



2026 Point-In-Time Count Volunteer Manual

FOR RECRUITMENT (SEEDING) AND DATA
COLLECTION AT HUB SITES, MOBILE VAN, OR PHONE
LINE

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Background	5
What is the Point-In-Time (PIT) Count?	5
What is the Unsheltered Methodology for the PIT Count?	5
Where are the Unsheltered Point-In-Time (PIT) Counts Surveys Conducted?	6
What does a successful PIT Count look, feel, and sound like for participants?	6
What does a successful PIT Count look, feel, and sound like at the HUB Site?	9
Interview Best Practices	12
Informed Consent for the 2026 Point In Time Count	14
Sample PIT Survey Questions.....	15
Safety and Comfort for Volunteers and Participants.....	16
Survey Protocols and Guidelines	19
Data Usage and Confidentiality	19
Emergency Procedures: Evacuation & Reconvening Protocol	22
Roles for The 2026 Point In Time Count	24
Complete List of Job Descriptions	27
Regional Coordinator – Annual Point-in-Time Count Operations.....	27
Hub Lead – Annual Point-in-Time Count Operations	28
Hub Site Surveyor – Annual Point-in-Time Count Operations.....	29
Travel Surveyor – Annual Point-in-Time Count Operations.....	31
Phone Line Surveyor – Annual Point-in-Time Count Operations	32
Volunteer Manager – Annual Point-in-Time Count Operations.....	34
Outreach Volunteer – Annual Point-in-Time Count Operations.....	35
Supply Tech / Manager – Annual Point-in-Time Count Operations	37
Supply Runner – Annual Point-in-Time Count Operations.....	39
Coupon Printing And Survey Data Entry	40
Who prints and who hands out?	40
Step-by-step: Hub Lead printing procedure.....	40
Technical requirements	42
Security and troubleshooting	42



Incentives.....	42
Introduction:	42
Why We Provide Incentives:.....	43
The Incentives at a Glance:.....	43
Incentive Tracking & Distribution: Gift Cards	43
Incentive Tracking & Distribution: Bus Tickets	48
Contingency Plans & Scenarios.....	50
Introduction: Contingency Plans & Decision Making	50
Our Guiding Principle	50
Safety Is Paramount.....	51
Incident Reporting – When & How to Use the Form	51
1. How to Use the Incident Report Form	51
Step 1: Take Immediate Action.....	51
Step 2: Submit the Form	52
2. Specific Reportable Scenarios.....	52
A. Medical & Safety Emergencies	52
B. Behavioral Health & Participant Distress	52
C. Staffing & Logistics.....	52
D. Inventory & Asset Exceptions	52
Scenarios.....	54
Scenario A: Participant Without a Coupon (“Walk-Ins”).....	54
Scenario B: Severe Weather Activation	54
Scenario C: Media, PR, or Unsanctioned Groups	54
Scenario D: Technology Failure.....	55
Scenario E: Medical or Behavioral Health Emergency	55
Appendices	56
Appendix: Bus Ticket Distribution Log	56
Appendix: Gift Card Distribution Log	58
Appendix: Transport Manifest.....	60



Appendix: Daily Hub Close Out Form (Smartsheet Form)	62
Appendix: Hub Site Incident Form (Smartsheet Form)	62
Glossary and Acronyms	63



Background

What is the Point-In-Time (PIT) Count?

The Point-in-Time Count is a federally mandated requirement by the U.S. Housing and Urban Development Department (HUD). It is conducted annually in municipalities across the United States, with the unsheltered PIT count required every other year. This is also mandated by the State of Washington RCW 43.185C.030. This count provides policymakers, funders, and practitioners with a snapshot of the scale of homelessness in local areas. It aims to provide a snapshot of the unhoused population, and the data gathered from this count is used for grant applications and regional homeless planning efforts. This is one of several elements in the national effort to assist people in finding permanent housing.

For King County, WA, the King County Regional Homelessness Authority (KCRHA) carries out the count, or estimate, of homeless individuals, including both sheltered and unsheltered people, every other year, typically the first month of the year, and a shelter count every year. This count aims to assist the federal government in funding programs and services for those in need. The term "sheltered" refers to individuals or families living in a supervised publicly or privately operated shelter meant to provide temporary accommodations, such as congregate shelters and transitional housing, as well as hotels or motels funded by charitable organizations or government programs. **On the other hand, "unsheltered" refers to those with a primary nighttime residence not designed for regular sleeping arrangements for human beings, such as a car (vehicle), park, abandoned building, bus or train station, airport, or camping ground. This also includes RV/Boat needing to include the following: drinking water, restroom, heat, ability to cook hot food, or ability to bathe.**

Different communities may produce this report in various ways based on their unique needs and circumstances, such as geography, demographics, and weather while considering the legitimate concerns individuals may have with the government when providing personal information for tracking purposes.

What is the Unsheltered Methodology for the PIT Count?

KCRHA uses Respondent-Driven Sampling (RDS) to estimate the total number and demographics of unsheltered homeless people in King County. This methodology can help focus on client-centered outreach and use a trauma-informed approach to surveying and connecting with services. It can also help collect better data, explicitly targeting historically difficult-to-reach demographics and providing easier access to services by connecting with an HUB rather than counting per observation. This approach reduces bias and leads to a more accurate count of unsheltered homelessness, which can aid in securing better funding from the federal government. This is accomplished using a "snowball" or "wave" recruitment method. Each person who completes a survey is given the opportunity to peer-recruit three additional people, creating a "chain."



The methodology then calculates the lengths of the chains to determine the density of the population of a particular area. To start the initial survey, outreach workers or community advocates will be given a select number of tickets to distribute to people living outside, with a focus on subpopulations such as families with minor children, those in rural areas, in RV or cars, veterans and American Indian/Alaska Natives. The timing of when to start these seeds will depend on external factors such as outreach workers' schedules, locations, and the perceived population density of an area.

Once participants arrive at the designated Hub, they will be asked to complete an anonymous survey. The questions are required HUD questions for the PIT and a few local questions and information to issue gift cards and survey validation (ensuring one survey per participant). They will then be asked to assist with distributing additional coupons to peers, which is optional, and build on the “chain.” If they agree, they will be given instructions and coupons to distribute. Survey collection will happen during the last week of January 2026 and the first week of February 2026 unless there is severe weather. Once the sampling is complete, the estimates for each household type, age category, and demographics are calculated to report to HUD.

Where are the Unsheltered Point-In-Time (PIT) Counts Surveys Conducted?

Hub Sites (27) were selected based on the feasibility of participants travel to the site, familiarity with the site, accessibility, ability to reach subpopulations, and the location of existing resources and service connections. A “virtual Hub” is available for families with minor children to complete their survey over the phone. A complete analysis of the selection process for Hubs sites will be made available later in 2026.

[Map of HUB Sites]

[List of all sites, address, and schedule]

What does a successful PIT Count look, feel, and sound like for participants?





We anticipate surveying over 2,000 individuals or Head of Households during the two weeks. KCRHA and UW have designed the following PIT Count experience for Participants:

1. **Receives Coupon(s) and Bus Ticket - Printed Coupons (individual) and three after survey completion for peer-referral.**
 - a. Individuals will receive a coupon to complete a survey.
2. **Individual or Head of Household contacts phone line or travels to HUB Site**
 - a. Bus tickets (mentioned in Step 1) are provided to Peer recruited coupons.
3. **Greeted at the HUB Site or phone line - by the HUB Lead and Surveyors**
 - a. All potential participants will sign in and be given instructions on wait times.
 - b. Verify that a participant has a coupon and is currently unsheltered by asking a few intro questions and confirm their age.
 - c. If someone arrives to complete a survey without a coupon:
 - i. During the first few days of opening a HUB site, ALL walk-ins will be accepted. HUB Leads will contact their Regional Coordinator for the data specialist to monitor and issue new coupons. Regional Coordinators will communicate to HUB Leads when we will no longer print new coupons, depending on the HUB Site's traffic. If potential participants in their network are also completing surveys, they can wait to get a coupon from someone who already has a ticket they know. They must have a coupon before waiting in line to be interviewed.



- ii. Confirm with the participant that they are unsheltered. Interviews are reserved for those in unsheltered and unsheltered situations, such as outside, in an RV or Car, or in another structure not meant for human habitation.

4. Coupon is Scanned – or HUB Lead will print a coupon for those without one

- a. Once a surveyor is available, the participants' names will be called.
 - i. The Surveyors greet participants, who confirm their name, ensure comfort and safety, review consent, and confirm the coupon.

5. Interview conducted – confirm Survey Identification

- a. HUD-specific questions about self and family are asked. All information is self-reported, and clients can refuse to answer any question.
- b. An adult with a family with minor children can complete the survey for the whole household, including other adult members. The other adult(s) do not need to be present. If the other adult wishes to complete the survey, they may do that now.
- c. Adult-only households should be interviewed separately and will be counted as single adults.
 - i. Contact information is only collected for gift cards and bus ticket distribution and tracking, and to validate, once survey is completed per individual (survey validation).

6. Gift Card and Bus Tickets and New Coupons Given – HUB Lead only

- a. A \$20 Visa gift card will be distributed for the interview for (individuals and individual Adults of Adult-only households).
- b. \$40 for families with minor children.
- c. Participants will be asked if they know anyone who can complete a survey. If so, the surveyor will ask for the first two of their first name and the first two of their last name (if they know it). This will be recorded, and a “child” coupon will be issued.
- d. Once you complete the survey, the data will be logged into the UW PIT Count App, and you can print a QR code for the “child” coupon. HUB Lead will review the data entry and print the QR code that will be applied to each new coupon; a bus ticket will be attached to each coupon, which will be logged on the paper form. Participants are compensated for each completed survey by those they refer (\$5 for each person who completes a survey up to \$15).

Please Note:

If a Site Staff informs you a participant is barred from the facility, the HUB Lead will talk with the participant; options include conducting the interview outside the facility and referring the participant to another location. Confirm appropriate safety measures with Site Staff.

If someone arrives to complete a survey but does not have a coupon, and the HUB Site is closed on issuing new coupons, please inform them we are now only doing surveys for those with coupons. They should not be interviewed.



What does a successful PIT Count look, feel, and sound like at the HUB Site?



Volunteers are expected to arrive 30 minutes prior to HUB site hours of operation. However, please note that some locations, such as the Bellevue Library, may open later. Volunteers will be provided water and snacks as needed, and Site Staff will be there to help ensure that the bathroom facilities, chairs, and rest areas are available. If additional accommodation is needed, please coordinate with HUB Lead, Site Staff, and Regional Coordinator.

Set Up for the Day

What goes up...

Inside

- Depending on the site, you will need to set up the chairs and tables for interviews, aiming for a private to semi-private location. Ensuring that there is easy access for participants and exits for volunteers.
- Post signs at entry points; some locations will have tables to set up table tents.
- Set up computers/iPads to ensure they are hooked to power and the internet works. Set up a hot spot if you are in an applicable location.

Outside

- Some sites will have outside sandwiches or “A” boards to put up; check in with the site lead to determine if that is your site.

Take Down for the Day

Must come down...

- Wipe and sanitize tables and surfaces.
- Account for and store all gift cards, bus tickets, tablets and store them securely in the lock boxes and give to site staff to store in staff office.
- Complete a review of the inventory of the site and indicate if any supplies are needed *ahead of the daily huddle*.
- Hub Leads complete Daily Hub Close Out [Form](#).
- Take down any posters, remove any fliers from surfaces, and store in bin.
- Store all supplies in the bin and give them to site staff for the evening.
- Communicate with site staff if any tables or chairs need to be returned or reorganized.
- Complete end-of-day meeting.

At the end of the PIT Count HUB Site operation, follow the above mentioned steps to wrap up the project. A KCRHA staff member or volunteer will collect and transport the supplies back to the headquarters. It is important to return any site badges or keys issued to the site staff.



Shift logistics for HUB Leads

All communication must be directed to and come from the HUB Lead

1. HUB Leads will greet volunteers at the start of the shift.
2. When the shift is over, the volunteer will notify the HUB Lead that you are leaving before starting the last survey. Volunteers should bring what will make them comfortable for the shift, including water, snacks, and personal items. Valuable items can be locked in the location offices or kept on the person. KCRHA is not responsible for any lost or stolen personal items.
3. If interviewing in a private office, notify the HUB Lead so that they are aware and can be available to assist as needed.
4. In the event of being sick, that volunteer MUST call/text their HUB Lead to let them know. The HUB Lead will notify the Regional Coordinators who will arrange for an on-call volunteer to help cover the shift that day on our volunteer tracking application.

