Knowledge for Action:

Hidden Homelessness in Prince George, Kamloops, Kelowna, Nelson and Nanaimo

Resource Guide   SPARC BC July 2011

Resource Guide
Knowledge for Action: Hidden homelessness in Prince George,
Kamloops, Kelowna, Nelson and Nanaimo

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Introduction

One of the many gaps in the literature concerning homelessness is information on homelessness and hidden homelessness in centres outside metropolitan areas.

This resource guide contains information developed during a research project that looked at issues of homelessness and hidden homelessness in five (5) smaller urban centres in British Columbia.

The information in this resource guide is divided into nine sections plus appendices. Each section includes questions and issues to consider at each stage of a research process focused on hidden homelessness. Section one summarizes issues to consider in establishing a research advisory committee. Suggested items for inclusion in a project timeline are outlined in the second section. The third section provides tips and suggestions for identifying and reviewing existing material and reports.

The fourth and five sections outline various steps in conducting research including developing and finalizing data collections. Section six is intended to provide a starting point for analyzing the data collected. Section seven provides information on developing research reports, while section eight suggests issues to consider in communicating the research results and recommendations to interested parties. Section nine outlines how to evaluate your project.

There are eight appendices including:

- Sample Terms of Reference for Research Advisory Committee
- Sample Project Timeline
- Sample Letter of Agreement for Community Based Researchers
- Sample RFP for Household Telephone Survey
- Sample Household Telephone Survey
- Sample Service Agency Representative Interview Guide
- Sample Hidden Homeless Interview Guide
- Tips for a Successful Interview

We hope this resource guide will serve as a starting point for communities seeking to identify and address issues related to hidden homelessness in their communities.

STEP 1 - Develop a Project Timeline

A project timeline will help you define the scope and activities of your project. A project timeline is an essential tool in communicating with funders, partners, team members and others.

Your timeline should include a summary of deadlines and deliverables. There should also be a clear record of the person responsible for completing each task. See Appendix 2 for a sample timeline. Some items to include on a project timeline:

- ☐ **Project Development**

    - Partnership building

    - Proposal writing

- ☐ **Timeline, Interviewer Recruitment and Sub-contracting**

    - Review timeline with project partners

    - Recruit project service agency interviewers

    - Recruit polling firm to do household survey

- ☐ **Advisory Committee**

    - Member recruitment

    - Develop Terms of Reference

- ☐ **Review Existing Research**

    - Review Knowledge for Action Research Report

    - Review local background research on homelessness

- ☐ **Develop Research Instruments**

    - Develop Terms of Reference

    - Review of research instruments

    - Development of additional questions, unique to your circumstances

- ☐ **Collect Information**

    - Schedule and complete phone interviews with service agencies

- Schedule and complete phone interviews with hidden homeless individuals

- Conduct random household survey of households that house the hidden homeless

☐ **Analyze Data**

- Statistical analysis and develop graphs, charts and other visual information

- Thematic analysis and storytelling

- Prepare a draft research report for review by expert panel and key stakeholders

☐ **Develop Reports**

- Final Research

- Executive Summary

- Other Supporting Documents (e.g., workbooks, fact sheets, etc.)

☐ **Communicate Results**

- Distribution of reports and documents

- Follow-up on results and recommendations

☐ **Project Follow-up**

- Identify lessons learned and next steps

Further Information:

Community Campus Partnerships for Health www.ccph.info

Doing Research (Homeless Hub) www.homelesshub.ca/Doing_Research

STEP 2 - Establish a Research Advisory Committee

Establishing a research advisory committee to provide ongoing feedback on the research process is an essential part of the groundwork needed to begin a research process.

Some benefits of developing a research advisory committee are:

- Includes a wide variety of perspectives in the research process;

- Helps anticipate and address problems;

- Builds connections between the research process and the experience of the community;

- Can help build broad-based ownership and commitment to the research project;

- Develops relationships and partnerships that support momentum and follow-up.

Some issues to consider in developing a research advisory committee are:

- Is a cross-section of individuals and organizations engaged with the issue involved in the project?

- Are members clear about the role of the Advisory Committee?

- Is there a clear understanding of how decisions will be made?

- Is the time commitment of being in the Advisory Committee clearly understood and respected?

- Is there clear understanding about how disputes will be handled?

Appendix 1 provides a sample Terms of Reference (TOR) for a Research Advisory Committee. The sample TOR provides an articulation of the answers to these questions. It would not be considered complete until it had been signed off by all members of the committee.

