

VA Point in Time Homeless Veterans Count 2013

A User Guide for the Point in Time Mobile Application Pilot Project

Point in Time Overview.....	2
Updating Point in Time	2
Getting Started	3
Collecting Data.....	5
Uploading Collected Data	8
Troubleshooting	10
Contact Us	11

About the Point in Time Count Pilot Project

This pilot project tests using a mobile device to count homeless Veterans. The Point in Time application is a combined effort by the OPIA Homeless Veterans Initiative, the Office of Information and Technology, and the VHA's Office of Information and Analytics.

We will contact you and arrange returning the device when we finish the project.

Conducting Interviews

Follow your Continuum of Care representative's guidelines. This project is supplemental to it.

About Collecting Private Data in Point in Time

The Veteran information you collect is private information. We certified that Point in Time and the entire project's network architecture meet all VA private information requirements:

- The Point in Time application encrypts the private information while it is on the device.
- The VPN connection ensures that the information is encrypted and secure during upload.
- The project's server and database are secured and encrypted.
- When you return the device after the count, we erase it.

Reporting a Compromised Mobile Device

If you gather any Veteran private information and then lose the device, or you are concerned that the device's security is compromised, immediately contact your OPIA Homeless Veterans Initiative representative. We can delete all data from the device remotely.

Point in Time Overview

These are the tasks you perform to use Point in Time. Detailed instructions for each task follow.

1. Without deleting the existing installation, update Point in Time from the **VA App Catalog, Internal tab**. (See “Updating Point in Time” on page 2.)
2. Open Point in Time, allowing it to use GPS. (See “Getting Started” on page 3.)
3. Collect data. (See “Collecting Data” on page 5):
 - a. Press the **+** symbol in the upper right, accepting the Point in Time GPS prompt. The **Veteran Details** screen opens.
 - b. Enter the Veteran’s details, manually entering an address or a landmark if the GPS is unable to fix your location.
 - c. Save by pressing the **Add a Veteran** button in the upper left. (Or, press the **Save and Close** button for the same result.)
4. Edit saved data. (See “Editing Records” on page 7.)
 - To modify an individual Veteran’s record, press the Veteran’s name in the list.
 - To delete an item in the list, swipe it.
5. Upload data: Start VPN (see “Starting VPN” on page 9), and press **Upload Data** from the Add a Veteran screen. (See “Uploading Collected Data” on page 8.)

Updating Point in Time

You must update the Point in Time application before using it for the count.

Do not delete the Point in Time app that came on your device.

It isn’t necessary and destroys any data you collected on the earlier version.

If you do not delete Point in Time before updating, your collected data is safe.

To update Point in Time:

1. From the device’s app screen, press the **VA App Catalog** icon:



If the **VA App Catalog** is not on the first screen, swipe the screen to the right or left to scroll to other app screens.

2. Locate the icon for the **PIT App**:



PIT App
Internal

Press the **Internal** tab at the top of the screen.

3. Press **PIT App**. An App Install prompt opens.
4. Press **Update** (or **Install**, if that is the only choice). A verification prompt opens.
5. Press **Install** to verify that you want to install Point in Time.



The Point in Time icon shows the installation's progress by displaying a blue bar at the bottom of the icon

At the time of publication, the Point in Time version for the count is Version 1.7. After you have opened Point in Time for first time, you can check the installed version. (See "Checking the Point in Time Version " on page 10.)

Getting Started

You received a preconfigured iPhone or iPad to count homeless Veterans during the Point in Time count. The application looks and acts the same on both device types. In this document, the term *device* refers to either an iPhone or an iPad.

Opening Point in Time the First Time

Follow these instructions to open Point in Time the first time. The sequence is simpler the next time. By following these instructions before the count, you populate Point in Time's version information on the device, and configure the GPS to work correctly. The task also gives you a chance to get familiar with the application before the count. To open Point in Time:

1. Log on to the device using the password you received from VACO Wireless Services.
2. Ensure your device is charged.
3. Press the **Point in Time** icon.



You receive a prompt to allow Point in Time to use the device's GPS.

4. **Accept** the GPS prompt. This is necessary to enable Point in Time's location finding feature. If you opened Point in Time previously and declined using GPS, refer to the "Enabling GPS" section, below, to re-enable GPS. Otherwise you must manually enter the location details for each interview. Point in Time opens to the **Add a Veteran** screen, shown here as it looks on the iPhone:



As you collect data, the **Add a Veteran** screen adds each record as a list item on this screen.