What does participant sign up and waiting look like?

- In the event there are multiple people waiting to complete the survey, the HUB Leads will be on point to assist with crowd control, inform people of wait times, assist with any needed accommodation, and ensure a smooth transition.
- HUB Leads will inform any person waiting for surveys before they open and put out the sign in sheet as soon as they arrive. About 30 minutes before the end of the survey time, they will pull the survey sign in sheet and ensure that the surveyors have time to complete the list by the end of the shift. Inform any new participants that the survey time is closed and instruct them where they will need to go to complete the survey, either to another location, or returning the next day.

Daily Huddle (HUB Leads only)

5. HUB Leads will check in with volunteers at the start of each shift and review any updates, adjustments to schedule, any needs for the volunteers on adjustments to schedules, assist with any log in difficulties or training support.
6. At the close of the last shift of the day, the HUB Lead and volunteers will check in with the regional coordinator via a Teams meeting with other regional sites to review the day and troubleshoot any issues for the next day.
7. The sites will remain open for their scheduled days and times. HUB Leads can request additional supplies from Regional Coordinators and in Daily Huddles, via a Smartsheet form. The Hub lead who is closing at the end of the day will submit the form for the whole Hub.



In the event of Inclement Weather

8. Severe Weather activation decision points will occur before the count starts, by January 16, 2026 (“Go/no-go”), and may occur during the Count if KCRHA issues a [Tier 3 level activation](#).



9. If KCRHA issues a [Tier 3 level activation](#), all sites will be closed for the days of activation.
10. Collection days will only be rescheduled if a closure amounts to over half of the total active days at the site.
 - If the site is open for 10 days and 5 or more of the days are closed due to severe weather activation, the Hub location will be reopened for an additional week.
 - If the site is open for 5 days and 2 or more of the days are closed due to severe weather activation, the Hub location will be reopened for additional days.
11. Collection dates will be rescheduled as soon as the following conditions have been met (ideally, no longer than 48 hours after the activation ceases).
 - The severe weather activation has concluded.
 - The site is able to open & provide space for the surveyors and HUB Leads.
 - Volunteer shifts have been rescheduled.

Communication Strategy for Rescheduling

- As soon as the Tier 3 activation is called, Regional Coordinators will notify the volunteer HUB Lead and all volunteers to notify them of the closure.
- Regional Coordinators will notify the HUB primary point of contact(s) and will work with them to adjust schedules as needed.
- Regional Coordinators will alert Ewan to reschedule the volunteer shifts.
- All KCRHA Severe Weather Protocols and updated information on activations can be found on the [severe weather landing page](#).



Interview Best Practices

To ensure an empathic and effective PIT Count:

Interview Spaces in the HUB should also:

Reducing barriers and increasing access can be challenging during the current public health crisis. However, one way to reduce power imbalances is by sitting next to the client on the same side of the table if they are comfortable with it. Clear signage and written documents can also help improve accessibility. □

Ensuring safety by setting clear boundaries by:

- Create privacy and safety—Create as much private space as possible utilizing dividers or other tools.
- Confirm safety—For over-the-phone intakes, ask whether the person is in a safe space to answer the questions confidentially.
- Inform them of their rights—Inform the households verbally or in writing throughout the process. They can quit anytime and still be compensated for their time.
- Ask questions confidently—Do not apologize before asking questions, such as beginning with “I am sorry I have to ask this but...” or “I need to ask you this...” These disclaimers may cause a client to be more reluctant to respond. Instead, be prepared to explain how their information is protected and utilized to ensure everyone is treated fairly regardless of race or ethnicity.
- Normalize self-identification—Introduce yourself with your self-identified race, ethnicity, and pronouns to set the tone for the intake (if you feel comfortable).



- Be personable, but avoid oversharing your own experiences or stories to appear relatable.
- Do not share specific personal details, such as phone number, where you live/work, etc.
- Be helpful, but remind participants that you're a volunteer to help with a survey, not a social worker. If you're unfamiliar,
- Do not give away personal items or money.
- Affirm what has been said—Repeat back (in their words) the information provided to promote accuracy.
- Limit side conversations as much as possible to ensure surveys can be completed promptly. Redirect back to the survey questions as needed.



please do not offer support or resources;
redirect to site staff for assistance.



Informed Consent for the 2026 Point In Time Count

[Placeholder]



Sample PIT Survey Questions

[Placeholder]



Safety and Comfort for Volunteers and Participants

Certain precautions must be taken to minimize the risk of COVID-19, Influenza, and Respiratory Syncytial Virus (RSV) transmission during the PIT Count. To create a supportive and welcoming environment while reducing distress and risk, please make sure to have the following items:

To lower the risk of exposure¹:

- Masks visible and available for use.
- Hand sanitizer visible and available for use.
- Ensure ventilation and provide social distance when and where possible.
- If possible, have appropriate vaccination.
- If sick, please stay home, call HUB Lead to arrange an alternate volunteer.

HUB site should be maintained as:

- A quiet, warm and well-light space to complete the survey away from foot traffic.
- Accessibility to restrooms and exits.
- Someone is welcomed within 10 seconds of entering the site.
- Participants are escorted from desk to survey space and back to desk for reimbursement (including any restroom breaks).

During the Interview follow the following:

- Interviewers should sit within reach/visual of an exit.
- Maintain a minimum arm's length distance for safety and comfort of all parties. Slightly angled is a better position versus being "toe to toe."
- Offer location options to interviewees and let them decide where to be. (as much as the space allows)
- Make sure your basic needs are met (food, water, bathroom, comfort, accessibility, etc.)
- Ensure participants basic needs are met, breaks, time to debrief difficult conversations, etc.

During the 2026 PIT Count, we will strive to use a Trauma-Informed Approach.

First, understanding that "Trauma" is a term used to describe experiences that are too difficult for an individual to handle, leading to feelings of powerlessness, fear, and distress. Homeless individuals often face different forms of trauma, such as abuse, violence, or loss, which can worsen their problems and make it harder for them to trust others or access services.²

Trauma-informed care principles include creating a safe environment, building trust, offering empowerment and choice, working in partnership, and acknowledging cultural impact. It also requires empathy, active listening, collaborative decision-making, and empowerment by



acknowledging strengths, offering choices, and respecting dignity. Surveyors will ask participants to provide personal information that may cause emotional distress for both parties. It's essential to treat everyone with respect and dignity while ensuring that their experiences are heard and valued.

In case of an emergency, please call 9-1-1 and Regional Coordinator.

If there is any violence, fire, or health-related issue that requires emergency assistance. Any threat of violence qualifies. It is the HUB Lead's discretion to alert the individual that the police are coming if they feel that knowledge would escalate someone further or not. The HUB Lead is the person who will call 911. If the crisis is related to mental health, clearly state that to 911 and request for Crisis Responders to come out. As soon as they are in a safe place to do so, the HUB Lead notifies the Regional Coordinator. The HUB Lead (after confirming with Regional Coordinators and Site Staff) is the person who will decide if the site needs to be closed.

Recognizing Triggers and Responding Appropriately:

It's important to understand that certain words, behaviors, or situations might trigger traumatic responses in individuals. These triggers can manifest as anxiety, anger, or withdrawal. If you're a volunteer and come across someone who is experiencing these responses, it's important to respond calmly, validate their feelings, and, if necessary, de-escalate the situation by providing space or offering choices.

De-escalation Techniques and Crisis Intervention

Despite best efforts, a participant might still be upset. Although we anticipate this happening rarely, it is crucial to be prepared and have a plan. HUB Leads and Site Staff will be the staff to intervene. Below are a few tips to use during and after a crisis:

During Crisis

- Take a few breaths.
- Ask yourself if what you are witnessing is aggressive or violent (there is a distinction, and taking time to think will help you respond more appropriately). Check your bias!
- Aggression in crisis thinking is verbal/non-verbal communication. This is a signal that something is wrong. Listen. Breathe.
- Violence is when there is a physical act of harm toward oneself or others.
- While language can be violent, we want to distinguish between the two in a crisis and not conflate them. This is when people in crisis get harmed.



- At any point, you assess the situation escalating to a point where there is extreme distress or agitation, thank them for their time and for coming, provide resources, and escort them to the door. Do not try to de-escalate or try to continue to finish the interview (if interviewing). It is ok to offer additional bus tickets or gift cards or other resources.
- Ask for assistance from HUB Lead and site management to help with crowd control, separating the person from the group, and escorting them to the door. Make sure your station is secure and locked before leaving it unattended (bus tickets and visa cards put away, laptop closed)
- If an incident occurs outside, continue to provide support, and separate from other interviewees until the person has left the property.

After Crisis

- Talk. About. It.
- Decompress, move your body. We hold crisis responses in our bodies, which can lead to actual physical impacts. Take a walk, jump, pace. Move.
- Return the site to normal and check in with other interviewees who observed or were involved in the crisis to ensure they are ok.
- Check-in with staff/management at the site for any additional follow-up needed per their protocols.
- If you haven't called the Regional Coordinator, do so now. Additional follow-up instructions may be given to you at this time.
- HUB Leads, check in with surveyors, and offer a break or additional debrief time.
- Take some time to re-orientate the space. If needed, let interviewees know you will take a quick 15-minute break before resuming to allow time for processing.



Survey Protocols and Guidelines

Data Usage and Confidentiality

The PIT survey guarantees anonymity to the participants. However, the surveyors will still need to obtain certain personal details such as contact information, birth month and year of the participant, and the first names of other individuals in their network who are experiencing homelessness without shelter. **It is crucial that each surveyor clearly understands how each data element will be used, and they should be able to explain this information to the participants during the informed consent process.**

Data will be gathered through the RDS Mobile Application. To ensure maximum anonymity, the two datasets survey respondent identity is anonymized. The survey will commence on the RDS Mobile App, and the data gathered will be utilized for the following purposes:

- Documenting informed consent
- Collecting participants' email addresses and phone numbers so \$5 gift cards can be sent when one of the participants' referrals takes the survey. Contact information will also be used to send the participants the finalized PIT report in April if they choose to opt into that.
- Linking the participant's coupon to its "parent" coupon (done automatically when the QR code is scanned).
- Linking the participant's coupon to its corresponding physical gift card.
- Notes for the PIT data team (for example, noting if a QR code was unreadable due to coupon damage or if the surveyor believes this person has already taken the survey)

The information collected through the RDS Mobile App will be examined to prepare the estimates submitted to HUD for the count and demographics of individuals experiencing homelessness without shelter in King County. The Survey Data Entry section below provides a more comprehensive overview of the survey, but generally, the survey comprises four major sections.

1. **Identification:** In this section, participants are asked to confirm they are over 18 and to provide the first two letters of their first and last name along with their birth month and year. This will calculate which age tier the participant falls under (18-24 or 25+). It will also be used, along with the first two letters of first and last name, to help the PIT data team identify any duplicate survey participants. This de-duplication process is solely for the accuracy of the unsheltered count.



2. **Network Questions:** Network questions are critical in RDS to help calculate the size and depth of the networks we're trying to measure. Participants are asked to list up to 15 people they know (but are not in their immediate household) and the type of location they sleep in. The names provided by the survey participants should not be complete. They can be first names, nicknames, initials, or any other informal name the participant wants to use. Some form of the name is requested because it helps to increase the accuracy of what the participant is reporting. Often, participants will over or underestimate the number of people in their network. Making them attach a name to each person in their network helps to refine that estimate. It acts as a tool for deciding whether that person is in their network (if the participant doesn't know somebody's name/nickname, they probably shouldn't be considering that person as in their network).
3. **General Experience:** The questions in this section are aligned with the data we are required to report to HUD, like race/ethnicity, gender, time spent homeless, veteran status, and whether the participant is a survivor of domestic violence. KCRHA also adds several custom questions to help us gain insight into the unsheltered experience in King County.
4. **General Experience (Household Members):** The General Experience questions are asked for each participant's immediate household member. We ask for the initials of each household member. This section will not be filled out for single adults.

