



POINT-IN-TIME COUNT

VOLUNTEER INFORMATION AND INSTRUCTIONS

WELCOME

Dear Volunteer,

Thank you for donating your time to help count the number of people in your community who are experiencing homelessness. This can often be an emotionally overwhelming experience so please know how much your time is appreciated.

The purpose of the Point-in-Time count is to identify the number of people experiencing homelessness and those on the verge of homelessness. These numbers are then used by each community to determine needs as well as gaps in services. Numbers are also used in securing funding for more supportive services within the community.

Ultimately, the Texas Homeless Network reports these number back the Department of Housing and Urban Development for the Annual Homeless Assessment Report to Congress.

The following pages will walk you through the survey process and provide you with some helpful tips. As always, please see your PIT coordinator or team leader for specific questions related to your community.

Again, thank you for your time and your compassion.

Sincerely,

Texas Homeless Network

WHAT TO KNOW

This survey is simple to administer but you will need to follow the directions on the survey instrument.

- 1) Please read through the survey *before* heading out. Make sure you understand how to correctly fill out the survey and be sure to ask questions ahead of time.
- 2) Your team might have “ice breakers” for those people agreeing to take the survey. These might include hygiene kits, socks, dog food, etc. This is not a bribe for taking the survey. Please distribute anything you might have and then ask if the person will take the survey. Do not deny anyone a kit because they do not wish to participate.
- 3) When approaching people about the survey, please stick to the introductory script. If a person does not wish to take the survey, thank them, mark the box that indicates the person does not wish to participate, and record any information you can observe such as where the person is sleeping.
- 4) The survey questions are to be read by **you**. When reading the survey, read slowly and clearly. Repeat questions and answer choices as necessary.
- 5) It is important to be polite, friendly, and positive. If you encounter a situation that seems unsafe, use your best judgment. **You should not put yourself in any harm in order to administer the survey.**
- 6) If you are approaching someone living in their car, please approach from the front, knock, and then take a few steps back so you do not appear to pose a threat.
- 7) Record everything. If you encounter a situation where the person only takes half of the survey and then stops responding, make a record on the form of what happened. Since the survey data analysis team cannot be there when you administer the survey, it is important to make a record of everything unusual that happens.
- 8) Please mark the answer choices clearly and precisely. Make sure it is clear which answer choice(s) you are indicating. If the question says mark only one answer choice, please mark only one answer.
- 9) If a respondent gives an answer that does not make sense or that is directly contradictory to an answer they just gave, this is a clue that they may not have understood the question. In this situation, please go back and explain the question(s).
- 10) It is important the respondent feels comfortable with you. Questions regarding gender identity, sexual orientation, and sexual assault are very personal. We are not here to judge; we are here to collect numbers. Please be sensitive with people you survey.
- 11) Please pay special attention to instructions that provide further direction that is dependent on how the respondent answers (example below). These instructions are very important.

Example: Are you able to work? Yes No (go to # 17a)

- 12) Always thank respondents for their time.

Point-In-Time Survey Script

January 26, 2017

“Hello, my name is _____, and I am helping complete a confidential survey for our community. Your anonymous answers to this survey will help the local agencies better understand the needs of people who are experiencing or will experience homelessness. Your involvement may help improve services for all people, including yourself.

This survey is voluntary. You do not have to be interviewed if you do not want to. If you do participate, you do not have to answer all the questions in the survey. Also, if you agree to participate, **we will not identify you in any way**. This survey is **strictly confidential**. Will you take this survey?

We ask that you take this survey only once, so if somebody else asks you to take the survey later, just say that you have already taken it.

Would you be willing to take about 10 to 15 minutes and take part in the interview? Thank you.”

Contact Information

Team Lead: ()

Main Headquarters: ()