The **Edit** button enables deleting records from the list.

The Plus (+) button opens the **Veteran Details** screen, where you collect the interview data.

The **Upload Data** button sends completed records to the pilot project server.

5. Press the **+** symbol to open the **Veteran Details** screen. Here's how the screen looks on an iPhone:

On the iPhone, the screen may extend below the bottom of the viewing area. To view the bottom of the iPhone screen, drag the screen. At the bottom, you discover the **Save and Close** button, which performs the same function as pressing the **Add a Veteran** button at the top of the screen.

Pressing a pink field opens the device's virtual keyboard, which may obscure the field. Drag the screen until you can see the field you are entering.

This map has a blue ball, indicating that the device's GPS has successfully fixed the geographic location. In this case, there would be no need to complete the location fields.

6. Enter a test record. (You delete the test record at the end of this exercise.) Press the **Male – Female** choices to see how these buttons work. A blue background indicates the selected value. Ensure your device is correctly fixing your location. There are more detailed data entry instructions in the “Interviewing a Veteran” section, below.
7. Press the **Add a Veteran** button at the top of the screen to save your test data and return to the **Add a Veteran** screen, where your test data is now the first item in a list. (Alternatively, you can press the **Save and Close** button. It does the same thing.)

Note: If the **Veteran Record** screen remains idle for a few minutes (up to five minutes, depending on the setting), the device automatically locks and closes. You lose any information you entered without returning to the **Add a Veteran** Screen. For this reason it is important to save your data if there is a protracted delay during an interview. See “Adjusting Auto-Lock”.)

8. In the **Add a Veteran** screen, delete your test record: Swipe across the test name to activate the **Delete** button beside it. Press the **Delete** button and Point in Time removes the record from the list.

Adding a Device ID Record

Create a record to link your device with the data you collect. This record is not included in the homeless count. It ensures the project team that we successfully captured your collected data. To add a Device ID record:

1. Press the VA **Point in Time** icon. Point in Time opens to the **Add a Veteran** screen.

2. Press the **+** symbol in the upper right corner of the screen to open the **Veteran Record** screen.
3. Enter some information:
 - a. Enter your name in the name fields.
 - b. Skip the other fields and select the Street/Location field.
 - c. Enter:

id

 This value identifies the data you upload to the server as coming from your device.
4. Press the **Add a Veteran** tab at the top of the screen. (Alternatively, you can press the **Save and Close Record** button at the bottom of the screen.)

Collecting Data

Follow the instructions in this section to perform the Point in Time count.

Note: Allow time to charge your device before you start the count. This can take several hours.

About Incomplete Records

You may find a homeless person who acknowledges being a Veteran, but you cannot gather any more information about him or her. Count that Veteran. The following table describes substitute values to use where you cannot gather any or all information.

Datum	Substitute Value	Notes
First Name	Desc	This text indicates in the database that the name is unknown.
Middle Name	Leave blank	
Last Name	<i>(Describe the Veteran)</i>	For example: Blk Yankees cap
Age	Your estimate.	
Chronically Homeless	If you can't get responses to the defining questions on the right, choose NO .	Ask: - How long have you been homeless? -How many episodes of homelessness have you had in the last three years? -Do you have a disability?
Address/Location	Manual if no GPS.	Examples: 20 Spring St. Penn Station
City and State fields	Manual if no GPS	

Interviewing a Veteran

Conduct an interview according to your OPIA Homeless Veterans Initiative representative's guidelines.

Note: If the **Veteran Record** screen remains idle for a few minutes (up to five minutes, depending on the setting), the device automatically locks and closes. You lose any information you entered without returning to the **Add a Veteran** Screen. For this reason it is important to save your data if there is a protracted delay in finishing an interview. To change your device's Auto-Lock setting, see "Adjusting Auto-Lock" on page 11.

To conduct an interview:

1. Tap the **Point in Time** icon:

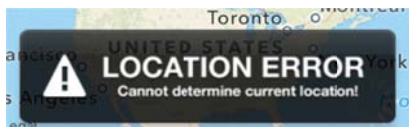


Point in Time opens to the **Add a Veteran** screen.

