

2007 Santa Clara County Homeless Count

Homeless Survey Training Guidelines

Guidelines for Surveys Conducted in Shelters by Shelter Staff

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 in your facility who are considered homeless or would be homeless if they were unable to stay in your facility.

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.
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. Please ask if the interviewee has already been interviewed for this project. We don't want to interview anyone more than once.
12. Only interview one parent in a family or one person in a couple.
13. Only administer 5 surveys representing 5 phone cards.
14. At the end of the interview, thank the respondent for their time, and give them a phone card as a thank you gift.

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