

2007 Santa Clara County Homeless Count

Homeless Survey Training Guidelines

Thank you for participating in the 2007 Santa Clara County Homeless Count. Please read the following guidelines before you begin the survey.

Who Is Eligible To Take Part In The Survey?

The goal of this survey is to interview individuals who are homeless, have been homeless in the past year, or who access homeless services. Anyone who you know to be homeless or, based on your knowledge of the community, who is very likely to be homeless can be surveyed.

- **Trained homeless workers will be paid to conduct surveys only on streets, in parks, or other outdoor locations where homeless persons are found.** Homeless persons are paid \$5.00 for every completed survey they conduct.

While conducting surveys, please reassure respondents their responses will be kept confidential and:

1. Surveys must be completed in pencil, not pen.
2. The response bubble needs to be completely filled in – not checked or crossed.
3. All *questions* must be read to the respondent, except where there are instructions to skip to another question.
4. All *responses or choices* need to be read to the respondent. This is very important. You may need to repeat the question when there are many options.
5. If only one response is called for, do not accept multiple responses. Ask the respondent to choose only one.
6. Become familiar with the survey. Practice with a friend before you begin interviewing.
7. Know why the survey is being done, and who is sponsoring the survey.

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8. Assure people that their names will not be taken, and their responses will remain completely anonymous.
9. Be unbiased – please make NO assumptions or prompts.
10. Ask all of the questions, but let respondents know that they can skip any questions they don't feel comfortable answering.
11. Approach individuals cautiously. Introduce yourself and briefly tell people about the survey. Let people know that their participation will help to increase funding for badly needed homeless services. Don't forget to ask if they have already been interviewed for this project. We don't want to interview anyone more than once.
12. Survey in the general area you received your surveys.
13. Only interview one parent in a family or one person in a couple.
14. Only administer 5 surveys representing 5 phone cards.
15. At the end of the interview, thank the respondent for their time, and give them a phone card as a thank you gift.
16. Remember that safety ALWAYS comes first. Always conduct surveys in a public place where you will not be alone, and avoid any situation in which you are uncomfortable.

**For more information, please call 2007 Santa Clara County Homeless Survey Coordinator
at (831) 728-1356.**