

2007 Santa Clara Homeless Count

Survey Interviewer Job Description

The Survey Interviewers are responsible for thoroughly conducting surveys of homeless individuals in an unbiased manner. Survey Interviewers are given five surveys at a time, and five phone cards to be used as an incentive and a thank you gift to give to those being interviewed. These supplies, plus the survey, clipboard, pencil, and instructional forms, are checked out from the Survey Distribution Coordinator.

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

Survey Interviewers use the following forms:

- Homeless Survey
- Survey Interviewer Job Description
- Survey FAQ
- Street Smarts
- Survey Training Guidelines

and are given the following materials:

- Clipboards
- 5 Surveys
- 5 Phone cards
- ID sticker

In the survey trainings, the integrity of the data, an unbiased approach, avoidance of duplication, anonymity, and safety precautions are emphasized. Before administering the survey, Survey Interviewers are asked to be familiar with the purpose of the survey and the sponsor, and to practice the survey at least once with a friend.

The Interviewer may survey any person who fits the description of “homeless,” as defined by the McKinney-Vento Act:

1. An individual who lacks a fixed, regular and adequate nighttime residence, and
2. An individual who has a primary nighttime residence that is:
 - a. A supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill), or
 - b. An institution that provides a temporary residence for individuals intended to be institutionalized, or
 - c. A public or private place not designated for, or ordinarily used as, a regular sleeping accommodation for human beings.

This means that a person must satisfy **both** conditions 1 and 2 above.

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When administering the survey, the Survey Interviewer should approach persons with caution, introduce themselves, and briefly explain the project and its purpose. The Survey Interviewer should always conduct surveys in a place where they are not alone, and avoid any situation in which they are uncomfortable. The Survey Interviewer should ask if the person has already taken the survey and if not, would they be willing to take the survey. Remind them that there is an incentive gift if the survey is completed. The person should be assured that their name will not be taken, and that their responses will remain completely anonymous.

In conducting the survey, the Survey Interviewer should remain unbiased at all times, making no assumptions or prompts. The Survey Interviewer should ask all of the questions, but allow respondents to skip any question they do not feel comfortable answering. At the end of the interview, the Survey Interviewer should thank the respondent, and give them one phone card.

When the five surveys are complete, the Survey Interviewer returns them to the Survey Distribution Site, where they are reviewed for authenticity and accuracy. Survey Interviewers who are homeless workers are compensated for their work. If deemed appropriate, the Survey Interviewer may be given another five surveys and five phone cards.

Re-Cap of Instructions:

- Surveys must be completed in pencil, not pen.
- The response bubble needs to be completely filled in – not checked or crossed.
- *All questions must be read to the respondent, except where there are instructions to skip to another question.*
- *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.
- If only one response is called for, do not accept multiple responses. Ask the respondent to choose only one.
- Conduct the interviews in the general area you received your surveys.
- Only interview one parent in a family or one person in a couple.
- Only administer 5 surveys representing 5 phone cards.