Handling Sensitive Information and Responses:

The PIT survey is designed to be self-reported, meaning that surveyors should record responses based on what they hear from the participant rather than their observations. For instance, if someone reports a race that the surveyor thinks may be inaccurate, they should still enter the race that the participant reported. If the participant needs clarification on any questions, surveyors should strive to explain the question in simple language without influencing them toward a specific answer.

It's important to prioritize the well-being of the person taking the survey over the quality of the data collected. Although we want participants to answer all survey questions thoroughly, they can skip any question they don't want to answer. Participants will still receive their Visa gift card regardless of the number of questions skipped. In addition, participants can provide partial answers to specific questions. For instance, they can indicate their birth year if they want to keep their birthday private or specify whether they are 25 years old or older.

As part of the survey, we will ask participants a range of personal questions such as their gender and racial identity, the duration of their homelessness, any disabilities they might have, substance use disorders, and whether they have experienced domestic violence. Surveyors



must handle these sensitive topics with care and allow participants to provide answers at their own pace. It is essential to practice active listening and avoid rushing the participants while they answer. Administering the survey in a conversational and friendly tone can also help participants feel more comfortable answering sensitive questions. In addition to the tips provided above, it is essential to prepare well by understanding the survey questions, the background of the group being surveyed, and being able to answer common questions.



Emergency Procedures: Evacuation & Reconvening Protocol

In the event of a fire, safety threat, or site closure, follow these protocols immediately. Your safety and is the primary objective.

Part 1: Site Evacuation Plan

1. Immediate Action

- **Stop Activity:** Upon hearing an alarm or instruction from the HUB Lead, cease all surveying immediately.
- **Secure & Go:** If safe, grab your phone and sensitive data (paper surveys/tablets). Leave heavy items behind.
- **Buddy System:** Locate your partner/team members. Do not separate. Assist anyone needing help to evacuate.
- **Exit:** Use the nearest designated emergency exit. **Do not use elevators.**

2. Rally & Headcount

- **Go to Rally Point:** Proceed immediately to the designated meeting spot listed in the Hub Site Contact List (located in the Hub manual).
- **Check In:** Report to the Hub Lead or Regional Coordinator immediately.
 - Critical: Do not leave the rally point until you are accounted for. We need to confirm every volunteer is safe before clearing the scene.

3. Await Instructions

- **Stay Put:** Remain at the assembly point. Do not re-enter the building for personal items until the Fire Department or Police give the “All Clear.”
- **Updates:** KCRHA Staff will issue a formal status update via text/email regarding next steps (e.g., site closure or relocation).

Part 2: Site Reconvening Protocol

How and when to resume operations after an evacuation or temporary closure.

Step 1: The “All Clear” Decision You are not authorized to re-enter a site or resume surveying until you receive official confirmation.

- **Who Decides:** The **Regional Coordinator** in your sub-region will assess safety with local authorities. They must report their decision to **KCRHA Command Center** within 30 minutes.



- **Notification:** You will receive a text or email from KCRHA leadership confirming whether the site is reopening or moving.

Step 2: Relocation (If Site Remains Closed) If the original site is unsafe, operations may move to a backup location.

- **Transport:** Look for instructions on how to transit to the new Hub.
- **Respondent Care:** You may be issued additional bus tickets to help survey participants travel to the new location.

Step 3: Reset & Re-Brief Once reconvened (at the old site or new location):

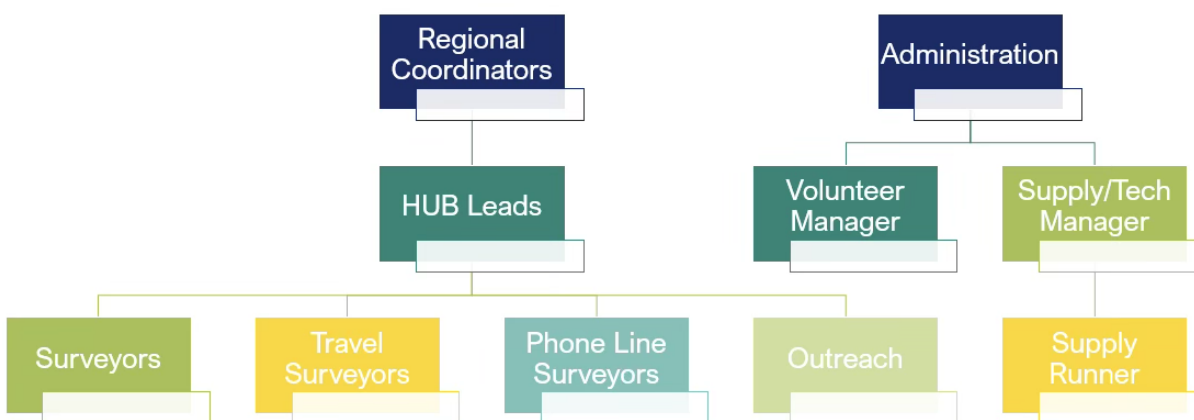
1. **Attend Briefing:** Listen to the Hub Lead's safety briefing regarding any new hazards or protocol changes.
2. **Check Assignments:** Confirm your survey zone or role has not changed.
3. **Resume Count:** Continue data collection.
4. **Report Data Loss:** If you lost paper surveys or data during the evacuation, report this to the Hub Lead immediately so it can be documented.



Roles for The 2026 Point In Time Count

For a successful PIT, the following roles have been developed. Some will be filled by KCRHA staff and some by volunteers. A description of each role is listed below:

HUB Operations Roles:



Regional Coordinators (7) - We will have seven Regional Coordinators, one for each region. They are overseeing the operations of all HUBs sited in their area. They will submit orders to the support staff for additional supplies, troubleshooting volunteer management, handling media, and crisis management. They will communicate with the HUB Leads to understand operations on the ground and be available to be on-site at any of their HUB locations.

For the 2026 PIT Count, these are the Regional Coordinators and their contact information:

<u>King County Sub-Region</u>	<u>Name</u>	<u>Phone Number</u>
North King County	Joel Bernstein	206-771-2097
East King County	Claire Guilmette	206-735-6448
South King County	Janelle Rothfolk	425-457-2349
South East King County	Ben Mathewson	206-945-6775
Seattle Metro	Ewan Andresen	206-681-5536
Snoqualmie Valley	Daniel Ramos III	206-513-3532
Unincorporated Areas & Vashon	Cathea Carey	206-809-5711



HUB Leads (up to) - Each site shift will have a HUB Lead. HUB Leads will communicate to the Regional Coordinator on any issues with volunteer shifts, site issues, critical incidents, need for additional supplies, PR, and media requests. They will support the volunteers with data collection and troubleshoot any technical issues with the Tech support. They greet participants and ensure the safety and security of volunteers and participants. They will communicate with the site staff on any issues. Depending on the shift, either open or close the site. This is primarily a volunteer position except for the Seattle locations, which will have KCRHA staff on site.

Surveyors (Up to) - Each site will have 2-4 survey site volunteers. They will ensure participants are comfortable and complete the survey with them. They will notify the HUB Lead if there are any issues with the technology, if they need additional supplies, if the participant has question they cannot answer or needs further assistance, etc. All roles ultimately support this process to proceed smoothly.

Travel Surveyors () – These volunteers administer the same survey questions and validation procedures as fixed-site HUB surveyors. They also manage the secure distribution of gift cards and bus tickets from the mobile unit.

Phone Line Surveyors () – Phone Line Surveyors operate the “Virtual Hub,” a dedicated phone line primarily designed to allow families with minor children to complete their surveys remotely without needing to travel to a physical site. They administer the standard survey over the phone, ensuring that the participant is in a safe space to answer confidentially before beginning. Because they cannot visually assess the participant’s environment, they must explicitly ask about safety and privacy (e.g., “Are you in a safe space to speak?”) to protect participants, especially those fleeing domestic violence. They perform the same validation steps as in-person surveyors, including verifying eligibility and recording demographic data. They collect necessary contact information to arrange for the distribution of gift cards, as physical hand-off is not possible.

Volunteer Manager () – The Volunteer Manager is responsible for the high-level management of the volunteer workforce. Their primary focus is maintaining the master schedule and ensuring all volunteers have access to necessary training and resource. They oversee the master calendar for all HUB Sites and adjust shifts as needed. They act as the central point for staffing adjustments. Regional Coordinators contact the Volunteer Coordinator to request shift changes or coverage. They ensure that training materials and resources are available to the volunteer base.

Outreach Volunteer () – Unlike HUB Surveyors who remain at a fixed location, Outreach Volunteers allow for mobile recruitment. They travel to specific areas (such as encampments, rural locations, or spots with high density) to initiate the “snowball” sampling method by



distributing the first wave of coupons (“seeds”). They distribute these initial “parent coupons” to unsheltered individuals, focusing on hard-to-reach subpopulations like families, veterans, and those in vehicles. They explain the survey process and the “peer recruitment” incentive model to potential participants to start the survey chains. They determine the timing and location of seeding based on population and their knowledge of the area.

Supply/Tech Manager (1) - The Supply/Tech Manager is a KCRHA staff position responsible for the logistical coordination of the Count. This role bridges the gap between physical supply management and technical support, ensuring HUB Sites have the materials and functional equipment needed to operate. They oversee the inventory at headquarters, stock resupply boxes for daily delivery, and coordinate with Supply Drivers to ensure materials reach HUB Sites. They also provide over-the-phone troubleshooting for HUB Leads regarding technology issues, specifically focusing on printer functionality or QR code generation. This role also monitors the progress of daily surveys to detect and address data quality issues in real-time.

Supply Runner (1-2) – The supply runner will report each day to KCRHA to pick up the deliveries. They will sign out the items on the tracking sheet before leaving KCRHA and then have the HUB Leads sign indicating the drop-off items.



Complete List of Job Descriptions

Regional Coordinator – Annual Point-in-Time Count Operations

Duration: Two weeks (Temporary)

Summary: As a Regional Coordinator for the annual point-in-time count, you will serve as the operational backbone for a designated cluster of Hub Sites. This leadership position requires dynamic problem-solving, logistical expertise, and the ability to manage teams remotely. The Regional Coordinator is responsible for ensuring all Hubs in their sub-region are adequately supplied, fully staffed, and compliant with safety and data standards. You act as the primary escalation point for Hub Leads, resolving supply chain and safety issues in real-time.

Key Responsibilities:

Leadership & Oversight:

- Oversee daily operations for assigned Hub Sites (typically 3-5 locations), serving as the first point of contact for Hub Leads.
- Monitor the RDS Mobile App and related dashboards to track real-time survey progress and identify sites requiring immediate support.
- Authorize critical site decisions, including temporary closures or evacuations, in coordination with KCRHA Command.

Supply Chain Logistics:

- Manage the secure distribution of incentives (Gift Card Packets and Bus Tickets) using the “HQ Packet Checkout” system.
- Monitor inventory levels remotely; deploy “Supply Runners” to resupply Hub Sites immediately when stock alerts appear on the dashboard.
- Verify the secure return and reconciliation of all high-value assets (unused cards and physical logs) at the end of each shift.

Data Quality Assurance:

- Review the “Mismatch/Exception Report” twice daily to identify and correct data discrepancies.
- Ensure Hub Leads are accurately submitting Daily Hub Close Out forms and scanning physical distribution logs (as applicable).
- Provide technical guidance to Hub Leads regarding survey app troubleshooting and device management.

Crisis Management:

- Respond immediately to safety incidents reported by Hub Leads, facilitating contact with emergency services if necessary.
- Coordinate the redeployment of volunteers or resources between sites to cover shortages.



- Execute the “Site Reconvening Protocol” in the event of a location closure or emergency evacuation.

Qualifications:

- Strong leadership and logistical management skills.
- Proficiency with digital dashboards (Smartsheet/Excel) and mobile data collection tools.
- Ability to make rapid, informed decisions under pressure during safety or supply emergencies.
- Valid driver’s license and access to a reliable vehicle for travel between Hub Sites.
- Excellent conflict resolution skills and familiarity with trauma-informed care principles.

Note: This position involves temporary employment for two weeks during the annual point-in-time count. The schedule requires high flexibility, including potential early mornings or late nights. The Regional Coordinator reports to the KCRHA Project Manager and works collaboratively with HQ staff to ensure the integrity and success of the region’s count.

