

2016 HCCH Point in Time Training Guide
Highlands, Hardee, Hendry, Glades, Desoto, Okeechobee Counties

Here is a brief script to use in asking a client to participate in the survey:

Could I have a few minutes of your time to complete an anonymous survey? Your participation will help us report on the needs of low income and homeless persons in this County. We want to request money for rent/utility assistance, food and clothing, medicine, transportation, and job training -- from the county, the state and the Federal government.

This survey is entirely anonymous. You may choose not to answer some questions. Your answers will not affect the services available to you or your family, even if you do not answer at all. Your answers will not be shared with anyone. Thank you for taking about five minutes to help us.

CLIENTS WHO REFUSE TO PARTICIPATE IN THE SURVEY:

Almost all clients will participate in the survey if you exercise patience and work to develop some rapport with your client. If a client refuses to participate in the survey thank him/her. Then answer the following questions on the survey form about your encounter and move on to the next client.

5. Age (estimate the client's age)
6. Gender (based on your observation)
7. Hispanic or Latino (based on your observation)
8. Race (based on your observation)

TRAINING TIPS FOR EACH SURVEY QUESTION:

1. Are you single or part of a family that is with you?

*Choose the **single or family survey**, depending on the type of clients you are interviewing. This question confirms that you are using the right form. Switch to the other survey, if you are using one that doesn't match the client's status. Complete the family survey with one adult and then ask for data about children from the adult.*

2. Please tell us your initials. 3. What is your birth date?

Ask the question and record the response. This information is designed to maintain a client's anonymity but also to help us de-dup multiple surveys from the same person; assure client that information is totally anonymous if questions arise.

4. Where did you stay last night?

Here are tips to help you obtain the most accurate information.

- Streets, camps, vehicle** – clients are not eager to tell you they are living on the streets. “Here and there”, “with a friend”, are frequent answers. Ask – are you living on the streets or in your car as follow-up – **box 1**.
- Motel** – Clients who say they are living in a motel need to be asked “that you paid for?” Clients whose motels are being paid for by friends, a church or agency should be checked in **box 3**. Otherwise, check **box 6**.
- House or trailer** – Ask the client if there are working utilities. If not – **box 2**. If there are utilities, **box 9 or box 11**.
- Shelter or transitional program** – a few clients will report they are staying in a “shelter” (**box 4**) or “program”(box 5).
- Jail, prison, hospital or treatment facility** – These are straightforward; record the response.
- House or apartment** – Clients need to be asked – Are you on the lease?. Check **box 10** for those not on a lease; check **box 9** for those on the lease.

For clients who answer “house or apartment where you are on the lease” or “housing you own” skip questions 12-15 about homelessness but continue the survey.

5. How old are you? *Get a number and fill it in.*

6. Gender status? *Check the box that fits the best without asking client. Transgender clients will volunteer their status.*

7. Are you Hispanic or Latino? *Ask the question and record the response.*

8. What is your race? *Ask the question and record the response. Clients who report “Hispanic” may respond “don't know/refused because they see their ethnicity as their race.*

VETERANS INFORMATION:

9. **Have you served in the US Armed Forces?** *Ask the question and record the response.*
10. **Ever been called to active duty with the National Guard or Reserves?** *Ask the question and record the response.*
11. **Have you ever received health care benefits from the VA?** *Ask the question and record the response.*

HOMELESS HISTORY:

Remember, for clients who answered "house or apartment where you are on the lease" or "housing you own" skip questions 12-15 and go to questions 16.

12. **Is this your first time in this situation (homeless)?** *Ask the question and record the response.*
13. **How long have you been in this situation (homeless) this time?** *Ask the question and start with.....a month, several months?*
14. **Including this time, how many separate times have you stayed in shelters, on the streets since January 2013? Was it 4 or more times or less than 4 times?**
Do not ask this question if clients said in question 12 that this is their first homeless experience.
15. **In total, how long did you stay.....***Ask the question and start with6 months, a year or more?*

DISABILITY ISSUES:

16a – 16g. *Ask each question and record the response. You may receive "don't know/refused". If you receive any "yes" responses, go to question 17. If not, go to question 19.*

17. **Do any of these situations we just talked about keeping you from holding a job or living in stable housing?**
Ask the question and record the response. If you receive a "yes" response, go to question 18.
18. **Which ones keep you from holding a job or living in stable housing?** *Ask the question and record the response.*
19. **Have you ever received special education services?** *Ask the question and record the response.*
20. **Have you ever been physically abused by another person you stayed with?** *Ask the question and record the response.*
21. **Have you ever been in foster care?** *Ask the question and record the response.*
22. **Do you receive any income?** *Ask the question and the client will tell you what is received. You can prompt with "job, SSDI, unemployment, pension"?*
23. **What three services do you or your family need right now?** *Ask the question and include "three" to limit the client's response.*
24. **What is the highest level of education you completed?** *Ask the question and record the response. Start with "high school?"*
25. **How long have you been staying in this county?** *Ask the question and record the response. If the client is confused, suggest "all my life".*
26. **Where was the survey completed?** *You must check the correct county.*

SURVEYOR:

Complete name of program, location and add your name. You can fill these in after you have finished surveying clients.