



2015 Consumer Participation Outreach (CPO)
Safety at HCH Projects
 Survey Agreement Form



CPO Overview

The CPO is a regular project coordinated by National Consumer Advisory Board (NCAB) and National Health Care for the Homeless Council staff. In CPOs, trained consumers interview other consumers at HCH sites nationwide. The CPOs aims to engage HCH clients, learn more about their concerns and needs, and give them a platform to voice their thoughts and share their experiences.

People experiencing homelessness often have difficulty accessing systems and services, including health care systems. NCAB has identified physical, emotional and psychological safety at HCH sites as an important consideration effecting accessibility, as well as quality of care. The 2015-2016 CPO survey aims to better understand consumers’ experiences and attitudes about safety at their HCH projects. Results of this survey should improve current practices, identify policy changes, and inform training around security and safety, both on the national level and at the local HCH projects.

CPO Timeline

September – October	Train interviewers – distribute resources, conduct webinar, practice sessions
September 23	3:30-5 pm Eastern - Training Webinar
October 12	Launch Surveys
January 1	Surveys due to Katherine Cavanaugh
January – June	Results analysis and recommendations by NCAB and National HCH Council
March	Personalized results to sites that completed the survey for discussion
June 30	Report completed

National HCH Council Responsibilities

1. Provide training for consumers to act as the interviewers for this survey.
 - a. Council staff will facilitate a webinar for all interviewers to participate with September 14th at 2pm Eastern
 - b. Council staff will provide PDF copies of the following resources:
 - i. Survey tool (personalized with the name of local project for clarity)
 - ii. Consent form and resource sheet to be given to participants
 - iii. Information and tip sheet for interviewers
2. Katherine Cavanaugh, the Council’s Consumer Advocate, will be available throughout for support or guidance
3. Input and analyze data as a whole and for each site individually, and provide each site with their personalized results

Site Responsibilities

Each site should designate a staff support and consumer leader to facilitate the completion of these responsibilities.

Task	Date	Complete
Set up space for interviewers to attend webinar training, and practice surveying	September 23rd at 3:30 EST	
Develop a schedule for surveying times		
Complete a resource sheet for participants of local resources for issues the survey may bring up (i.e. mental health counseling, victim's services agencies, HCH services)		
Provide and distribute resources to interviewers including:		
<ul style="list-style-type: none"> • Print copies of the survey, consent and information sheets, local resource sheets 		
<ul style="list-style-type: none"> • Clipboards and Pens 		
<ul style="list-style-type: none"> • Folders and storage for completed surveys 		
<ul style="list-style-type: none"> • Notepads (for reflection or questions) 		
<ul style="list-style-type: none"> • Space for interviews if individuals request further privacy 		
Ensure all interviewers fulfill their responsibilities (listed below)		
Complete 1 "Security Overview" survey for the site and send to Katherine	By January 1	
Complete 100 surveys and send to Katherine	By January 1	
Arrange for personalized results to be shared by the CAB with staff and governing board		

Interviewer Responsibilities

1. View webinar before conducting surveys.
2. Abide by research best practices and trauma-informed interviewing.
3. Respect confidentiality and privacy of shared information at all times.

Staff Support Name and Title _____

Staff Support Email _____

Staff Phone Number _____

Staff Support Signature _____

Consumer Project Lead _____

Consumer Lead Email _____

Consumer Lead Phone Number _____

Consumer Lead Signature _____

For questions contact Katherine Cavanaugh, (443) 703 – 1320 or kcavanaugh@nhchc.org
 Consumer Advocate with the National Health Care for the Homeless Council