Some items to consider for an inaugural meeting of a Research Advisory Committee:

- Introductions

- Review, discussion and adoption of Terms of Reference

- Project timeline

- Next Steps

Further Information:

Community Based Research Canada: communityresearchcanada.ca

Office of Community Based Research (University of Victoria): web.uvic.ca/ocbr

Winnipeg Inner City Research Alliance: ius.uwinnipeg.ca/WIRA/wira_overview.htm

STEP 3 - Review existing documents and research

What have others said about your topic area? What conclusions and recommendations have been made? Building a good understanding of the work that has preceded your project is an essential part of developing a research project on hidden homelessness in your community.

Your research can take many forms. For example:

- A formal literature review examining all sources on a given topic
- Annotated bibliography (a form of literature review that summarizes each resource)
- Data from previous homeless counts in your community

Some places to look for literature:

- Internet
- Email discussion groups (requests, contacts)
- Local University / Community College (identify faculty with an interest in your topic)
- Resource libraries (volunteer centres, other community organizations)
- Public libraries
- Partner organizations

The SPARC BC Report, *Knowledge for Action: Hidden Homelessness in Prince George, Kamloops, Kelowna, Nelson and Nanaimo,* includes a literature review that can serve as a starting point for your review process.

Further information:

Home is Where the Heart is and Right Now that is Nowhere: An Examination of Hidden Homelessness Among Aboriginal People's in Prairies Cities (WinnSpace) winnspace. uwinnipeg.ca/handle/10680/329

Population: Hidden Homeless (Homeless Hub) www.homelesshub.ca/Topics/Hidden-Homeless-260.aspx

STEP 4 – Develop data collection instruments

The appendices in this document contain a variety of data collection templates which can be used or adapted. These include:

- **Household Telephone Survey Questions (**Appendix 5) – Questions designed to determine an estimate of hidden homelessness through a telephone survey. Note that in the SPARC BC research this task was conducted using a polling firm. Appendix 4 provides a sample of the Request for Proposals used to engage the firm.

- **Service Agency Representative Interview Guide** (Appendix 6) – Questions for one-on-one interviews with service agencies working with the hidden homeless including: community organizations, funding organizations, government, etc.

- **Interview Guide for Hidden Homeless Individuals** (Appendix 7) – Questions for on-on-one interviews with people who have experienced or are experiencing hidden homelessness.

These sample questionnaires can be used as they are or be adapted to meet your circumstances. If you use wording from previous studies then you will be able to compare results easily. In addition, you may wish to test and develop new questions that address community specific concerns.

Appendix 8 (Tips for a Successful Interview) provides suggestions to help make your interviews go smoothly.

Further Resources:

Results of the pilot study to estimate the size of the hidden homeless population in Metro Vancouver *(*Margaret Eberle et. al., 2009). Research report prepared for Human Resources and Skills Development Canada, (HRSDC). intraspec.ca/HiddenHomelessreportjun102009.pdf

STEP 5 – Collect Information

Once your data collection instruments are complete you can begin to gather information. It is important to ensure that data is collected in a consistent manner. This can become a challenge if several people are involved in the data collection process. For that reason, it is important to have a clearly defined data collection strategy. It is also essential that there is a shared understanding of important terms and categories used in the research (e.g., "hidden homelessness", "vulnerable population", "First Nations").

The research report, *Knowledge for Action: Hidden Homelessness in Prince George, Kamloops, Kelowna, Nelson, and Nanaimo* (SPARC BC, 2011), utilized three (3) main methods to collect information about hidden homelessness in smaller centres. These included:

1. **Telephone household survey –** Phone surveys were conducted using a private survey firm. The information was used to develop an estimate of the hidden homeless population. The details of how this survey was completed can be found in the *Final Research Report* referenced above.

2. **Stakeholder interviews –** Telephone interviews were conducted with representatives from organizations providing services to people who are homeless including the hidden homeless. Their perceptions of the situation and service needs, provide an important perspective from which to understand the problem and solutions to the homelessness at the local level.

3. **Hidden homeless interviews –** Some issues to consider when interviewing members of vulnerable population groups include:

    -   **Identifying research participants** – One challenge in investigating a topic such as "hidden" homelessness is that the individuals experiencing the issue will be difficult to identify. Advisory committee members and community organizations can serve as important allies in identifying and contacting people who are living the issue. It is for this reason that a community based researcher was sub-contracted to complete the interviews with the hidden homelessness in each community.

    -   **Informed consent –** People who are involved in research have a right to know what they are committing to, including issues of confidentiality and how research results will be used. It is important that research participants provide informed consent prior to the participation in research.

    -   **Incentives and compensation –** Work with people who are seen as marginalized gives rise to questions about compensation for the time and trouble involved in being part of the research process. Some researchers

have offered incentives in the form of gift cards for groceries, bus tickets, etc., as a form of appreciation.

