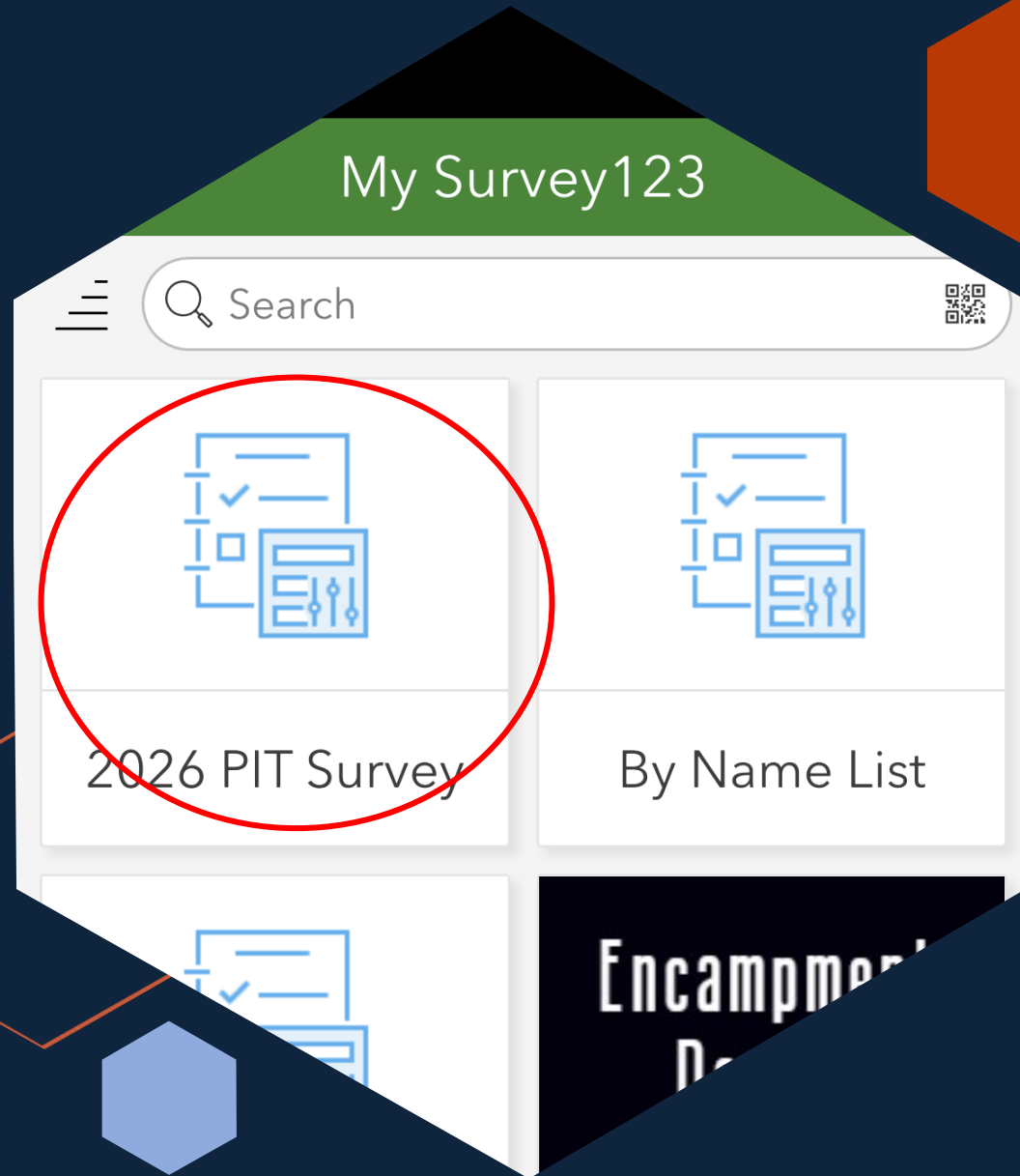


Access the Survey

1. Scan the QR code using your phone's camera
2. Hover over the image to open the link (arcg.is)
3. If your camera cannot read the QR code, manually enter the link into your browser:
<https://arcg.is/SbvmO>
4. Select OPEN IN THE SURVEY123 FIELD APP



Survey Installation



Open the app

1. Open the app and select “CONTINUE WITHOUT SIGNING IN”
2. Select the “2026 PIT Survey” and open the file to begin recording a new survey.

Survey Installation

2026 PIT Count

Surveyor name *

Is the person in a shelter? *

☐ Yes

☒ No

Are you an outreach worker conducting the tunnel count? *

☐ Yes

☐ No

In what jurisdiction are you observing the

?

☐ H

Completing the Survey

1. Begin the survey by entering your name, then follow the on-screen prompts
2. Answer “no” to the question, “Are you an outreach worker conducting the tunnel count?”
3. If you cannot safely conduct a full survey:
 1. Enter either the number of people observed or
 2. The number of places where people are sleeping
4. When the survey or count is complete:
 1. The app will prompt you to enter your location
 2. Click on the map to open it and drop a pin to mark the location
 3. Verify the pin accurately reflects your location
 4. Click the checkmark to confirm.
5. Select SEND NOW to submit the survey

Survey Installation

2026 PIT Count

Surveyor name *

Is the person in a shelter? *

☐ Yes

☒ No

Are you an outreach worker conducting the tunnel count? *

☐ Yes

☐ No

In which jurisdiction are you observing the

?

☐ H

Starting a New Survey

1. Tap the new survey icon and be sure to select the 2026 survey
2. Select COLLECT to begin
 1. If a previous survey did not send it will be saved in the Outbox
3. From the Outbox, select SEND to submit all saved surveys
4. Once all surveys are sent, the Outbox will no longer appear.

After Completing Your Tract

Once you have completed surveying your assigned tract, text your Site Captain.

Survey Installation

Enter your initials and date of birth
to help us find duplicate surveys in our records.

What are your initials? *

If respondent says don't know or refused enter "Don't know" or "Refused"

AJ 123-456-7890



What is your date of birth? *



Thursday, December 18, 2025



How are you related to the Head of Household? *

Child

If the Person is a Veteran

1. If the individual says they are a veteran, they may be eligible for VA resources.
2. If they are willing to provide a contact phone number:
 1. Enter it under Household Questions, in the same field where initials were entered
 2. The VA may use the location information and phone number to provide outreach services

Survey Installation



How to Delete the 2026 Survey

1. Tap the icon of the survey you want to delete.
2. Select the three lines in the top-right corner.
3. Choose Delete Survey.
4. Select Yes to confirm.
5. Close the screen.
6. Use your camera or the QR code icon to scan the 2026 QR code
7. Select Open in browser or Open in Survey123 Field App
8. Complete the survey as instructed

A decorative pattern of hexagons in various shades of blue, orange, and white, arranged in a honeycomb-like structure on the left side of the slide.

What if the app stops working?

1. Close the app and rescan the QR code.
2. Select Open in the browser
3. Complete the survey as you would with the app