

HOPE End of Night Instructions for Teams

When you have completed canvassing your assigned areas, please take the following steps to close out the night.

- 1. Look at the app – did you complete all areas?** (All areas—both surface and subway—should be colored green on the map page).
 - If not, finish your canvassing!
 - If you walked the streets in the area but did not start and stop the area (and completed no surveys), do that now. Select the area, tap “start area” and then “finish area.”
- 2. Did your team use any green paper surveys?**
 - If yes, count the number of street homeless surveys per HOPE area.
- 3. Navigate to the summary screen by tapping on the list-and-checkmark icon.** (This is only available when no areas are in-progress).
 - Look at the total homeless surveys submitted in each HOPE area.
 - Do these totals – plus any green paper surveys –accurately count the number of street homeless people your team surveyed or counted **in each area?**
- 4. If the numbers are *not* correct, can you adjust them?**
 - Delete any surveys that are duplicates or mistakes
 - Submit additional surveys for people you did not record (make sure you do this in the correct HOPE area. You can re-open any completed areas).
 - Delete and resubmit surveys captured in the wrong HOPE area.
 - Use the app to input any surveys filled out on green paper if you can (note on the paper that you entered the information in the app so we don't double-count).
 - Now does the app reflect the right numbers? If not, can you explain why? (e.g. couldn't input paper survey, person counted in the wrong HOPE area, etc.)
- 5. Call your DC to check out!**
 - They will ask you to confirm that you covered all areas.
 - They will be able to see the number of homeless surveys your team submitted in each area and will ask if those numbers are correct.
 - If the numbers are not correct, your DC will ask for the correct number and an explanation of the reason for the discrepancy.
- 6. If you can't get your DC on the phone after a couple of tries, complete the check-out online.** Go to <https://www.surveymonkey.com/r/HOPE2022checkout> and answer the questions. Make sure your contact information is correct because someone from the HOPE team may get in touch with you to confirm details. **Text your DC to let them know that you filled out the SurveyMonkey.**
- 7. Take pictures of any paper surveys you filled out and did not enter into the app.** Email the pictures to hope@dss.nyc.gov . Put “Paper Surveys” as the subject line.

Thank you!

Tally Sheet for Tracking Surveys

IMPORTANT: Use this form if the HOPE app is not functioning and you run out of paper surveys.

It is helpful to keep track of the number of surveys you submit as you go to make sure that your app totals are correct. You can also use this to capture data if the app isn't working and you run out of back-up paper forms. Put a tick or tally mark in the appropriate box, like this: ~~||||~~ |||| . Write "none" if no surveys were submitted in an area. Before you start canvassing, list the areas (and subway info) assigned to your team in the first column.

HOPE AREA (e.g., T0245)	<i>If subway,</i> LINE and STATION	HOMELESS SURVEYS <u>IN</u> <u>APP</u>	HOMELESS SURVEYS <u>NOT IN</u> <u>APP</u>

OTHER NOTES (e.g. areas you didn't cover and why, issues encountered):