As previously mentioned, the SPARC BC project addressed these issues by recruiting community based researchers from organizations working with people experiencing homelessness. Advisory committee members played an important role in identifying suitable organizations and individuals. Community researchers took part in a training session that prepared community-based researchers for the interview work. The training session focused on the following:

- Letter of Agreement for Community Researchers (Appendix 3)

- Interview Participant Identification and Screening

- Overview of the Interview Guide (Appendix 7)

- Interviewing Tips (Appendix 8)

In addition, an Excel template for recording interview responses was developed and provided to community researchers.

Further Resources:

Questioning Research I: Second BC/Yukon Forum on Homelessness Research (Forum Report) (SPARC BC, 2008) www.sparc.bc.ca/resources-and-publications/doc/297-qr1-forum-report.pdf

Questioning Research II: Homelessness Research and Aboriginal Communities (A Guide for Communities) (SPARC BC, 2008) www.sparc.bc.ca/resources-and-publications/doc/298-qr2-guide-for-communities.pdf

Questioning Research III: What do Aboriginal Community Members say about Homelessness Research? (A Guide for Researchers) (SPARC BC, 2008) www.sparc.bc.ca/resources-and-publications/doc/299-qr3-a-guide-for-researchers.pdf

SPARC BC Research Ethics Statement: Enter "Research Ethics" in search box on SPARC BC website: www.sparc.bc.ca

STEP 6 – Analysis

The information collected needs to be sorted, categorized and analyzed before it can be understood. There are many ways to approach analysis. Two important approaches are:

1. **Quantitative Analysis –** Understanding *quantity* in the form of numbers, statistics, trends, etc. For example, your survey may include questions asking participants to indicate their feelings about a particular issue on a five point scale. The results can then be reported. Information analyzed quantitatively can be presented in a number of ways including tables, charts and graphs.

Most popular spreadsheet programs provide a number of approaches to analyzing and displaying information.

Research components suitable for quantitative analysis include some parts of the survey and some results of the interview. The Knowledge for Action Research Report provides examples of quantitative analysis.

2. **Qualitative analysis –** Another approach is to analyze the *qualities* of the phenomenon in question. This approach involves analyzing and categorizing themes and content of open-ended responses. For example, the results of a comments section can be grouped according to various themes common across the different answers. Other examples of qualitative presentation include:

- Stories and anecdotes

- Quotes and observations from interviews

Whatever approach or combination of approaches is used, the results should be analyzed in relation to the questions you want to examine through your research. What is known after collecting the information that was not known before? What recommendations arise from what has been learned?

One important element of the SPARC BC project was the development of an expert advisory panel who reviewed results and provided feedback and insight into the analysis of the research results. The expert panel included researchers familiar with the subject area as well as representatives of partner organizations.

Further Resources:

Analyzing Your Primary Data (Purdue Online Writing Lab) owl.english.purdue.edu/owl/resource/559/09/

Defining and Enumerating Homelessness in Canada (Library of Parliament)
intraspec.ca/prb0830-e.pdf

Four out of Five Homeless Canadians Don't Live on the Street (Hidden
Homelessness Campaign, Raising the Roof) www.raisingtheroof.org/Our-Programs/
Hidden-Homeless-Campaign.aspx

STEP 7 – Develop reports

A research report is the formal record of the research process. It provides the historical record of what was done and what was learned through the process. It also serves as the foundation for communication efforts with all those interested in the results of the research including community organizations, decision makers, individuals affected by the issue, and other researchers.

Research reports typically include an overview of the research process from beginning to end and outline the steps that were taken, the data gathered, how information was analyzed and assessed, as well as conclusions and recommendations.

It is a good idea to develop an Executive Summary and a full Research Report. The *Knowledge for Action* project produced two reports. One was a final report with detailed information on the research and methodologies. This version of the report was intended for researchers, decision-makers and others who need complete information on the research process and results. The second version was a much shorter executive summary that summarized the results and recommendations. This version was intended for wider distribution to community organizations and the general public.

Some issues to consider in developing research reports:

- You have identified the audience(s) for the report

- There is an understanding of how those reading the report will use the information

- You have articulated the various needs of the audience(s)

- There is a plan for the distribution of the report(s)

The SPARC BC report, *Knowledge for Action: Hidden Homelessness in Prince George, Kamloops, Kelowna, Nelson and Nanaimo* (SPARC BC, 2011)*,* and Executive Summary report can serve as a template for reports conducted in other locations.

