

Consumer Participation Outreach (CPO) Survey Basics

Research Ethics

- Privacy: conduct interviews one-on-one in places where others cannot hear survey questions and answers, or use soft voice if in busy area.
- Confidentiality: the information you collect from survey participants will be used only for the CPO project. Only you – the surveyor – and the researchers at the Council will see survey forms.
- Anonymity: we are not asking for names or any information that identifies survey participants.

Talking to Potential Participants

- Introduce yourself, give a brief description of the survey and ask the individual if he/she would like to participate.
 - 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 safety at this clinic. 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.”
- Determine if the individual is eligible to participate
- If an individual agrees to participate, read the Introduction and the Informed Consent to them.
- Once you have answered any questions, you can administer the survey.

Conducting the Survey

- Read all questions, reflect back the answers you hear, and then record the information on the survey. There are many potential answers but it is important to read all of them.
- 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.
- Once you have completed the survey, review to ensure that all sections of the survey that the participant wishes to complete have been completed.
- Then provide the participant with the copy of the information and consent form.

Logistics

- Communicate with staff about your needs and concerns. Know which HCH staff will help with supplies and provide a safe place to keep supplies and completed surveys.
- Communicate with other consumer surveyors. Have a plan, a timeline, and know who to ask for help.
- No incentives will be provided for doing the survey.
- Since the survey is focused on consumers at HCH sites, start conducting surveys at the site.
- If the group wants or needs to do outreach in the community for additional participants, Remember *safety is first*: work in pairs; survey people during day-light hours and close to other people. If you believe you are in a dangerous situation, leave safely, tell a professional or call 911.
- Use your best judgment – if you feel uncomfortable approaching someone, do not approach them.
- If there is a clinical issue (medical, mental health), do not give advice – provide them with list of resources and/or recommend they visit the HCH clinic.
- If you want to write down any reflections on individual interviews or the process; use the note pad to express your experiences including unique situations or concerns about data collection process

For any assistance on the CPO contact Katherine Cavanaugh, Consumer Advocate at (443) 703 – 1320 or Joseph Benson, National Consumer Advisory Board Chair at (832) 352 – 5438.