

**2016 Point in Time
Highlands, Hardee, Hendry, Glades, Desoto, Okeechobee Counties**

Becoming Familiar with the Survey:

Please read the brief training guide and the survey at least once prior to beginning your interviewing. Once you have done one or two surveys your comfort level will increase.

When to do the survey:

Shelter providers:

- Determine whether your client(s) will be (or were) receiving shelter services from your agency on January 29, 2016.
- Interview each household/client that fits that criteria during the next two weeks. There must be a survey for every household or individual in your shelter on January 29, 2016.

Service providers:

- Interview client(s) beginning January 18, 2016. Ask questions based on the housing status of the client on **January 29, 2016**. For example your long-term clients who are homeless can be ascertained as homeless based on your professional judgment; surveys can be completed before January 29, 2016 for this group.

Finally:

- Remember to identify your program/location on each survey! Bundle surveys from the same location together.
- Send all your surveys to HCCH by February 5, 2016.**

**Highlands Coalition for the Homeless
134 N. Ridgeland Street, Suite 12, Sebring, FL 33870/Attention Carmen LeBron**

Frequently Asked Questions (FAQ)

Are these surveys really anonymous?

- Yes. We ask for initials and birth date so when data is entered on a client we can “de-dup” clients who have been surveyed more than once and delete duplicate surveys. Data from these surveys is “aggregated”. That means that no one person’s information is identified. Reports show numbers – not people.

Should undocumented persons be surveyed?

- Yes! You are not interested in the immigration or legal status of the clients you survey and it should not be raised.

We are a service provider. We don’t know whether many of our clients are homeless or not. What should we do?

- Do not attempt to determine “homelessness” of a client prior to beginning the survey. Just ask the questions to determine their living arrangements. If clients are housed, continue the survey, noting “N/A” for further questions related to housing status.

What is the benefit for your agency for participating in the survey?

- Your agency will be given a profile of the clients you are serving in an aggregated report for your location. The data will help you explain to your donors and supporters why their financial support is needed.
- For example – “Did you that 45% of the adults we serve here at _____ have been homeless more than one year? Did you know that 55% of the households we serve are working but just can’t make ends meet?”

When will results be published?

- Our April 2016 Continuum of Care will include the printed report for service and shelter providers, faith partners, and agencies providing services.

QUESTIONS: Angelo Trunzo/863-314-8901 or Cathy Jackson/407-416-6713