Further Resources:

Community-Based Programs for Homeless Adults with Concurrent Disorders: "What Works for Whom, Where, Why, and How?" (Centre for Research on Inner City Health) www.stmichaelshospital.com/pdf/crich/concurrent-disorders-summary.pdf

Effective Programs for Homeless Youth: What Do We Know about What Works (Eva's Phoenix Tool Kit) www.evasinitiatives.com/EVAsToolKit/CHP-4/chapt_4-2_1.htm

Getting Started with American Psychological Association Citation Style (UBC) www.library.ubc.ca/pubs/apastyle.pdf

Research: "What Works?" Good Practices in the Homelessness Sector (Homeless Hub) www.homelesshub.ca/(S(iwduim45bpnaaj554zngyqay))/Networks/What-works-Good-Practices-in-the-homelessness-sector-171.aspx

Seven Solutions to Homelessness (Monte Paulson, The Tyee) thetyee.ca/Views/2007/01/08/HomelessSolutions/

Shared Learnings on Homelessness (Raising the Roof) www.sharedlearnings.org/

STEP 8 - Communicate results

Reporting out and communicating research results and conclusions to a variety of audiences is an important final step. The information can be disseminated in many different ways. Some examples include:

- Public Events (e.g., research forum, panel discussion, etc.)

- Media (e.g., press release, interviews on radio, television, etc.)

- Internet (e.g., web page, Facebook, Twitter, etc.)

- Presentations and briefings (e.g., City Council, other elected representatives, committees and decision makers, etc.)

- Written information (e.g., reports, fact sheets, pamphlets, etc.)

Designing and implementing an effective communication strategy can help maximize the impact of your research. Some issues to consider in developing a communications strategy:

- Articulate goals and objective for your communications efforts
- Understand who needs to know about the report and
- Identify key messages
- Develop a timeline of activities
- Understand the resources available
- Evaluate your activities in relation to your original goals

The SPARC BC research project included a preliminary research results forum conducted by videoconference involving participants from the communities involved in the research. The forum gave an opportunity for those most interested in the results to learn first-hand about the research project and help shape the final research report.

Further Resources:

How Do I Develop a Communications Strategy (Bandwidth Online.org, John A. Hartford Foundation) www.bandwidthonline.org/howdoi/communications_strategy.asp

IMPACS Media Communications Toolkit europeandcis.undp.org/home/show/80436D82-F203-1EE9-BE3BB7D453B100B7

STEP 9 – Evaluate your Project

Did you do what you set out to do? What were the significant barriers and how where they addressed? What worked along the way? What would you do differently next time? These are some of the questions that can be answered through evaluation processes.

Evaluating your research project can help you understand if your goals have been met, identify changes that have occurred as a result of your project, and articulate important lessons learned. The most effective evaluations are those that do not utilize a pass/fail approach but seek to understand and articulate the story of the project as it has unfolded, identifying strengths and accomplishments as well as areas for improvement.

As a starting point, it is important to understand the answers to a few fundamental questions:

1. Why do we need to do this? – Clarifying your reasons for doing the evaluation is an important step. Some see evaluation as a burden imposed by outside organizations. Others see evaluation as an opportunity to celebrate accomplishments and milestones.

2. How will your evaluation results be used? - Sometimes evaluation results are used to correct course as a project is unfolding (formative evaluation) and sometimes evaluation is used to look back at a project after it has been completed (summative evaluation). Understanding which of these types of evaluation you use will determine your strategy for data collection and reflection about your project.

3. Who needs to know? – It is important to understand who is going to use the information gained from your evaluation. One driver for project evaluations is the need by funders and other decision makers to have specific information about the effects of the project. Other audiences may include research participants, community partners, and the general public. It is important to identify the needs and concerns of each group before starting on your evaluation.

4. How can evidence be collected? – Once the purposes and questions have been articulated, it is important to develop strategies for collecting information. Records (e.g., phone and email logs, attendance lists, etc.) can help establish who participated. Forms and surveys can help identify how participants felt about the experience, what they learned, and what they plan to do next. Some approaches to evaluation include informal records such as photographs, stories and anecdotes, and art.

5. How will the information be presented? – Usually a formal written evaluation report is completed, but other formats are also available. For example, some groups have experimented with digital storytelling, theatre and other cultural forms. Other groups have presented evaluation results at a community feast or gathering that serves as a celebration and wrap-up to the event.

Resources:

Free Guidance Papers on Evaluation (Evaluation Consultancy, Charities Evaluation Services, United Kingdom). www.ces-vol.org.uk/index.cfm?pg=131

Guide to Project Evaluation: A Participatory Approach (Public Health Agency of Canada) www.phac-aspc.gc.ca/ph-sp/resources-ressources/guide/index-eng.php

Introduction to Evaluation (Community Tool Kit, University of Kansas) ctb.ku.edu/en/tablecontents/chapter_1036.aspx

Participatory Evaluation: What is it? Why Do it? What are the Challenges? (Policy and Practice, Community-Based Public Health) depts.washington.edu/ccph/pdf_files/Evaluation.pdf

Splash and Ripple: Using Outcomes to Design and Guide Community Work (Plan: Net Limited, Calgary). Available through Health Canada website. www.hc-sc.gc.ca/ahc-asc/pubs/_contribution/ripple-ricochet/index-eng.php