Hub Lead - Annual Point-in-Time Count Operations

Duration: Two weeks (Temporary)

Summary: The Hub Lead serves as the on-site manager for a designated Hub Site during the annual Point-in-Time Count. This critical leadership role involves overseeing volunteer deployment, ensuring the physical security of high-value incentives (gift cards), and maintaining strict data quality standards. The Hub Lead acts as the primary safety officer for the site and direct liaison between front-line surveyors and the Regional Coordinator.

Key Responsibilities:

Hub Operations & Safety:

- **Open and Close:** Execute daily site setup and breakdown procedures, ensuring the location is safe and welcoming for volunteers and participants.
- **Safety Compliance:** Implement the “Site Evacuation and Reconvening Protocol” in the event of an emergency.
- **Incident Management:** Serve as the primary on-site decision-maker for safety incidents, immediately de-escalating conflicts and reporting issues to the Regional Coordinator.

Inventory & Supply Chain:

- **Packet System Management:** Manage the secure custody of Gift Card “Packets” (batches of 25). Ensure cards are never left unattended and are stored in the designated lock box when not in use.
- **Low Stock Alerts:** Monitor supply levels proactively. Notify the Regional Coordinator immediately when inventory drops to one unopened packet remaining to trigger a runner resupply.
- **Asset Reconciliation:** At the end of every shift, complete the digital “Daily Hub Close Out Form” to verify that physical inventory matches distribution logs.



- **Exception Reporting:** If a volunteer distributes a gift card for de-escalation (without a survey), Log the gift card details and the incident in the Incident Report Form.

Volunteer Management:

- **Deployment:** Assign volunteers to specific survey zones and issue them the necessary materials (Packets, QR codes, PPE).
- **Briefings:** Conduct pre-shift safety briefings and post-shift debriefs, ensuring all volunteers understand the “Packet System” and emergency rally points.
- **Support:** Troubleshoot app/device issues for volunteers and answer methodology questions.

Data Integrity & Administration:

- **Chain of Custody:** Maintain the physical Gift Card Distribution Log. Ensure it is signed, accurate, and scanned to KCRHA Finance on completion (invoice@kcrha.org).
- **Reseeding Process:** Demonstrate a comprehensive understanding of the reseeding methodology and guide participants/volunteers through the process as needed.
- **Referral Management:** Print and distribute referral QR codes to participants upon request.

Communication:

- **Daily Huddles:** Attend mandatory daily briefings with Regional Coordinators to report on progress, supply needs, and site challenges.
- **Stakeholder Liaison:** Act as the face of the PIT Count at your location, maintaining professional relationships with the host agency staff and community members.

Working Hours:

- 4-8 hours per day during the two weeks of the annual Point-in-Time Count.

Qualifications:

- Strong organizational skills and attention to detail, specifically regarding inventory tracking.
- Comfort using digital tools (smartphones, tablets, Smartsheet forms).
- Ability to remain calm under pressure and de-escalate interpersonal conflicts.
- Commitment to maintaining confidentiality and dignity of all survey participants.

Note: This position requires a commitment to operational integrity. The Hub Lead is the final checkpoint for data quality and asset security at the site level. You will report directly to the Regional Coordinator for your subregion.

Hub Site Surveyor – Annual Point-in-Time Count Operations

Duration: Two weeks (Temporary)

Summary: As a Hub Surveyor for the annual Point-in-Time Count, you serve as the front-line engagement team at your designated Hub Site. This position requires empathy, attention to detail, and adherence to strict safety and data protocols. The Hub Surveyor is responsible for conducting surveys with participants using digital tools, managing an assigned "Packet" of



incentives (gift cards), and ensuring every participant is treated with dignity and respect. You report directly to the Hub Lead.

Key Responsibilities:

Participant Engagement:

- Greet and engage with survey participants in a friendly and respectful manner.
- Conduct surveys with participants using the PIT Count App (or paper backup), employing trauma-informed care and following interview best practices.
- Provide assistance and guidance to participants, directing them to available resources using provided QR codes.

Incentive Distribution (Packet System):

- **Packet Custody:** Maintain secure custody of your assigned "Packet" of 25 gift cards. Ensure these valuables are never left unattended during your shift.
- **Scan-to-Give:** Follow the strict distribution protocol: Scan the barcode on the gift card into the Survey App before handing it to the participant. (If scanning fails, manually enter the last 4 digits).
- **Safety Gift Card Usage:** If a card is given for de-escalation safety reasons, do not create a survey entry in the RDS Mobile App. Instead, note at least the last 4 digits of the card number and report it to your Hub Lead immediately. Your Hub Lead will report this incident in the Hub Site Incident Report Form.
- **Bus Tickets:** Distribute bus tickets to participants as needed to facilitate transportation, logging distribution according to site protocol.

Data Integrity & Reconciliation:

- **Accuracy:** Ensure all survey responses are recorded accurately in the mobile app.
- **End-of-Shift Handoff:** Return all unused gift cards to the Hub Lead at the end of your shift.
- **Paper Surveys:** If paper surveys were used, ensure the gift card ID is written on the physical form and hand-delivered to the Hub Lead.

Site Logistics & Safety:

- **Buddy System:** Adhere to the "Buddy System" protocol if deploying near the site; never separate from your assigned partner.
- **Evacuation Protocol:** Follow all instructions from the Hub Lead regarding emergency evacuation or site relocation.
- **Site Maintenance:** Assist in the setup and light cleanup of the survey site as requested by the Hub Lead.

Phone Interviewing (As Assigned):

- Conduct over-the-phone interviews at select sites if assigned by the Hub Lead.
- Ensure accurate data collection and read the "Incentive Script" clearly to remote participants.

Incident Reporting:

- Immediately report any safety concerns, supply shortages, or technical issues with the Survey App to the Hub Lead.

Collaboration:



- Work collaboratively with other Surveyors and the Hub Lead to ensure a steady flow of participants and a calm environment.

Working Hours:

- 4-8 hours per day during the two weeks of the annual Point-in-Time Count.

Qualifications:

- Strong interpersonal and communication skills.
- Ability to follow trauma-informed care practices during interviews.
- Comfortable using smartphones/tablets for data entry and barcode scanning.
- Reliability and commitment to maintaining the security of assigned incentives (gift cards).
- Ability to manage time efficiently and follow instructions from the Hub Lead.

Travel Surveyor – Annual Point-in-Time Count Operations

Duration: Two weeks (Temporary)

Summary: The Travel Surveyor acts as the mobile outreach arm of the Point-in-Time Count, conducting surveys at designated street locations, encampments, and non-hub service sites. This position involves active field navigation, mobile data collection, and strict adherence to safety protocols while interacting with the public. The Travel Surveyor is responsible for the secure custody of incentives while in transit and ensuring that every participant is engaged with dignity and respect.

Key Responsibilities

Field Operations:

- Execute assigned survey routes or visit specific designated locations (e.g. libraries, food banks, encampments) as directed by the Hub Lead.
- Adhere strictly to the “Buddy System” at all times; never separate from your assigned partner while in the field.

Participant Engagement:

- Approach potential participants in public spaces with a friendly, non-intrusive demeanor. Conduct surveys using the RDS Mobile App, employing trauma-informed care and respecting the participant’s right to decline.
- De-escalate situations if necessary and disengage immediately if a location feels unsafe.

Incentive Distribution (Packet System):

- **Mobile Custody:** Maintain secure custody of your assigned “Packet” of 25 gift cards while in transit. Ensure the secure lockbox is kept on your person when not locked in the vehicle.
- **Scan-to-Give:** Follow the strict distribution protocol: **Scan the barcode** on the gift card into the Survey App *before* handing it to the participant.
- **Safety Gift Card Usage:** If a card is given for de-escalation safety reasons, do not create a survey entry in the RDS Mobile App. Instead, note at least the last 4 digits of the card



number and report it to your Hub Lead immediately. Your Hub Lead will report this incident in the Hub Site Incident Report Form.

- **Reconciliation:** Return to the designated Hub Site at the end of every shift to physically hand off all unused gift cards and signed logs to the Hub Lead.

Reseeding Process:

- Demonstrate a comprehensive understanding of the reseeding (coupon) process to explain it to participants encountered in the field.

Route & Traffic Management:

- Navigate assigned routes efficiently.
- Ensure that survey activities do not block public rights-of-way or impede traffic flow.

Check-In/Check-Out Procedures:

- Report to the Hub Site at the start of the shift to receive assignments and materials (Packets, PPE, QR codes).
- Check out with the Hub Lead at the end of the shift to confirm safe return and submit data.

Referral QR Codes:

- Carry and distribute referral QR codes and Resource Guides to provide resource information to participants.

Material Management:

- Manage a mobile kit of materials (tablets, paper survey backups, sanitizer) ensuring nothing is left behind at field locations.

Incident Reporting:

- Report any safety incidents, medical emergencies, or supply shortages immediately to the Hub Lead or Regional Coordinator via phone/text.

Collaboration with Hub Leads:

- Maintain clear communication with the home base Hub Lead regarding your location and progress throughout the shift.

Working Hours:

- 4-8 hours per day during the two weeks of the annual Point-in-Time Count.

Qualifications:

- Strong interpersonal skills and comfort navigating diverse field environments.
- Ability to walk or travel for extended periods during the shift.
- Strict adherence to safety and “Buddy System” protocols.
- Comfort using smartphones for mobile data entry and barcode scanning.
- Reliability and commitment to maintaining the security of assigned incentives (gift cards) while mobile.

Phone Line Surveyor - Annual Point-in-Time Count Operations

Duration: Two weeks (Temporary)

Summary: The Phone Line Surveyor conducts Point-in-Time Count surveys remotely via a designated call center or virtual phone bank. This position requires excellent active listening



skills, precise data entry capabilities, and the ability to convey empathy through voice alone. The Phone Line Surveyor is responsible for managing incoming/outgoing calls, accurately recording responses in the digital survey tool, and facilitating the distribution of digital incentives by capturing accurate participant contact information.

Key Responsibilities:

Phone Operations:

- Manage a high volume of calls using the designated phone system.
- Utilize language line services effectively to conduct surveys with non-English speaking participants.
- Maintain a quiet background environment to ensure call clarity and participant confidentiality.

Participant Engagement:

- Conduct surveys using a trauma-informed approach, building rapport quickly over the phone without visual cues.
- Read the “Incentive Script” clearly to ensure participants understand how they will receive their gift card (e.g., via text or email).
- De-escalate frustration or confusion using patience and clear verbal guidance.

Incentive Management (Digital):

- Data Verification: Carefully verify the participant’s cell phone number or email address to ensure they receive their digital gift card link.
- Protocol Compliance: Strictly adhere to the “One Person, One Survey” rule by checking for duplicate phone number or previous participation flags in the system.
- Safety Gift Card Usage: If a card is given for de-escalation safety reasons, do not create a survey entry in the RDS Mobile App. Instead, note at least the last 4 digits of the card number and report it to your Hub Lead immediately. Your Hub Lead will report this incident in the Hub Site Incident Report Form.

Distress & Safety Protocols

- **Distress Response:** If a caller expresses immediate self-harm or is in a dangerous situation, keep them on the line and immediately flag the Phone Bank Hub Lead to initiate emergency protocols (Warm Handoff).
- Referral Resources: Be prepared to verbally provide resource phone numbers (e.g., 2-1-1, Crisis Lines) from the provided emergency contacts list.

Reseeding Process:

- Demonstrate a clear understanding of the reseeding (coupon) methodology to explain it to participants who may ask about it.

Collaboration:

- Participate in the start of shift huddle to receive daily updates on script changes or technical adjustments.
- Communicate technical issues (e.g., dropped calls, software lag) to the Hub Lead immediately.

Working Hours:

- 4-8 hours per day during the two weeks of the annual Point-in-Time Count.



Qualifications:

- Excellent verbal communication and active listening skills.
- Comfort typing and navigating web-based forms while talking.
- Ability to maintain neutrality and empathy when hearing difficult personal stories.
- Familiarity with using translation services or conference calling features is a plus.
- Reliable internet connection and access to a computer (if working remotely).

Note: Unlike field surveyors, this role relies entirely on digital tools. The Phone Line Surveyor reports to the Phone Bank Hub Lead.

Volunteer Manager - Annual Point-in-Time Count Operations

Duration: Two weeks (Temporary)

Summary: The Volunteer Manager is responsible for the recruitment, coordination, and deployment of the volunteer workforce during the annual Point-in-Time Count. This role ensures that all Hub Sites are adequately staffed, that volunteers are properly trained and checked in, and that administrative requirements (waivers, timesheets) are strictly maintained. You act as the primary liaison between the volunteer pool and the operational leadership, ensuring a positive and safe experience for all service providers.

