BHC Coordinated Entry Assessment Questionnaire

For Survey Administrators:

This survey of consumers (people experiencing homelessness or that formerly experienced homelessness) can be used as an evaluation tool to determine if coordinated assessment is creating a shorter path for consumers between homelessness and a return to permanent housing. The questionnaire ties into the **Coordinated Assessment Evaluation Tool**, but can be used independently.

It is crucial that as communities move forward they include consumers in the evaluation process; after all, coordinated assessment systems are meant to serve them more efficiently. The questionnaire should be administered at consistent intervals before and after a coordinated assessment has been implemented; suggestions and responses should be taken seriously and used to aid in the process of making adjustments or changes to the assessment system. Consumers should never be pressured or mandated to take the survey. Communities should feel free to develop their own system for how the survey is administered, change the questions in the survey, and make decisions about how the consumers to be surveyed are selected.

For Consumers:

Thank you for taking this survey about your experiences. Everything you say here will be anonymous. We will use these surveys to improve the way we serve people experiencing homelessness in our community.

There may be some terms in the survey that you are unfamiliar with. To help, here is how we define the following words in the survey:

Permanent Housing: Housing that you live in and can stay in or leave whenever you want. It may be an apartment with your name on the lease or a house. It may also be a place where you are staying with somebody else, but are allowed to stay or leave whenever you want. An emergency shelter or other program bed (described below) would **not** be considered permanent housing.

Program Bed: A bed or apartment-like unit in an emergency shelter, transitional housing, recovery program, or other program where you can only live temporarily (NOT permanent housing).

Homeless Assistance Organization or Program: Any program or organization that offers services or housing to someone who is about to lose their housing or has already become homeless.

1. What category below would best have described the last time you were homeless (or describes you now if you are currently homeless)?

☐ Single Adult

☐ Unaccompanied Youth (18 to 24 years old)

☐ Adult in a homeless family (that includes children)

☐ Child in a homeless family (that is 18 years old or younger)

☐ Adult in a homeless couple

☐ Other _____

2. Where did you go to get help when you became homeless?

Write name of organization here: _____

3. When you became homeless, was someone able to place you into emergency shelter, permanent housing, or another housing program immediately?

☐ Yes ☐ No

4. After you were assessed for your needs related to your homeless episode, were you able to move directly to permanent housing (like your own apartment), or did you have to stay somewhere else first?

☐ Directly to permanent housing

☐ Sent somewhere else first

☐ I was not assessed/asked questions about what I needed when I asked for help with my homeless episode

5. Are you currently housed in permanent housing?

☐ Yes ☐ No

6. (If you are currently housed in permanent housing): How many homeless assistance organizations or programs did you have to work with before you got into permanent housing?

☐ One

☐ Two

☐ Three

☐ Four

☐ More than four

7. (If you are currently housed in permanent housing): How much time passed between the first time you went to get homeless assistance and the day you got into permanent housing?

☐ Less than a month

☐ One to three months

☐ Four to six months

☐ Seven to nine months

☐ Ten to twelve months

☐ More than a year

☐ Between a year and two years

☐ Between two years and three years

☐ Other _____

8. (If you are NOT currently housed in permanent housing): How much time has passed since the first time you went to get assistance at the organization you listed in question two?

☐ Less than a month

☐ One to three months

☐ Four to six months

☐ Seven to nine months

☐ Ten to twelve months

☐ More than a year

☐ Between a year and two years

☐ Between two years and three years

☐ Other _____

9. (If you are NOT currently housed in permanent housing): When do you expect to be permanently housed?

☐ Within one month

☐ Within two months

☐ Within three to six months

☐ More than six months from now

☐ I don't know

10. (If you are currently housed in permanent housing): Do you think that you may become homeless again in the future?

☐ Yes ☐ No

11. (If you answered yes to question 10): When do you think that will happen?

☐ Within three months

☐ Three to six months from now

☐ Six to twelve months from now

☐ Over a year from now

12. (If you think that you will become homeless again in the future): Why do you think that might happen?

13. (If you are in permanent housing now): Are you satisfied with your housing?

☐ Yes ☐ No

14. (If you answered 'No' to question 13): If you are not satisfied with your current permanent housing, how can your housing needs be better met?

15. Did you feel any pressure to complete this survey or did anyone force you to take this survey?

☐ Yes ☐ No