The Top Ten Things I Learned about Research While Preparing a Report on Homelessness in Yellowknife (Nick Falvo, Homeless Hub). www.homelesshub.ca/researchmatters/post/2011/05/25/Top-10-Things-Ie28099ve-Learned-About-Research-While-Preparing-This-Report.aspx

APPENDIX 1 - Sample Terms of Reference for Research Advisory Committee

[INSERT PROJECT NAME]
Research Advisory Committee
Terms of Reference
REVISED: [DATE]

1. Introduction

The project entitled _____ (the "Project")
is being led by _____ with funding from _____.
The primary aim of the project is to develop knowledge concerning hidden
homelessness. [INSERT ADDITIONAL DETAIL AS APPROPRIATE]

These Terms of Reference (the "ToR") establish the goals, roles and
responsibilities of the _____ *Project Research Advisory
Committee.* The Committee consists of _____ members who will help guide the
work of a _____ member project team.

The Advisory Committee members are as follows:

[NAME], [ORGANIZATION]

[NAME], [ORGANIZATION]

ETC.

(collectively the "Committee")

The Project Team is comprised of:
[NAME], [ORGANIZATION]
[NAME], [ORGANIZATION]
ETC.

(collectively the "Project Team")

2. Goals

The overarching goal of the Committee and Project Team is to collaboratively
implement the Project by achieving the following objectives [CAN BE ADAPTED]:

- Estimating the size of the hidden homeless population in participating communities and learn more about this population;

- Conducting key informant interviews with service agencies and the hidden homeless;

- Reviewing what has been learned from existing homeless counts in small urban centres;

- Convening a panel to discuss research results and policy implications of findings; and;

- Hosting public forum on the preliminary research.

3. Roles and Responsibilities

Committee members will participate in _____ telephone meetings (approximately _____ hour(s) long). The dates of each meeting will be confirmed in due course. The term of participation in the Committee is from _____, to _____.

The Committee has the following roles and responsibilities [CAN BE ADAPTED]:

- Sharing resources and information to support the objectives of the project (including ideas for potential participants);

- Reviewing and providing constructive advice on project elements on an as need basis; and,

- Providing community-specific perspectives and connections to community resources.

The roles and responsibilities of the Project Team include [CAN BE ADAPTED]:

- Organizing Committee meetings, including developing agendas, preparing materials, producing follow up notes;

- Developing and implementing a work plan, including communication to the Committee about any developments regarding the work plan;

- Developing research materials; and;

- Conducting all tasks associated with research, analysis and writing.

4. Operating Principles

The Committee and Project Team agree that the following principles will guide their shared activities [TO BE REVIEWED AND ADAPTED BY THE COMMITTEE AS REQUIRED]:

- Recognition and respect for the nature and style of operations of each individual entity, and the unique talents and strengths that each brings to the project;

- Trust, which is built by open and honest communication;

- Transparency, meaning that decisions can be explained and understood by all affected; and;

- Responsiveness, which involves developing culturally appropriate and collaborative approaches to all aspects of the collective activities.

5. "Living" Nature of this Document

This document should be reviewed as required. Amendments might, from time to time, become necessary. Changes will require open discussion and, when agreed upon, should be documented in writing.

APPENDIX 2 – SAMPLE PROJECT TIMELINE

ACTIVITY	DATE	WHO IS RESPONSIBLE?	FOR MORE INFORMATION
Project Development – Partnership building, fundraising, proposal writing, project team development	Pre-Project	Lead Agency	
Finalize Project and Timeline Interviewer recruitment and subcontracting of polling firm and community based researchers	Month 1	Lead Agency Project Team	Step 1 Appendix 1
Establish Advisory Committee and develop terms of reference - Recruit and establish advisory committee	Month 1	Lead Agency Project Team	Step 2 Appendix 2
Review Existing Research - Collect and examine existing research on homelessness and hidden homelessness in BC, Canada and internationally	Month 1-2	Project Team	Step 3 Project Report
Develop and Finalize Research Instruments - Complete the interview instruments and training for the community based research	Month 2-3	Project Team	Step 4
Collect Data - Conduct surveys and interviews	Month 3-4	Project Team	Step 5 Appendices 5-8

Analyze Results -
 	
Prepare a draft research report that includes:
 	
    ☐ Findings
 	
    ☐ Summary of existing information on the street and sheltered homeless
 	
    ☐ Identification of strengths and weaknesses in approaches used to gather information about the street and sheltered homeless in the select sites and how these methods could be improved
 	
    ☐ Findings from survey of households and interviews with service agencies and hidden homeless individuals
 	
Convene expert panel discussion of findings and policy implications.
	Month 4	Project Team
		