Key Responsibilities:**Roster & Shift Management:**

- Monitor daily volunteer fill rates across assigned Hub Sites, identifying coverage gaps.
- Coordinate the real-time redeployment of volunteers from over-staffed sites to under-staffed locations in coordination with Regional Coordinators.
- Manage "No-Shows" and late arrivals, adjusting team assignments dynamically to ensure survey routes are covered.

Volunteer Intake & Compliance:

- Oversee the volunteer check-in process, ensuring all individuals have signed required Liability Waivers and Confidentiality Agreements *before* deploying.
- Verify that all deployed volunteers have completed the mandatory "2026 PIT Count Training" module.
- Maintain accurate records of volunteer hours for post-event reporting.

Deployment Logistics:

- **Buddy System Enforcement:** strictly enforce the "Buddy System" policy; ensure no volunteer is ever deployed alone.
- **Packet System Orientation:** Ensure volunteers are briefed on the new "Packet System" for incentives, specifically the requirement to return unused gift cards to the Hub Lead.
- **Role Assignment:** Assist Hub Leads in assigning volunteers to appropriate roles (e.g., Mobile Surveyor, Hub Lead, Phone Line) based on their mobility and comfort levels.



Volunteer Support & Communication:

- Act as the primary "Help Desk" for volunteer inquiries regarding shifts, locations, and role expectations.
- Distribute volunteer appreciation items (snacks, PPE, recognition gear) to maintain morale.
- Address volunteer concerns or interpersonal conflicts on-site, escalating serious issues to KCRHA leadership.

Reseeding Process:

- Ensure all volunteers understand the reseeding methodology so they can accurately explain it to participants during surveys.

Daily Huddle Participation:

- Attend daily operational huddles to report on staffing levels and receive updates on safety protocols or route changes.

Incident & Safety Reporting:

- Document any volunteer injuries or safety incidents according to KCRHA Risk Management policy.
- Ensure volunteers are aware of the "Site Evacuation and Reconvening Protocol" during their pre-shift briefing.

Collaboration with Hub Leads:

- Work closely with Hub Leads to ensure the smooth physical flow of volunteers through the check-in/check-out zones.

Working Hours:

- 4-8 hours per day during the two weeks of the annual Point-in-Time Count.

Qualifications:

- Strong experience in people management, human resources, or volunteer coordination.
- Proficiency with digital rostering tools and communication platforms.
- Excellent conflict resolution skills and the ability to manage large groups of people.
- Commitment to creating an inclusive and safe environment for volunteers of all backgrounds.

Note: This position is the "People Operations" lead. While the Hub Lead manages the site and the Regional Coordinator manages the supplies, you ensure the workforce is present, prepared, and supported.

Outreach Volunteer - Annual Point-in-Time Count Operations

Duration: Two weeks (Temporary)

Summary: The Outreach Volunteer serves as the primary field agent for the Point-in-Time Count, conducting surveys in unsheltered locations such as street encampments, vehicle residency zones, and parks. This position involves active navigation of specific geographic routes, building rapid rapport with unhoused neighbors in their living environments, and strictly



adhering to safety and "Buddy System" protocols. The Outreach Volunteer is responsible for the secure mobile custody of incentives and ensuring accurate data collection in the field.

Key Responsibilities:

Field Operations:

- Execute assigned outreach routes to locate and survey individuals living in unsheltered situations.
- Navigate specific geographic zones (using maps or mobile tools) to ensure full coverage of the assigned area without duplicating efforts.

Participant Engagement:

- Approach individuals in a respectful, non-intrusive manner, respecting their privacy and living space (e.g., do not enter tents or vehicles).
- Conduct surveys using the mobile PIT Count App, employing trauma-informed care and active listening skills.

Incentive Distribution (Packet System):

- **Mobile Custody:** Manage a "Packet" of 25 gift cards while in the field, ensuring they remain in the secure bag on your person at all times.
- **Scan-to-Give:** Adhere to the strict protocol: **Scan the barcode** on the gift card into the Survey App *before distribution*.
- **Safety Gift Card Usage:** If a card is given for de-escalation safety reasons, do not create a survey entry in the RDS Mobile App. Instead, note at least the last 4 digits of the card number and report it to your Hub Lead immediately.
- **Reconciliation:** Return to the Hub Site at the end of every shift to physically hand off all unused cards and the distribution log to the Hub Lead.

Reseeding Process:

- Demonstrate a comprehensive understanding of the reseeding (coupon) process to explain the methodology to participants if asked.

Safety & Traffic Management:

- **Buddy System:** Adhere strictly to the "Buddy System" at all times; never separate from your assigned partner while in the field.
- Ensure survey activities do not block public rights-of-way or create hazards for traffic or pedestrians.

Check-In/Check-Out Procedures:

- Report to the Hub Site daily to receive route assignments, safety briefings, and materials.
- Check out with the Hub Lead upon return to confirm safe arrival and submit data.

Referral QR Codes:

- Carry and distribute referral QR codes or "Tips" slips to provide resource information to participants upon request.

Material Management:

- Manage and secure all mobile materials, including tablets/phones, paper backup forms, PPE, and informational flyers.

Incident Reporting:



- Report any safety incidents, medical emergencies, or immediate risks to the Hub Lead or Regional Coordinator promptly via phone.

Collaboration with Regional Coordinators:

- Work closely with Hub Leads and Coordinators to adjust routes in real-time if specific areas are inaccessible or unsafe.

Working Hours:

- 4-8 hours per day during the two weeks of the annual Point-in-Time Count.

Qualifications:

- Strong interpersonal skills and the ability to engage with diverse populations in non-traditional settings.
- Physical ability to walk for extended periods and navigate uneven terrain.
- Strict adherence to safety protocols and the ability to de-escalate interpersonal conflict.
- Comfort using smartphones for data entry and **barcode scanning**.
- Reliability and commitment to ensuring a successful and respectful count.

Supply Tech / Manager - Annual Point-in-Time Count Operations

Duration: Two weeks (Temporary)

Summary: The Supply Tech/Manager ensures the physical security, organization, and availability of all operational assets at the Hub Site. This role is responsible for the strict custody of incentive inventory (**Gift Card Packets**), distributing equipment to volunteer teams, and maintaining accurate logs to prevent loss. You act as the site's logistical anchor, allowing the Hub Lead to focus on personnel management and safety.

Key Responsibilities:

Secure Inventory Custody:

- Maintain strict physical control over high-value incentive inventory (**Gift Card Packets**).
- Ensure gift card **packets** are stored in the designated lock box or Hub tote when not being actively distributed.

Material Distribution & Retrieval:

- Assemble and issue "Hub Totes" (Packets, tablets/phones, PPE, QR codes, maps) to volunteer teams at the start of their shift.
- Verify the complete return of all kit items—specifically unused gift cards and technology—before clearing a volunteer to leave.

Distribution Logging:

- Meticulously maintain the physical **Gift Card Distribution Log**.
- Record exactly which **Packet ID** (e.g., PKT-105) is assigned to which volunteer team to maintain a clear chain of custody.



Supply Level Monitoring:

- Proactively monitor stock levels throughout the shift.
- Alert the Hub Lead immediately when inventory drops to one unopened packet remaining to trigger a runner resupply.

Technology Support:

- Ensure all mobile devices (tablets/phones) are fully charged, sanitized, and accounted for daily.
- Ensure all portable batteries are fully charge and accounted for daily.
- Assist volunteers with basic troubleshooting of the PIT Count App or device connectivity issues.

Daily Reconciliation:

- Conduct the physical end-of-shift count of all remaining Gift Cards and Bus Tickets.
- Assist the Hub Lead in completing the digital *Daily Hub Close Out Form* by providing accurate "Physical Remaining" counts to balance against the logs.

Reseeding Process:

- Maintain knowledge of the reseeding methodology to assist volunteers with questions regarding coupon/incentive redemption.

Site Logistics:

- Organize the supply table/area to ensure an efficient flow during the busy volunteer check-in and check-out periods.
- Keep the supply area clean, organized, and free of clutter.

Incident Reporting:

- Immediately report any missing assets, lost devices, or inventory discrepancies to the Hub Lead.

Collaboration with Hub Leads:

- Work in tandem with the Hub Lead to investigate any math errors or count discrepancies immediately before the shift closes.

Working Hours:

- 4-8 hours per day during the two weeks of the annual Point-in-Time Count.

Qualifications:

- Exceptional attention to detail and ability to perform accurate counts under pressure.
- Trustworthiness and integrity regarding the handling of financial instruments (gift cards).
- Comfort with technology, including charging management and basic app troubleshooting.
- Strong organizational skills to keep track of multiple volunteer kits simultaneously.

Note: This position handles the most sensitive assets of the count. Accuracy and organization in this role are vital to the financial audit of the project.



Supply Runner – Annual Point-in-Time Count Operations

Duration: Two weeks (Temporary)

Summary: The Supply Runner serves as the mobile logistics unit for the Point-in-Time Count, ensuring that Hub Sites are adequately stocked with critical materials throughout the operation. This position involves transporting high-value assets (Gift Card Packets) and general supplies between Headquarters and field locations. The Supply Runner must adhere to strict chain-of-custody protocols and possess the flexibility to respond immediately to "Low Stock" alerts directed by Regional Coordinators.

Key Responsibilities:

Secure Transport:

- Transport high-value inventory (Gift Card Packets) and bus tickets between Headquarters and Hub Sites using a personal or agency vehicle.
- Maintain strict physical security of assets during transit; ensure lock boxes are never left unattended or visible in an unlocked vehicle.

Chain of Custody:

- Execute formal hand-off procedures at both pickup and drop-off locations.
- Verify specific Packet IDs (e.g., PKT-05) against the transport manifest before leaving the supply depot.
- Obtain physical signatures from Hub Leads upon delivery to prove transfer of custody.

Rapid Response:

- Respond immediately to dispatch requests from Regional Coordinators to address "Low Stock" alerts at specific Hub Sites.
- Prioritize routes effectively to ensure sites do not run out of incentives during active survey hours.

Material Management:

- Transport non-monetary supplies (PPE, paper surveys, snacks, technology) as needed.
- Return completed paper logs, sealed survey envelopes, and unused equipment from Hub Sites back to Headquarters at the end of operations.

Communication:

- Maintain constant contact with Regional Coordinators regarding estimated arrival times (ETAs) and traffic delays.
- Confirm delivery completion via text or phone immediately upon leaving a Hub Site.

Reseeding Process:

- Possess a basic understanding of the reseeding materials (coupons/flyers) to ensure the correct versions are delivered to the correct zones.

Safety & Traffic Management:

- Operate vehicles safely and in accordance with all traffic laws.
- Park in safe, legal locations when loading or unloading supplies at Hub Sites.

Incident Reporting:



- Report any vehicle issues, delays, or safety incidents to the Regional Coordinator promptly.
- Immediately report any discrepancy in inventory counts (e.g., a missing packet) discovered during transport.

Collaboration with Regional Coordinators:

- Work closely with Regional Coordinators to adjust routes in real-time based on shifting inventory needs across the region.

Working Hours:

- 4-8 hours per day during the two weeks of the annual Point-in-Time Count.

Qualifications:

- Valid driver's license, a reliable vehicle, and proof of insurance.
- Trustworthiness and integrity regarding the handling of financial instruments (gift cards).
- Ability to lift boxes of supplies (up to 25 lbs).
- Strong time management skills and the ability to navigate using GPS/Maps efficiently.
- Commitment to safety and operational support.

Note: You are the engine of our logistics. By keeping supplies moving, you ensure the count continues without interruption across the entire region. Without your timely and secure deliveries, Hub Sites cannot function. Reliability in this role is paramount.

Coupon Printing And Survey Data Entry

This section explains how QR codes and gift cards will be handled at hub sites. The goal is to keep the process simple, consistent, and secure.

Who prints and who hands out?

- Surveyors:
 - Conduct interviews with participants.
 - Escort participants to the hub lead after the survey is complete.
 - Do not touch the printer, laptop, or gift cards.
- Hub leads (KCRHA staff or designated lead):
 - Control the laptop and printer.
 - Print all QR coupons.
 - Pair QR coupons with gift cars.
 - Explain incentives to participants and hand out gift cards.