2. Tap the **+** button in the upper right to open the **Veteran Record** screen.
3. Enter the Veteran's data. Tap a pink field to open the device's virtual keyboard. If the keyboard covers the field, swipe the screen vertically until you can see it above the keyboard.
 - a. Tap each field to enter the Veteran's first, middle, and last name in their respective fields. (See the table above for substitute values.)
 - b. Enter the Veteran's age in years.
 - c. Select either **Male** or **Female** so that the Veteran's gender has a blue background.
 - d. Select whether the Veteran is chronically homeless by selecting the **Yes** or **No** button so that it has a blue background. Ask:
 - i. How long have you been homeless?
 - ii. -How many episodes of homelessness have you had in the last three years?
 - iii. -Do you have a disability?If you cannot determine, choose the default value, **No**.
 - e. Look at the GPS map at the bottom of the screen:



A blue ball in a circle indicates that the device's GPS successfully fixed your location: You do not have to enter street/location, city, or state values.



If you see a Location Error message, enter the location values manually.

If you see both the error message and the blue ball, Point in Time successfully recorded the location before the GPS lost its fix. You do not have to enter the location data.

If you manually enter a city and state in one interview, Point in Time automatically populates these values for the next interview. You can tap the X symbol in these fields to delete the values, if necessary. You can have both a GPS location and manual entries on the record.

If Point in Time does not show a map, your GPS may not be enabled for Point in Time. Refer to the “Enabling GPS” section, below, to enable it.

4. Press the **Add a Veteran** button in the upper left corner. Point in Time encrypts and stores the information on the device, and returns to the **Add a Veteran** screen. You now see the Veteran’s name as a new item in the list. Alternatively, you can press the **Save and Close Record** button below the GPS map. It performs the same action as pressing the **Add a Veteran** tab.

Note: If the **Veteran Record** screen remains idle for a few minutes (up to five minutes, depending on the device’s setting), the device automatically locks and closes. You lose any information you entered without returning to the **Add a Veteran** Screen. For this reason it is important to save your data by returning to the **Add a Veteran** screen if you experience a protracted delay during an interview. You can then press the Veteran’s name to return to the **Veteran Record** screen when you are ready to continue. See “Adjusting Auto-Lock” on page 11.

To interview another Veteran, click the + symbol and repeat these instructions.

Editing Records

You can modify saved individual records, and you can delete entire records.

Modifying Saved Records

To review or modify a Veteran’s record, press the item in the **Add a Veteran** list. The **Veteran Record** screen reopens. You can modify the details in the record.

Note: If the device’s GPS successfully located the original interview, the record’s map location is locked. This prevents the device from incorrectly updating the location in case you have left the original interview location. You can delete the record and re-enter it, adding the location manually. However, do not do this if you already uploaded the record.

When you finish modifying the **Veteran Record** screen, press the **Add a Veteran** button to save the modified data. (Alternatively, you can press the **Save and Close** button to perform the same action.)

Deleting Records

Deleting records is the only editing action available from the **Add a Veteran** screen. You cannot re-order the records.

- Delete all erroneous or test records.
- Records without any name field values show as “Incomplete”. See “About Incomplete Records” on page 5 for substitute values so you have no records labeled “Incomplete”.

If you have already uploaded a record, deleting it from this list does not delete the record on the server – even after successive upload actions. To delete an item from the **Add a Veteran** screen:

1. Swipe across the name. A **Delete** button appears next to the name. (To undo this action, touch the screen somewhere away from the name.)
2. Press the **Delete** button. Point in Time removes the item from the list.

Alternatively, enter **Edit** mode. To delete a record from in the screen in Edit mode:

1. Press the **Edit** button in the upper left corner of the screen. A red icon appears before each name on the list.
2. Press the red icon before the erroneous record’s name. The red icon changes shape and a **Delete** button becomes active to the right of it. (To undo this action, touch the screen somewhere away from the name. The red icon returns to its pre-selection state.)
3. Press the **Delete** button to the right of the erroneous name.
4. Repeat for any other erroneous records.
5. Press the **Done** button in the upper left corner of the screen. Point in Time leaves Edit mode.

Uploading Collected Data

Delete all test records and any erroneous records *before* you perform an upload.

Point in Time has an **Upload Data** button at the top of the **Add a Veteran** screen for securely uploading your collected data to the project’s database server. When you perform an upload operation:

- Point in Time uploads new records and updates any records you modified since the last upload.
- It does not duplicate records if you upload more than once.
- If you upload a record, deleting it on the device, re-entering it, and re-uploading it causes duplicate records on the server.