		Advisory Ctte., Expert Panel
			Step 6

Develop Report(s) - Research results for review by Advisory Ctte. and other experts.	Month 5	Project Team	Step 7 Project Report*
Communicate Results - Convene public meeting to report on research findings and discuss next steps. Disseminate through media and internet.	Month 6	Project Team Advisory Ctte. Expert Panel	Step 8
Project Follow-up - Debrief meeting with stakeholders and engagement with lessons learned.	Month 6	Lead Agency	

APPENDIX 3 - Sample Letter of Agreement for Community Based Researchers

"This letter indicates that I, _____ [community-based researcher's name], representative of the _____ [participating organization] understand and agree that I will be responsible for [REVIEW AND REVISE]:

- Coordinating the interview process in my community;

- Purchasing ten food or phone gift cards to provide to interview participants;

- Sending hard copy receipts showing purchase of food/phone gift cards to the coordinating organization;

- Conducting 10 interviews with appropriately classified hidden homeless individuals;

- Collecting and transcribing interview data into the Excel file provided;

- Submitting the data file electronically;

- Submitting hard copies of the completed interview guides by certified mail; and;

- Being available for follow up questions regarding the data.

I understand the deadline for submission of interview findings is _____.

Agreement

Please sign below to indicate that you are in agreement with the terms outlined in this document.

"I am in agreement with the roles and responsibilities outlined in this letter of agreement.

Signature: _____   Date: _____

Name: _____

Stipend and Gift Cards

Upon receipt of the signed letter of agreement, a cheque for **$_____(CDN)** will be issued for the purchase of 10 food or phone gift cards. Please indicate below to whom the cheque should be made payable to:

Cheque payable to: _____

Send cheque to this address: _____

Upon submission of 10 completed interview guides and corresponding Excel data file, a cheque for **$_____ (CDN)** will be issued for the Participating Organization. If different from the above address information, please indicate below to whom the cheque should be made payable to:

Cheque payable to: _____

Send cheque to this address: _____

Please complete this form and return [INSERT CONTACT INFORMATION].

Thank you!

APPENDIX 4 - Sample RFP for the Household Telephone Survey

Request for Proposals

Social Planning and Research Council of BC (SPARC BC)

Date: November 18, 2010

Project Title: Knowledge for Action: Measuring and Identifying the Needs of People who are Homeless in Five Smaller Urban Centres in BC

Contact: _____

1.0 About SPARC BC

The Social Planning and Research Council of BC (SPARC BC), was established in 1966 and is a leader in applied social research, social policy and community-based learning regarding issues of accessibility, income security and community development. Our mission is to work with communities in building a just and healthy society for all. SPARC BC is a registered non-profit society and a federally registered charity. We are a provincial organization with over 14,000 members, governed by a Board of Directors representing all regions of British Columbia.

2.0 About the Project

SPARC BC is undertaking a study on "hidden homelessness" in smaller urban centers in British Columbia. One component of this work includes the development of a research design and sampling framework which would help to identify hidden homeless families and individuals in smaller urban communities. This is in order to gain a better understanding of:

- The circumstances leading to their homelessness;

- The scope and duration of their homelessness; and,

- Pathways into and out of homelessness;

In undertaking this research, our objective is to obtain responses from a random sample of individuals in order to begin to draw some general conclusions about the general scope and nature of hidden homelessness in smaller urban communities as well as to gain a better understanding of the particular circumstances and potential strategies or interventions that are needed in order to better assist those

in living in smaller urban communities to exit homelessness.

The identified communities include Prince George, Kelowna, Nanaimo, Kamloops and Nelson.

3.0 Summary of Request for Proposals

SPARC BC is requesting proposals from qualified firms to assist in the design and delivery of a research framework that would help to answer the following research question: What is the estimated number of hidden homeless persons in the aforementioned communities at one point in time, and over the course of a year? The proposed research framework that is developed should provide an overview of the specific tasks and strategies to be undertaken by the research firm and should include an overview of:

1. The proposed research design including the sampling strategy and research framework that would be developed to support the work;

2. Discussion of the potential limitations or challenges with research of this nature and the strategies and actions which will be taken by the research team to address the limitations identified;

3. Questions that you would have of SPARC BC and the types of resources/ support that you would require from our research team as you seek to undertake this work and/or engage in the field research; and,

4. Key project outcomes and deliverables.

The proposed budget for this work is $_____.

4.0 Project Management

Proponents are expected to address each of the following activities in their proposal.

1. Attend a Project Initiation Meeting: Meet with SPARC BC in person within two (2) weeks of signing a contract to describe and discuss the work plan.

2. Develop a final work plan and research design: A final work plan should be provided within 1 week of the Project Initiation Meeting (or as soon as possible, within the timeline established during the meeting). The research design should include the sampling strategy and research framework that will support the project. The design should include a discussion of

the potential limitations or challenges with research of this nature and the strategies and actions that will be taken by the research team to address the limitations identified.