Step-by-step: Hub Lead printing procedure

1. Confirm the participant is finished
 - A surveyor brings the participant to you and tells you the survey is complete.



- Keep a small, orderly line; prioritize people in the order they finished.
- 2. Open the dashboard
 - On the KCRHA laptop, open the RDS Mobile application.
 - Find the list of recently completed surveys for your site.
 - Identify the specific participant just sent to you.
- 3. Print QR coupons in small batches
 - Select only the participants currently in front of you (e.g., the 2-3 people who just finished).
 - Print the required QR coupons for each person (for example, one set per person, or multiple coupons if the process specifies that).
 - Do not print a large pile “for later”; always print for specific, identified participants.
- 4. Organize the printouts
 - As the pages come out of the printer, immediately sort them:
 - Make one stack per participant.
 - Keep stacks physically separated so pages do not get mixed.
 - Quickly write a simple identifier on each stack if needed (e.g., initials or a line number) so you can keep them straight while you talk to people.
- 5. Pair QR coupons with gift cards
 - For each participant:
 - Take that participant’s QR coupon stack.
 - Take the correct number of gift cards for that person (for example, one \$20 card per adult, or the amount specified for families at your site).
 - If your site uses a log or packet system, record:
 - Packet number
 - Last 4 digits of gift card number
 - Date, time, and participant code (not name).
- 6. Explain the incentive to the participant
 - When the participant reaches the front of the line:
 - Thank them for completing the survey.
 - Briefly explain:
 - What the gift card is for (any purchase)
 - The dollar amount.
 - Any important restrictions (where it can/cannot be used)
 - If cards are pre-activated:
 - Tell them the card is already active, and show them where to find instructions on checking the balance or changing the PIN.
 - If cards are not pre-activated:



- Follow the activation instructions provided in your training (either with them present, or by giving clear instructions for activating later).
- 7. Close out the interaction
 - Make sure the participant receives:
 - Their gift cards(s).
 - Any printed QR coupon or receipt they need.
 - Answer any quick question they have about using the card or where to go next.
 - Mark the card as “issued” on your paper or electronic log before moving to the next person.

Technical requirements

- All printing must be done from the KCRHA laptop assigned to the Hub Lead at your hub site.
- Connect the printer to the laptop with a cable (hard-line usb connection), not bluetooth.
- Keep the laptop and printer in a stable, dry area that is:
 - Staff-only access.
 - Close enough for surveyors to escort participants to you.

Security and troubleshooting

- Treat all gift cards like cash:
 - Never leave cards or printed QR coupons unattended.
 - Keep them in a lockbox, or designated container out of public reach.
- If the printer jams or stops working:
 - Pause participant flow and let your regional coordinator know.
 - Use the backup procedure provided in training (for example, a paper log and delayed printing if allowed).
- If you suspect a card was lost, stolen, or mis-issued.
 - Note the card number (if available).
 - Notify your Regional Coordinator or staff supervisor as soon as possible.
 - Document what happened in the Hub Site Incident Form.

Incentives

Introduction:

The Point-in-Time Count relies on the time, trust, and expertise of individuals experiencing unsheltered homelessness. To honor their contribution and encourage participation in this



critical data collection effort, KCRHA provides direct financial compensation and transportation assistance to all participants.

Why We Provide Incentives:

- Compensation for Expertise: Participants are sharing personal, often difficult, details about their lives. The gift card is payment for their labor and data.
- Recruitment (Seeding): Incentives drive our “Respondent-Driven Sampling” methodology. By compensating participants for referring their peers, we can reach disconnected populations that traditional outreach might miss.

The Incentives at a Glance:

- Visa Gift Cards: Provided immediately upon completion of the survey (\$20 for individuals, \$40 for families).
- Bus Tickets: Attached to “referral coupons” to help peers travel to a HUB Site.
- Referral Bonuses: A \$5 credit for every recruited peer who completes a survey.
- Bus tickets and gift cards are treated as cash equivalents. Observe the “Double-Lock” Rule when storing them, ensure they are always kept under strict chain of custody.

Administrator Note: *De-Escalation First*. Disputes over gift cards can be a source of conflict at HUB Sites. If a situation escalates regarding a participant’s eligibility or a technicality with their survey, err on the side of providing the gift card. Our priority is safety and maintaining trust with the community, not policing small amounts of funds. If you provide a gift card under these circumstances, please follow the Non-Survey Incentive Protocol and log it in the Hub Site Incident Report form.

Incentive Tracking & Distribution: Gift Cards

To ensure every gift card is accounted for without slowing down data collection, we use a “Packet System.” Cards move in tracked bundles of 25. Please follow the instructions for your specific role below.

1. Regional Coordinator (HQ / Supply Chain)

You are responsible for the flow of resources from Headquarters to the Hub Sites.

- **Preparation:** Ensure all gift cards are pre-sorted into Packets of 25. Each packet must be labeled with a unique Packet ID (e.g. PKT-01) and a barcode.
- **Check-Out:** When a Hub Lead or Supply Runner picks up supplies, use the “HQ Gift Card Packet Checkout” [form](#).
 - Type the Packet ID number (or scan, if scanning enabled).
 - Select the Destination Hub site.



- This automatically updates the Master Inventory to show those cards are “Active” at that site.
- **Monitoring:** Keep the Gift Card Management – Regional Coordinators dashboard open
 - **Reconciliation:** Monitor the “Mismatch Report” to catch data errors early. The Gift Card Checkout Log flags duplicate Packet Ids in the “Duplicate Check Packet Id” column.

Gift Card Checkout Log : KCRHA						
<div> <div> <div>Grid</div> <div>Filter</div> <div>Arial</div> <div>10</div> <div>B I U</div> <div></div> <div></div> <div></div> </div> </div>						
	Packet ID	Destination Hub	Courier Name	Transaction Date	HQ Staff Member	Duplicate Check Packet Id
1	PKT-01	Auburn Library (KCLS)	Testy Test	12/16/25	EA Ewan Andreasen	⚠️ DUPLICATE
2	PKT-02	Ballard Branch Library	Testy Test	12/24/25	EA Ewan Andreasen	
3	PKT-00	Auburn Library (KCLS)	Testy Teset	12/18/25	EA Ewan Andreasen	
4	PKT-03	Bellevue Library (KCLS)	Testy Test	12/26/25	EA Ewan Andreasen	
5	PKT-01	HQ	Test Test	12/23/25	EA Ewan Andreasen	⚠️ DUPLICATE
6						

Duplicate Packet ID pictured – In the above example, Packet ID 01 (PKT-01) was entered as a duplicate on 12/23 and will need to be corrected by selecting the next available Packet ID (PKT-04).

- **Printing:** Print the Gift Card Distribution Log for the new Packet Id. Store the log with the assigned gift cards in an envelope and lock in lock box before distribution to Hub Leads. Navigate to Gift Card Distribution Log in [Smartsheets](#) to print the log.



Print Setup (PDF)

Selection

- ☒ Entire Sheet
☐ Selected Rows

Paper Size

Letter (8.5in x 11in)

Margins

Very Small (0.25")

Orientation

- ☒ Landscape ☐ Portrait

Scaling

- ☐ Scale 100% 2 pages wide 2 page(s) long
☒ Fit to Width 1 page wide 2 page(s) long

Options

- ☒ Include logo
☒ Include sheet name
☐ Include row numbers
☒ Include date/time stamp
☒ Include page numbers
☐ Include comments

Add note to header (250 characters max)

Sign and secure on receipt.

Hub Lead Name: _____

Hub Lead Signature: _____

Cancel

OK

“Add note to header” section is pre-populated with the following information:

Sign and secure on receipt.

Hub Lead Name: _____

Hub Lead Signature: _____

Date: _____

Survey volunteers: Write last 4 digits of gift card number and your initials on sheet.

2. Supply Runner

The Supply Runner is the physical link between the HQ safe and the Hub Site lock box. Their primary responsibility is chain of custody—proving exactly where the tickets were while in transit. The tool you use to do this is the Transport Manifest.

- **Secure Transport:** They transport tickets in a lock box. They must never leave this container unattended in a vehicle.
- **The Handoff:** Upon arriving at a Hub site, the Supply Runner cannot just “drop and go.” They must:
 1. Physically count the tickets with the Hub Lead.
 2. Require the Hub Lead to sign the Transport Manifest to accept custody.
 3. Note: This signature is what allows the Hub Lead to enter a positive number in the “Gift Card Packets Received” field on their Daily Close Out Form.
- **Rapid Resupply:** They are deployed immediately when a site reaches 1 packet of gift cards remaining.



What is the Transport Manifest?

The Transport Manifest is a physical “Bill of Lading” that travels with every delivery. It is the proof that you successfully delivered the inventory.

- What it tracks: It lists specific Packet IDs (e.g., PKT-01 through PKT-05) rather than just a total count.
- Why it matters: If a packet is missing at the end of the day, Finance will look at the Manifest. If the Hub Lead signed for “Packet-05,” the liability is on the Hub Lead. If there is no signature, the liability remains with you.

3. Hub Lead

You manage the physical inventory at your site and assign resources to volunteers.

- Receiving Supplies: When supplies arrive, verify you have received the specific Packet Ids assigned to you. Keep full packets in the lockbox provided to your site until needed.
- Distributing to Volunteers:
 - Volunteers sign for gift cards on the Gift Card Distribution log included with the corresponding Packet Id.
 - Volunteers log the last four digits of the gift card ID and initial.
 - Log the unique Coupon ID on the Gift Card Distribution log. You will find the Coupon ID in the RDS Mobile Application:



Gift Card Distribution Log



Sign and secure on receipt.

Hub Lead Name: _____

Hub Lead Signature: _____

Date: _____

Survey volunteers: Write last 4 digits of gift card number and your initials on sheet.

Primary	Packet ID	Hub Site	Card Type	Status	Volunteer Logged #	Volunteer Initials	Coupon ID
89157093	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156157	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156164	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156132	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156133	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156163	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156130	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156131	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156129	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89157088	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89157077	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89157082	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156515	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156514	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156513	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156507	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156508	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156505	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156504	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156503	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156502	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156128	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156127	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156125	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156123	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			

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Page 1 of 1

Pictured: Gift Card Distribution Log

Supply Levels:

- Monitor your supply levels. When you are down to 1 unopened packet (25 gift cards), call your Regional Coordinator immediately for resupply.

End of Shift:

- Collect all unused cards from volunteers before they leave.
- Verify the count matches their log (e.g., Started with 25, distributed 20, returned 5).
- Record this information in the “Daily Hub Close Out [Form](#)”.
- Return unused cards to the secure lockbox or return to HQ via Supply Runner or locked “Hub Kit”.

4. Surveyor

You are the final step in getting resources to our neighbors.



- Your Kit: The Hub site will receive a Packet of gift cards and a stack of “Tips for Using Your Card” slips. These can be accessed from the Hub Lead and are stored in a lock box.
- Giving a Card:
 1. Complete the Survey: provide a card after the survey is completed (or attempted, per specific protocol).
 2. Select a gift card for distribution and locate it on the corresponding “Gift Card Distribution Log”. Write the last four digits on the gift card in the corresponding row, sign your initials and record the unique survey Coupon ID from the app.
 3. ALTERNATE IF RDS MOBILE APP AN OPTION: Type (or scan, if available): Open the RDS Mobile App
 - Tap “Issue Incentive.”
 - Scan the Barcode on the back of the gift card using your tablet or phone camera. (If scanning fails, type only the **LAST 4 DIGITS**).
 4. Hand Over: Give the participant the card AND the “Tips” slip together.
- Return Policy:
 - Never take gift cards home.
 - At the end of your shift, return your packet and all unused cards to your Hub Lea.
 - *Note: If you switch to paper surveys due to tech failure, log the last 4 Digits of the card on the paper survey form.*

Incentive Tracking & Distribution: Bus Tickets

Bus tickets are provided to participants primarily to facilitate their access to Hub sites. Observe the “Double-Lock” Rule when handling bus tickets. Tickets must be stored inside the lock box. When not in active use (e.g., during overnight hours), the lock box itself must be secured inside a locked cabinet, drawer, or office safe at the Hub site.

