

2007 Santa Clara County Homeless Count

Team Captain Job Description

The Team Captain is responsible for deploying the teams of volunteers and homeless workers who will count the number of homeless persons they observe on the street, in make-shift shelters (such as a tent), or in vehicles. Generally, the Team Captain organizes the deployment teams, reviews safety precautions with them, assures that all areas are covered, checks the incoming tally sheet for legibility and special notations, and pays the homeless workers, among other duties.

Team Captains use the following forms:

- Street Count Training Guidelines
- Street Count FAQ
- Hold Harmless Statement
- Street Count Area Maps
- Street Count Deployment Maps
- Street Count Deployment Logs
- Street Count Tally Sheet
- Training Sign-in Sheets
- Street Count Payment Log

The Team Captain arrives at the deployment site early to organize the deployment materials. The large area map is attached to a wall or easel where all the Street Count participants can see it. The Team Captain assembles clipboards with Training Guidelines, FAQ, Deployment Maps, and Tally Sheets attached. The Team Captain should write the phone number of the deployment location on the top of each Tally Sheet for use by the Street Count Takers in the event they need to reach the Team Captain once they are out in their Street Count district.

When Street Count Takers arrive, the Team Captain should hand out predetermined map assignments or ask Street Count Takers to look at the area map to determine if they are familiar with any one district over another, and make assignments accordingly. The Team Captain then determines how many vehicles are available, and divides the participants up into pairs based on their knowledge of the districts and the availability of vehicles. The Team Captain may determine that some areas will be covered on foot only, and will make arrangements for one deployment team to drop off and pick up another deployment team within their assigned area.

The Team Captain briefly runs through the highlights of the trainings, especially the safety precautions, and walks the participants through the use of the Tally Sheet. The Team Captain deploys each team after each team member has signed the Hold Harmless Statement. Each team should have one cell phone with which to call should questions arise in the field. The Team Captain records each of the deployment teams on the Deployment Log.

During the deployment process, the Team Captain checks in with the Census Coordinator to report if there is a surplus or a need of Street Count Takers. Participants assembled at one deployment location may be redirected to another, if needed. For safety reasons, the Team Captains may send out a team of three participants, but never less than two.

When deployment teams return with their tally sheets, the Team Captain reviews the paperwork with them, reviews with them any special notations they have made, and confirms whether or not all of the deployment area was covered. Once satisfied with the work, the Team Captain finds the name of the homeless worker on the Training Sign-in Sheet. If the name is located, the participant is entitled to \$20 for attending the training. The Team Captain fills out the Payment Log, filling in the columns for “training,” “mileage,” and “hours worked.” The Team Captain then makes the payouts to the homeless workers and the volunteers (for mileage).