3. Communicate regularly with the SPARC BC staff person responsible for this project during the project (by phone, email, or in person), providing updates on the progress of the work and identifying potential areas of concern and solutions.

4. Implement and complete the proposed methodology by January 30, 2011.

5. Collect data from up to 1,000 households in each of the following municipalities: Prince George, Kelowna, Kamloops, Nanaimo, Nelson.

6. Prepare raw data sets for SPARC BC use. These data sets should be in Excel format with one for each of the 5 municipalities and accompanying notes/guide where relevant.

7. Prepare a Technical Report on project implementation - The final draft of the Technical Report should describe the research design in detail, including research objectives, implementation, research methods, target population, sampling and techniques, strengths and limitations of the design and of the project.

5.0 Key Deliverables

Successful proponents will need to address how they will achieve the following three deliverables.

Deliverable 1: Final work plan and research plan. The work plan and research design will require approval by SPARC BC prior to any field research.

Deliverable 2: Data sets in Excel format for each surveyed community: These should be in Excel format with one for each of the 5 communities and accompanying notes/guide where relevant.

Deliverable 3: Technical Report: The Technical Report should describe the research design in detail, including research objectives, implementation, research methods, target population, sampling and assignment techniques, strengths and limitations of the design and of the project.

6.0 Background information

HRSDC identifies five types of homelessness: at risk, hidden, street, sheltered and supportively housed. While a great deal of information has been gathered about homelessness in large urban centres, less is known about homelessness in smaller urban centres. According to D. Bruce, the problems of homelessness, particularly at-risk homelessness, is that it is "*often overlooked and underestimated in small town Canada. Very little has been written on this subject in the Canadian context.*"

[1.] The limited research suggests that the nature of homelessness in smaller urban centres is different than in large urban centres since it tends to be hidden and families comprise a larger share. In one study of rural homelessness in the US, the homeless were more likely to be precariously housed with family or friends than living on the street. "People who are homeless in rural America rarely fit the national stereotype. While some are literally homeless, the majority are living in extremely precarious housing situations. They are often moving from one overcrowded, or barely affordable, housing situation to another, often doubling up or tripling up with family or friends."[2]

Homelessness is more likely to be hidden in small urban centres because there are few emergency shelters, and in northern areas, severe winter weather limits sleeping rough. Although some small urban centres in BC have attempted to learn about homelessness in their communities by conducting homeless counts of the street and sheltered population (i.e., Kelowna, Prince George, etc.), we are aware of no efforts to measure hidden homelessness outside of Metro Vancouver. It is the lack of data about the hidden homeless in smaller urban centres in BC that serves as the primary rationale for our project.

The methodology for this project has been adapted from Eberle, Kraus & Serge (2009), a pilot study that estimated the number of hidden homeless in Metro Vancouver. It is the phone survey element of that pilot study for which we are inviting proposals. There were however, difficulties associated with the phone survey component of the pilot study such as a low response rate, and low overall incidence of hidden homelessness. We therefore invite contractors to propose creative methodologies or solutions to address these issues.

[1.] Bruce, David. 2006 "Homelessness in Rural and Small Town Canada." In Paul Milbourne and Paul Cloke (eds.) International Perspectives on Rural Homelessness. Routledge: London. For more information on this topic, see Bentley (1995).

[2.] Rollinson, Paul. "A Rural Problem Too." Planning, June 2007. Vol. 73 Issue 6, p. 20-23.

7.0 Proposal Requirements

7.1   Full name, address and telephone number of the submitting office of the contractor and where applicable, the name, address and telephone number of any branch office, affiliate or sub-consultant(s) that will be involved in the project.

7.2   A statement of Corporate experience, including affiliates or sub-consultant(s). Identify experience in the completion of similar projects including 3 references.

7.3   Identify the Project Team and the key professionals assigned to this project. Include any affiliates or sub-consultant(s) and a statement of their responsibilities, experience and expected involvement.

7.4   Clearly demonstrate that the Project Team members are free from any actual or potential conflict of interest which might prohibit them from providing all services and advice in the best interests of SPARC BC.

7.5   Provide a detailed project timeline schedule, identifying specific milestone dates. Milestone dates will identify but not be limited to the collection and review of information, meetings required and completion for each of the Tasks as outlined in Section 4.0.

7.6   A breakdown of the work corresponding to the Tasks as outlined in Section 4.0, and identification of hours, staff and percentage of time team members will spend on project activities as a percentage of the total project team time.

7.7   Hourly charge out rates and total fees for all personnel used on the project.

7.8   Provide a project fixed fee not exceeding $_____ allocated against the specific tasks identified under Section 4.0. Fees are to be net Canadian funds, with applicable taxes included.