Bus tickets are a limited resource. Please prioritize distribution in the following order:

1. Safety/Shelter: Participant requires transport to a shelter, warming center, or medical facility immediately following the survey.
2. General Mobility: Participant requires transport to access a Hub site to complete a survey or to return to their primary sleeping location or job site.

Note: Completion of a PIT Count survey serves as the verification of housing status.

Please follow the instructions for your specific role below.



1. Regional Coordinator (HQ / Supply Chain)

The Regional Coordinator acts as “Air Traffic Control.” They do not physically carry tickets often; instead, they monitor the data to authorize movements and catch errors.

- **Monitoring Burn Rate:** They view the incentives dashboard to see live inventory levels. They identify sites that are distributing tickets too fast (e.g., “Why did Hub A use 200 tickets in 2 hours?”) and intervene.
- **Dispatch Authority:** When a Hub Lead informs the Regional Coordinator that there is low stock or the dashboard turns Yellow (<10), the Regional Coordinator authorizes the Supply Runner to deploy.
- **Audit & Reconciliation:**
 - They review the Daily Hub Close-Out Forms.
 - They check for inventory discrepancy. If distributed minus remaining does not balance to zero, they are the ones who reach out to the Hub Lead to investigate.
- **Incident Management:** If tickets are lost/stolen, the Regional Coordinator reviews Hub Site Incident Report and works with the Finance Director to file the required written report to DCHS within 3 days.

2. Supply Runner

The Supply Runner is the physical link between the HQ safe and the Hub Site lock box. Their primary responsibility is chain of custody—proving exactly where the tickets were while in transit.

- **Secure Transport:** They transport tickets in a lock box. They must never leave this container unattended in a vehicle.
- **The Handoff:** Upon arriving at a Hub site, the Supply Runner cannot just “drop and go.” They must:
 4. Physically count the tickets with the Hub Lead.
 5. Require the Hub Lead to sign the **Transport Manifest** to accept custody.
 6. Note: This signature is what allows the Hub Lead to enter a positive number in the “Bus Tickets Received” field on their Daily Close Out Form.
- **Rapid Resupply:** They are deployed immediately when a site reaches 30 tickets remaining.

3. Hub Lead

You are the primary custodian of the lock box.



- **Monitor your inventory:** When your physical count drops to 30 tickets, inform your Regional Coordinator to request a runner resupply. Do not wait until you run out.
- **Digital Reconciliation:** At the end of every shift, you must complete the Daily Hub Close Out Form.
 - Count the physical tickets in the lock box.
 - Enter the count in the form.
 - Audit alert: If your physical count does not match the starting balance minus the paper log distribution, the system will flag and “Inventory Discrepancy”.
- **Loss Reporting:** If tickets are missing and cannot be accounted for, submit a Hub Site Incident report immediately (Category: Inventory/Asset Exception). This triggers the mandatory DCHS notification process.

4. Surveyors

You are the bridge to the participant.

- **Distribution:**
 - Prioritize providing tickets to participants who have been engaged for a survey.
 - Do not hand out “stacks” of tickets. Provide only what is needed for the immediate trip (usually 1 or 2).
- **Return Protocol:** You must return ALL unused tickets to the Hub Lead at the end of your shift. Do not keep extras for the next day or take them home.

Contingency Plans & Scenarios

Introduction: Contingency Plans & Decision Making

While we have designed the Point-in-Time Count to run smoothly, we operate in dynamic, real-world environments where the unexpected can occur. This section outlines the specific protocols for responding to emerging situations—from medical emergencies to technology failures.

Our Guiding Principle

As you navigate challenges during your shift, please keep in mind that our primary goal with the Unsheltered portion of the Point-in-Time Count is accurately counting individuals who are unsheltered.



- **Operational Priority:** Our decision-making will reflect this prioritization as we operate and respond to emerging situations. When facing non-emergency logistical hurdles (e.g., a glitchy tablet or a shortage of pens), prioritize solutions that allow the count and surveys to continue, such as switching to paper forms.

Safety Is Paramount

While data collection is our goal, it never supersedes the safety of our volunteers or participants. **Severe Weather:** If KCRHA issues a Tier 3 level activation due to severe weather, sites in impacted areas will close, and data collection will pause.

Emergencies: In the event of an immediate threat to life or safety, the priority shifts instantly from “counting to “safety.” Call 911 immediately for medical emergencies or violence.

1. The Chain of Communication

To ensure consistent decision-making across all 27 HUB Sites, we follow a strict communication hierarchy for all incidents.

1. Surveyors/Volunteers: Report issues immediately to your HUB Site Lead.
2. HUB Site Leads: Assess the situation and report immediately to your Regional Coordinator.
3. Documentation: After the immediate situation is handled, the HUB Site Lead must log the event in the HUB Site Incident Report Form to create an official record.

Note: Do not try to solve complex safety or media issues alone. Your Regional Coordinator is your support system and must be notified of any safety concerns, participant conflicts, or external disruptions.

Incident Reporting - When & How to Use the Form

The Golden Rule: ACTION FIRST, REPORT SECOND. The HUB Site Incident Report Form is the official operational log for the Count, but it never replaces immediate action. If there is an immediate threat to life, safety, or severe injury, CALL 911 first. Do not fill out this form until the immediate danger is resolved.

1. How to Use the Incident Report Form

Every HUB Site Lead and Volunteer will have access to the HUB Site Incident Report Form. This form is used to document reportable events after they have been managed on the ground.

Step 1: Take Immediate Action



- Address the emergency (Call 911, de-escalate, etc.).
- **Verbally notify** your HUB Lead (if you are a volunteer) or your Regional Coordinator (if you are a HUB Lead).
- Note: Contact information for your Regional Coordinator will appear on the form automatically once you select your Sub-Region. It is also in the HUB site manual.

Step 2: Submit the Form

- Open the form link provided in your training materials.
- **Select your Sub-Region:** This ensures the report is routed to the correct coordinator (e.g., Ben Mathewson for South East King County, Janelle Rothfolk for South King County).
- **Select the Incident Type:** Choose the category that best matches the situation (e.g., “Safety Threat / Hostile Action” or “Medical / Behavioral Health Emergency”).
- **Complete the “Immediate Action” Checklist:** Confirm that you have already taken the necessary steps (e.g., Called 911, Evacuated Site).

2. Specific Reportable Scenarios

You must submit an incident report for any of the following situations:

A. Medical & Safety Emergencies

- **Medical Emergencies & Overdoses:** *After* calling 911 and stabilizing the scene.
- Critical Site Incidents: Fire, criminal activity, weapons observed on site, or credible threats to safety.
- Physical Site Issues: Emergency maintenance issues that make the site unsafe (e.g., flooding, power outage, lack of heat).

B. Behavioral Health & Participant Distress

- **Mental Health Crises or Psychosis:** Situations involving severe distress where professional intervention (Crisis Connections or EMS) was considered or contacted.
- **Participant Distress:** Any situation where a participant becomes agitated or distressed and cannot be de-escalated by volunteers using standard protocols.

C. Staffing & Logistics

- **Staff & Scheduling:** If a volunteer calls out, is a “no-show,” or cannot complete their shift, log it here so the Regional Coordinator can deploy floaters or adjust coverage.

D. Inventory & Asset Exceptions



- **Incentives for Non-Survey Distribution (e.x., de-escalation, technical failure):** Volunteer, participant and staff safety is our primary objective. While gift cards are intended for completed surveys, they may be used as a de-escalation tool if a situation becomes tense or threatening. Never withhold a gift card if doing so puts your safety at risk.

If a gift card is distributed to an individual who does not complete a survey (e.g., de-escalation, participant walked away mid-survey, or technical failure), follow the reporting steps below to ensure the card is accounted for in our financial audit.

Procedure:

1. Distribute Immediately:

- Hand over the card and the “**Tips for using this card**” slip. Do not attempt to **scan the barcode** or delay the interaction.
- Goal: End the interaction safely and quickly

2. Log the “Orphan” Card in the Incident Report Form by

- Within the form select “Gift Card / Inventory Exception” from the Incident Type drop-down. Do not create a fake survey entry in the app to “account” for the card. This corrupts our data.
- Backup Action: If you are unable to access the Incident Report Form, then have your Hub Lead send an immediate email or text to your Regional Coordinator with the following details:
 - Subject: De-Escalation Card Usage
 - Card Last 4: [e.g., 1234]
 - Reason: “Given for de-escalation – No survey collected.”

Note: This email serves as the official “receipt” for the missing card during the financial audit.

- **Lost or Stolen Assets:** Any theft or loss of high-value items (tablets, full packets of gift cards, bus tickets).

External Factors

- **Media / PR / Unsanctioned Groups:** Any interaction with reporters, press, or external groups attempting to intervene. *Reminder: Do not engage; log the group name and notify your Regional Coordinator immediately.*



Administrator Note: All reports submitted through this form are automatically routed to the Regional Coordinator for your specific Sub-Region. Please ensure you select the correct Sub-Region from the dropdown menu to avoid delays in notification.

Scenarios

Please keep in mind that our primary goal with the Unsheltered portion of the Point-in-Time Count is accurately counting individuals who are unsheltered. Our decision making will reflect this prioritization as we operate and respond to emerging situations, including contingency scenarios included here.

Scenario A: Participant Without a Coupon (“Walk-Ins”)

Phase 1 (January 26 – January 28, 2026): Walk-ins at HUB site survey locations ARE accepted. Sites will have a limited supply of “seed” coupons to issue to individuals who arrive without one.

Phase 2 (After January 28, 2026): Walk-ins are NOT accepted. You can use the following script if you are approached by someone who would like to complete a survey during this time. We cannot accept walk-ins after this date because we must count people based on their connection to others (“network chains”), not just random arrivals. Script: “We are now only conducting surveys for those with coupons. Please ask your acquaintances or network if they have a coupon to share.”

Scenario B: Severe Weather Activation

When KCRHA issues a Tier 3 Weather Activation data collection will STOP immediately. Surveys cannot be conducted during severe weather activation because life-safety takes precedence AND because this interferes with an accurate count (HUD requirement). Regional Coordinators will notify HUB Leads and HUB Leads will notify all volunteers of this activation. If a site is close for five or more days, the HUB location will reopen for an additional week once the weather event clears.

Additionally, KCRHA may issue a Severe Weather Activation decision on January 16, 2026 ten days before the start of the Count. KCRHA will email all volunteers January 16, 2026 mid-day to notify them that shifts will be moved to February 2 – 13, 2026.

Scenario C: Media, PR, or Unsanctioned Groups

If reporters, camera crews, or hostile groups attempt to intervene or observe the PIT Count please take the following actions: 1) Do not engage. Volunteers are instructed to politely refuse interviews and may use the following script, “I am a volunteer focused on conducting the count. I cannot provide a statement or interviews. Please contact KCRHA media line for any inquiries”. 2)



Report the incident immediately. The HUB Lead must call the Regional Coordinator immediately, 3) Log the incident using the Incident Report Form. Note the name of the outlet or group in the form.

Scenario D: Technology Failure

If the survey application crashes, tablets die, or internet is lost, then switch to paper. HUB sites are stocked with paper surveys as a backup. Please continue counting and log the incident in the Incident Report Form. If there are interpretation issues and the Genie interpretation application fails due to a lack of connectivity, attempt to move to an area with better cell service, or use an alternative device. Please log these incidents in the Incident Report Form.

Scenario E: Medical or Behavioral Health Emergency

In the event of overdose, severe injury or mental health crisis during the count please call 911. These are instances of immediate life-safety threats and should be treated as an emergency. For behavioral health crises where police are not required, please call Crisis Connections. The HUB Lead will contact the Regional Coordinator after the immediate danger is managed. Log the incident in the Incident Report Form.



Appendices

Appendix: Bus Ticket Distribution Log

2026 PIT COUNT: BUS TICKET DISTRIBUTION LOG

HUB SITE: _____ DATE: _____

INSTRUCTIONS FOR STAFF:

1. **Priority:** Tickets are for participants needing immediate transport to complete a survey, access shelter, safety, or appointments.
2. **Returns:** Teams **MUST** return all unused tickets. Do not let teams keep "extras" for tomorrow.
3. **Math:** At check-in, calculate: (Qty Taken) - (Qty Returned) = Total Distributed.