Upload is only possible when you are connected to the installed VPN (see “Starting VPN”, below).

Here are some suggestions about uploading data:

- Delete all test records and any erroneous records *before* you perform an upload. After you upload a record, deleting it from the device later does not remove it from the server.
- If you have good reception, and a few records, the upload process only takes moments. Upload the records when it is convenient for you, for example, between interviews.

- If you have poor reception – for instance, you are in an underground subway station– you can still collect records and upload them later when you have good reception.
- If you cannot start VPN, you can still collect data. It is safe on the device.
- If you are unable to upload data at the conclusion of the count, contact us for help.

Starting VPN

1. Open the device's **Settings** app:



1. Slide the VPN switch to **On**. A **Log On** dialog opens.
2. Enter your VA network login information just as you do to log onto the VA network.

For example:

Username: DOMAIN/USERNAME

Password:

Note: You must use the backslash (\) between the domain name and username. On the device's virtual keyboard, press the **123** key, and then press the **#+=** key to show the symbol keyboard.

3. Press **OK**. The device connects to VPN.
You are connected when a small **VPN** icon appears in the device title bar. (If you can't start VPN, you can still collect data and upload it at some other time.)
4. Press the **Menu** button and return to Point in Time.

Uploading

First:

1. Delete all erroneous or test records.
2. Records without any name field values show as "Incomplete". See "About Incomplete Records" on page 5 for substitute values so you have no records labeled "Incomplete".

When you are ready to upload data and you can see the **VPN** icon in the Point in Time title bar, press the **Upload Data** button from the **Add a Veteran** screen. A status box opens showing the upload's progress.

- If the upload fails, try again later you probably lost connectivity due to reception.
- If the upload succeeds, you receive a success message.
- If the upload is partially successful, you receive a message indicating the number of records successfully uploaded. Complete any incomplete records and try again at some other time.

Troubleshooting

This section includes technical details about Point in Time.

No Internet

This problem might not surface until you begin to update Point in Time or when you attempt to start VPN.

1. Ensure you have good reception. You should see ATT or Verizon in the title bar. Try moving to an area where you see more bars in the title bar. You have sufficient reception when you can open a web site like google.com in Safari.
2. If you changed the log-in password on the device, ensure that it is at least eight characters and includes a number and a special character.
3. Contact the pilot project's helpdesk. (See "Contact Us", on page 11.)

Account Questions

Logging on You received an email from VACO Wireless Services for logging on to the device. Follow the instructions in the email to log on, and to get instructions for changing the default password.

Good and Airwatch If you received a Good Account email, you can ignore it. We preconfigured the Good account on your device. We also configured Airwatch so you can update Point in Time.

Checking the Point in Time Version

After you open Point in Time once after update, you can ensure the installed version is up to date. To check the version:

1. Ensure that you have opened Point in Time at least once.
2. Press the Menu button to open the device's app screen.
3. Open the device's **Settings** app:



4. Scroll down the app list until you find **Point in Time** and press it.
5. Confirm that the version is Version 1.7.
6. Press the Menu button to return to the app screen.

Enabling GPS

Point in Time uses the device's GPS to fix your location during an interview. When you first open Point in Time you receive a prompt asking permission for Point in Time to use the GPS. If you decline, GPS is not available for the application. To enable GPS:

1. Open the device's **Settings** app:



2. Press **Privacy** to open the privacy settings.
3. Press **Location** (or **Location Services**).
4. Ensure that both **Location Services** and **Point in Time** are set to **On**.
5. Press the **Menu** button to exit.

Adjusting Auto-Lock

Follow these instructions to change the setting for how long your device can be idle before it closes Point in Time.

1. Open the device's **Settings** app:



2. Press **General**.
3. Press **Auto-Lock**.
4. Choose a value that suits your interview style. Too long runs a risk of compromising data if you lose the device. Too short runs the risk the screen locks before you save the collected data.
5. Press the Menu button to close **Settings**.

Contact Us

These are the contact numbers for the pilot project. We will contact you after the Count ends to arrange returning the device

Connectivity

For issues like logging in or Internet connections, or if you lose the device, contact:
VA Developer

Technical

For technical issues like updating and uploading, contact:
VA Developer

Interview

For PIT count interview issues, contact:
VA Developer