

NCAB Learning Lab CPO 2015 – Issues Important to Consumers

Note to surveyor – the information in brackets “[]” is just for you. You do not need to read it out loud to the survey participant.

CONSENT FORM

Introduction [read to participant]:

The National Consumer Advisory Board and the National Health Care for the Homeless Council (the “investigators”) are conducting this research study to learn about what issues are important to people experiencing homelessness, particularly around housing and health care. We want to know what issues are critical and what change people experiencing homelessness would like to see in these areas.

The investigators are only surveying people who are currently or formerly homeless and who are 18 years old and older. Being “homeless” can mean lacking housing, living in a shelter or transitional housing, living on the streets, an abandoned building or vehicle or other unstable or non-permanent situation such as a friend or family member’s house that you may have to leave at any time.

Investigators are focusing only on individuals who have experienced homelessness because of the unique knowledge people who have experienced homelessness have. The surveyors in this research study have been homeless themselves. Most current research is conducted by people in “professional” or academic jobs. Investigators think that when people who have been homeless do the surveys, they will be able to get better information.

To learn about the results of this study or if you have any questions, please contact principal investigator Katherine Cavanaugh at (443) 703-1320 or kcavanaugh@nhchc.org, or NCAB Chair Joseph Benson at (713) 276-3048.

Are you homeless **[circle]**?

Yes

No [if no, see next question]

Have you ever been homeless **[circle]**?

Yes

No [if no, end of survey]

Informed Consent [surveyors must get verbal agreement]:

Your participation in this survey is completely voluntary and all of your answers will remain confidential. Your decision to participate or not participate in the survey will not affect your eligibility for services in any way. There is no cost to survey participants for taking this survey and there is no payment. The National Consumer Advisory Board and the National Health Care for the Homeless Council do not anticipate any risks with taking this survey. Your participation in this survey may benefit individuals experiencing homelessness by providing information to support more and better housing. The surveyor will read the survey questions out loud to you and mark your answers down on the survey itself. Please feel free to read along as well. Please complete the survey to the best of your ability and knowledge, and know that you may skip any question you do not want to answer. You also may stop taking the survey at any time for any reason.

Do you understand the above statement **[circle]**?

Yes

No [if no, end of survey]

Do you agree to continue with the survey **[circle]**?

Yes

No [if no, end of survey]

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What changes would you like to see in your project?

1. Increase access to mental health services, social workers and case managers
2. Increase access to Dental, Vision, Pharmacy Services
3. Reduce barriers between staff and consumers
4. Increasing consumer engagement in governance - peer advocates/employees
5. More education and advocacy
6. Increase outreach, including at encampments
7. Other _____

What are the most important issues facing those experiencing homelessness?

1. Barriers to Housing
2. Shelter conditions
3. Safety and security
4. Stigma attached to persons experiencing homelessness
5. Discrimination and prejudice
6. Involvement with the Criminal Justice System
7. Barriers to job training, life skills training, and employment.
8. Other _____

What are the most important health issues facing those experiencing homelessness?

1. Alcohol and Drugs
2. Mental and Behavioral Health Issues
3. Chronic Conditions, i.e heart disease, cancer, diabetes; hypertension
4. Nutrition
5. Issues with Medication
6. Sleep Deprivation
7. Other _____

What changes would you like to see in your community around homeless?

1. Increased availability of subsidized or affordable housing
2. Decriminalization of Homelessness
3. Job training, life skills training, and employment
4. Inclusion of people experiencing homelessness in the decision-making process
5. Other _____

What changes would you like to see in your community around health care?

1. Medicaid Expansion
2. Universal Healthcare
3. More inclusive services
4. More Health prevention education
5. More Peer-to-peer Community Health Workers, Outreach Workers, and Life Skills Trainers
6. Other _____

Talking to Potential Participants

- Sample introduction:

“Hi, my name is _____. I am a homeless/formerly homeless person helping the local Health Care for the Homeless program improve their services by conducting a survey of other individuals’ experiences of homelessness. The focus of the survey is barriers to housing and things that help you get housing. Several other communities around the country are also doing the survey. Would you like to complete a short survey on this topic? I will not ask for your name or contact information, and all of your answers will remain confidential.”

- If individual agrees to participate and is eligible, read the Introduction and the Informed Consent to them. Ask if they have any questions and obtain verbal agreement. Mark this on survey form and offer a copy of the consent form.
- Once you have answered any questions, you can administer the survey. Please read it to the participant and answer any questions along the way. Make sure to read all questions and answers aloud. There are many potential answers but it is important to read all of them. Take notes if you have to.
- Survey participants can skip any questions they do not want to answer and can decide they want to stop taking the survey at any time.
- Survey participants cannot take the survey, fill it out independently, and return it later.
- Remember homeless consumers have likely experienced trauma. Be gentle and patient.
- MAKE SURE SURVEYORS UNDERSTAND THE SURVEY QUESTIONS

Eligibility Criteria

Individuals may participate in the CPO survey if they are:

- 18 years or older
- Able to understand the instructions
- Currently homeless (Lacking housing, staying in shelters, transitional housing, on the streets or in any unstable situation, recently released from prison or hospital without housing plan)
- Formerly homeless (see criteria above)
- DOES NOT NEED TO BE A CONSUMER OF HEALTH CARE FOR THE HOMELESS SERVICES