Sample Log

CHECK-OUT (Start of Shift)				CHECK-IN (End of Shift)			
Time Out	Surveyor Name	Qty Taken	Surveyor Signature(/ accept custody)	Time In	Qty Returned	QTY DISTRIBUTED	Staff Initials
08:00	Example: Jane Doe	4	[Sign Here]	12:00	2	2	JS

CHECK-OUT (Start of Shift)				CHECK-IN (End of Shift)			
Time Out	Surveyor Name	Qty Taken	Surveyor Signature(/ accept custody)	Time In	Qty Returned	QTY DISTRIBUTED	Staff Initials
Total				Total			



Bus Ticket Distribution Math

_____ Quantity Taken - _____ Quantity Returned = _____ Quantity Distributed

BUST TICKET SHIFT SUMMARY (Hub Lead Use Only)

Use these numbers for your Daily Hub Close-Out Form in Smartsheet.

1. **Total Distributed Today:** _____ (Sum of the "Qty Distributed" column above)
2. **Total Received Today:** _____ (Amount delivered to the Hub site)
3. **Physical Count in Lock Box:** _____ (Actual count of tickets remaining in storage)
4. **Discrepancies / Notes:**

Hub Lead Signature: _____ **Date:** _____



Appendix: Gift Card Distribution Log



Gift Card Distribution Log



Sign and secure on receipt.

Hub Lead Name: _____

Hub Lead Signature: _____

Date: _____

Survey volunteers: Write last 4 digits of gift card number and your initials on sheet.

Primary	Packet ID	Hub Site	Card Type	Status	Volunteer Logged #	Volunteer Initials	Coupon ID
89157093	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156157	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156164	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156132	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156133	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156163	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156130	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156131	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156129	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89157088	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89157077	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89157082	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156515	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156514	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156513	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156507	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156508	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156505	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156504	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156503	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156502	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156128	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156127	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156125	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			
89156123	PKT-03	Bellevue Library (KCLS)	Visa	Active at Hub			

Exported on December 29, 2025 3:11:17 PM PST

Page 1 of 1



Appendix: Transport Manifest

2026 PIT Count: Secure Transport Manifest

DATE (Circle One):					
January:	1/26/2026	1/27/2026	1/28/2026	1/29/2026	1/30/2026
February:	2/2/2026	2/3/2026	2/4/2026	2/5/2026	2/6/2026
Write in: _____					

SECTION 1: ROUTE DETAILS

ORIGIN (Pickup Location)	DESTINATION (Drop-off Location)
<input type="checkbox"/> KCRHA Headquarters	<input type="checkbox"/> HUB SITE: _____
<input type="checkbox"/> Other: _____	HUB LEAD NAME: _____

ASSIGNED SUPPLY RUNNER: _____ (Print Name)

SECTION 2: INVENTORY MANIFEST (The Cargo)

Instructions: List Gift Card Packets individually by ID range. List Bus Tickets by total books and when necessary, loose ticket quantity. Write in other items (ex., tablets, chargers, hot spots, PIT Kit ID etc.).

A. High-Value Assets (Secure/Serialized)

Item Type	Specific Packet IDs / Description	Quantity (Units/Packets)
GIFT CARD PACKETS (25 cards per packet)	From ID: PKT - _____ To ID: PKT - _____	_____ # Packets
BUS TICKETS (Bulk Count)	Adult Passes	_____ # Books If loose tickets ONLY: _____ # Tickets
Other:		

B. General Supplies (Non-Secure)

Item (Circle):	Qty	Item (Circle):	Qty
Consumables/Food		Printing:	
Hand warmers		QR printer paper	
Water bottles		QR labels	
Chips			
Granola bars		Logging:	Qty
Slim Jims		Bus Ticket Distribution log	
Goldfish crackers		Gift Card Distribution log	
Ritz Crackers		Transport Manifest	



Gummy snacks			
Public Health/PPE	Qty	Surveying:	Qty
Narcan/Naloxone		Paper Surveys	
masks		Clipboard	
gloves		Pens	
Sharps containers		Sharpies	
condoms		Staples	
		Stapler	
		Sticky Notes	
Item (Write In):	Qty	Item (Write in):	Qty

SECTION 3: CHAIN OF CUSTODY (The Hand-Offs)

By signing below, you accept full physical responsibility for the inventory listed above. **Do not sign unless you have personally verified the counts and Packet IDs.**

HANDOFF 1: ORIGIN → RUNNER (Pickup)

RELINQUISHED BY (Origin Staff)	RECEIVED BY (Supply Runner)
I certify the items listed above as high value have been verified and placed into the transport locked container.	I have verified the contents against this manifest and accepted custody of the locked container.
Name (Print): _____	Name (Print): _____
Signature: _____	Signature: _____
Time: ____ : ____ AM / PM	Time: ____ : ____ AM / PM

HANDOFF 2: RUNNER → DESTINATION (Delivery to Hub Site)

RELINQUISHED BY (Supply Runner)	RECEIVED BY (Hub Lead Only)
I certify that the container has remained secured in my possession during transport.	I have opened the container, verified all Packet IDs and counts match this manifest, and accept custody.
Name (Print): _____	Name (Print): _____
Signature: _____	Signature: _____
Time: ____ : ____ AM / PM	Time: ____ : ____ AM / PM

SECTION 4: NOTES / DISCREPANCIES


(Record any missing items, or transport delays here. If discrepancies exist, the receiving party must notify the Regional Coordinator immediately.)

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HUB LEAD INSTRUCTION: Keep this original copy in your daily file.



Appendix: Daily Hub Close Out Form (Smartsheet Form)



Daily Hub Close-Out Form

Thank you for your leadership today! Before you leave the Hub site, please use this form to reconcile your inventory and ensure the next shift is set up for success. This data is critical for our financial audit and ensures we have enough supplies for tomorrow's count.

Please have the following ready before you start:

- Your physical counts of remaining Gift Cards and Bus Tickets.
- Your paper logs for distributed items.
- A count of any paper surveys collected today.
- Any notes on supply shortages.

Appendix: Hub Site Incident Form (Smartsheet Form)





HUB Site Incident Report

● STOP: READ BEFORE PROCEEDING

EMERGENCY PROTOCOL If there is an immediate threat to life, safety, or severe injury, **CALL 911 FIRST**. Do not fill out this form until the immediate danger is resolved.

MANDATORY REPORTING This form acts as the official operational log for the PIT Count. You must submit a report for:

- Any **911** or **Crisis Connections** call.
- Any interaction with **Media** or **Press**.
- Any **Unsanctioned Groups** (e.g., third-party observers/interveners).
- Any **Site Closure** or significant disruption.

NOTIFICATION RULE Submitting this form does NOT replace a phone call.

- **You must verbally notify your Regional Coordinator** immediately regarding any safety, medical, or media incident.
- *Contact information will appear below once you select your Sub-Region.*

Name (First Last) *

Phone Number *

Sub-Region *

HUB Site

Incident Type *

Glossary and Acronyms



HUD – Housing and Urban Development. The federal department that mandates the PIT and sets guidelines and methodology.

Individual: A Person of any age without a family or friends in their immediate household

Households: Groups of people connected by family or choice.

Family with Minor Children: At least one adult and at least one household member under the age of 18 and that is with the adult at least 51% of the time on average.

Adults – Persons age 18 and older.

Child – Persons under age 18.

Youth or Young Adult: Someone under the age of 25.

Unoccupied Youth: Unaccompanied youth are persons under age 25 who are not accompanied by a parent or guardian or any other household member age 25 or older, and who are not a parent presenting with or sleeping in the same place as his/her child(ren). Unaccompanied youth are single youth, youth couples, and groups of youth presenting together as a household.

Veteran: This population category of the PIT includes adults who have served on active duty in the Armed Forces of the United States. This does not include inactive military reserves or the National Guard unless the person was called up to active duty.

Veteran Family: A household with at least one immediate member who is a veteran

Person Experiencing Chronic Homelessness – A person who:

- A. Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
- B. Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least 1 year or on at least four separate occasions in the last 3 years where the combined length of time homeless in those occasions is at least 12 months; and has a disability.

Note: When a household with one or more members includes an adult or minor head of household who qualified as chronically homeless, then all members of that household should be counted as a person experiencing chronic homelessness.

Disability – An individual with one or more of the following conditions:

A. A physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that:

- 1. Is expected to be long-continuing or of indefinite duration;
- 2. Substantially impedes the individual's ability to live independently; and
- 3. Could be improved by the provision of more suitable housing conditions

B. A developmental disability, as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights of 2000

C. the disease of Acquired Immunodeficiency Syndrome (AIDS) or any condition arising from the etiologic agency of Acquired Immunodeficiency Syndrome



Adults with Serious Mental Illness (SMI) - This population category of the PIT includes adults with a severe and persistent mental illness or emotional impairment that seriously limits a person's ability to live independently. Adults with SMI must also meet the qualifications identified in the term for "disability" (e.g., "is expected to be long-continuing or indefinite duration").

Adults with a Substance Use Disorder (SUD) – This population category of the PIT includes adults with a substance abuse problem (alcohol abuse, drug abuse, or both). Adults with a substance use disorder must also meet the qualifications identified in the term for "disability" (e.g., "is expected to be long-continuing or indefinite duration").

HUB (HUB Site) – Location in the community where unsheltered PIT surveys are completed

Respondent-Driven Sampling (RDS) - A survey sampling method where participants are selected not from a sampling frame, but from a social network of existing members of the sample. Incentives are provided for participation and for the recruitment of others.

Snowball Sampling – Begins with a convenience sample of one or more initial participants. Multiple data collection points (or waves) follow. These initial participants called "seeds" are used to recruit the first wave's participants.

Seed or Seeding – The process of starting a RDS sample using a small number of seeds from the target population.

Coupon Id – the QR code listed on the Coupon that is used to identify the ticket as a parent or child and link the chains together.

Parent Coupon Id – The initial Seeded coupon.

Child Coupon Id – All coupons that follow the parent coupon.

Participant – Person completing the survey.

Survey Validation – The process of verifying that the participant is unique to the data set, and there isn't an existing record of them completing the survey. This process now relies heavily on the Coupon ID tracking and the "network" relationship. After the first 48 hours, validation strictly requires a valid coupon for participation.

Genie - The web-based interpretation service application used on HUB Site tablets (iPads or Surface tablets). It provides on-demand video and audio interpretation for participants with limited English proficiency.

HUB Site Incident Report Form – The digital Smartsheet form used by HUB Leads and Volunteers to create an official operational log of emergencies, safety threats, media interactions, or site closures. This form is submitted *after* immediate action is taken.

Sex (HUD Definition) - A federally required data field distinct from "Gender Identity." Per HUD requirements for the 2026 Count, this must be recorded specifically as "Female," "Male," "Don't Know," or "Prefer not to answer." It is self-reported by the participant.

Tier 3 Severe Weather Activation – The specific operational status issued by KCRHA that mandates the immediate closure of HUB Sites and the suspension of data collection. If this activation occurs during the count dates, operations pause until the activation is lifted.



NIRP (Northwest Immigrants Rights Project) - The partner organization that provided the “Know Your Rights” training materials for the Point-in-Time Count, ensuring volunteers understand the legal rights of unhoused individuals, particularly non-citizens.

Naloxone (Narcan) - An opioid reversal medication used in medical emergencies involving overdose. Training on its use is required for HUB Leads prior to the Count.

HUB Lead – Person overseeing operations at the HUB Site. They are the primary point of escalation for all incidents and are responsible for contacting the Regional Coordinator regarding safety, media, or supply issues.

Regional Coordinator – is a designated KCRHA staff member or lead volunteer who oversees operations for all HUB Sites within a specific geographic area, aka “Sub-region” (e.g., South King County, Seattle Metro, Snoqualmie Valley, East King County, etc.). They serve as the primary support system and escalation point for HUB Leads.

HUB Surveyor – A volunteer role responsible for conducting Point-in-Time Count surveys with participants in a friendly, respectful, and trauma-informed manner to collect accurate data while ensuring the participant’s comfort and safety. Key responsibilities: conducting surveys, participant engagement, operational support, and escalation.

Supply Runner – A designated volunteer or staff member responsible for the daily transport of operational supplies between KCRHA Headquarters and HUB Sites. They report the headquarters each day to pick up deliveries, sign out items on a tracking sheet to ensure inventory control, and transport materials (such as gift cards, bus tickets, and forms) to HUB Leads, obtaining signatures upon delivery.