7.9   The Consultant must include the following endorsement in their proposal:

"We (name of Consultant) do hereby confirm that all computer software used by the Consultant in the execution of this assignment is directly licensed to the Consultant and the Sub-Consultants".

7.10 Any other information that may enhance your submission.

8.0 Evaluation Criteria

The following criteria form the basis upon which evaluation of proposals will be made.

Criteria

☐ Pertinent experience and expertise (30%)

- Strong track record in multi-site survey work in BC

- Demonstration of research reports of a similar scope

- Effective partnerships with non-profit organizations

- Strong references

☐ Schedule (20%)

- Clarity of sequence of activities in relation to deliverables

- Ability to meet deadlines in timeline prescribed

☐ Methodology/approach; Creativity of Approach (20%)

- Rigor, Feasibility, Reliability, Innovation

☐ Completeness and clarity of submission (10%)

☐ Cost (20%)

- Ability to maximize project budget through value added activities

9.0 Proposal Submission

9.1 Proposals must be received by_____ [TIME] pm on _____ [DATE]. The proposal submission must be signed by an individual with the authority to enter into an official contract.

You must submit one electronic version of the proposal. An electronic copy should be emailed to _____ with Subject Heading: Knowledge for Action Proposal.

9.2 The Proposal should also include a statement indicating that:

☐ Respondent understands that no costs incurred in the preparation of this RFP will be reimbursed SPARC BC.

☐ Respondent understands that all work documents and data are the intellectual property of SPARC BC.

9.3 SPARC BC, will accept questions about the proposal via email until _____ [TIME] pm on _____[DATE]. Requests for additional information should be sent to _____.

APPENDIX 5 - Sample Household Telephone Survey

Hello, my name is [NAME] of [NAME OF FIRM], calling on behalf of the Social Planning and Research Council of BC. Today we're talking with people in your community to learn more about the issue of people living with others because they do not have a place of their own. The survey will only take 4 or 5 minutes to complete.

May I please speak to the person in your household 18 years of age or over, who makes the final decisions regarding who lives in your home?

If necessary, read: This research is being conducted on behalf of SPARC BC, with funding support from the Federal government. This research is important because it will help us to understand more about how people are coping with housing pressures and help to identify needs in the community which may be going unmet. Please be assured we are not selling or soliciting anything.

Note: If R wishes to verify the validity of the survey, they can contact [NAME] at [PHONE NUMBER] during regular business hours.

RECORD GENDER DO NOT ASK

1. MALE   2. FEMALE

Just to make sure we're speaking to a good cross section of people in your community, can you please confirm that your postal code begins with: **(insert from sample)**?

If no: What are the first 3 letters/digits of your postal code?

If not on the list, thank and terminate.

Kamloops	Kelowna	Nanaimo	Nelson	Prince George
V1S	V1V	V9R	V1L	V2L
V2B	V1W	V9S		V2K
V2C	V1Y	V9T		V2M
V2E	V1P	V9V		V2N
V2H	V1X			

A. Qualifiers:

A1. Is there anyone currently staying with this household on a temporary basis who does not have a regular home or address of their own?

    1. Yes

    2. No   >>GO TO Q A3

    3. Don't know/Refused

A2. Can this person or persons stay with you until they are able to establish a residence of their own?

    1. Yes

    2. No >> **Qualified as Current HH**

    3. Some can and others cannot >> **Qualified as Current HH**

    4. Don't know / not sure

A3. Was there anyone (else) who stayed with this household on a temporary basis in the past year who did not have a regular home/address of their own?

    1. Yes

    2. No >> **Go to Instructions**

    3. Don't know/Refused

A4. Did this person or persons stay with you until they were able to establish a residence of their own?

    1. Yes >> **Go to instructions**

    2. No >> **Qualified as Past HH**

    3. Some did and others did not >> **Qualified as Past HH**

    4. Don't know / not sure

If BOTH A1 AND A3 are Code 3 – DK/Ref – Thank and Terminate

Instructions to categorize respondents as follows:

    1. Current HH only – **Ask section B**

    2. Past HH only – **Go to section C**

3. Both Current and Past HH - **ask section B, then ask section C**

4. No HH - **Go to section D**

Note: Everybody gets asked section D

If Category 1, insert: ... are temporarily staying with you. This might take another 1-2 minutes depending on your answers.

If Category 3, insert: ...are currently temporarily staying with you and those who temporarily stayed with you in the past year. This might take another 2-3 minutes depending on your answers. These first questions are about the person or people who are currently temporarily staying with you.

B1. How many people are currently staying with you on a temporary basis and who are without a regular home of their own?   _____# p; Range 1-10

If B1 = 1, Go to B4.

B2.   Of these **(insert # of people from B1)** people, please tell me how many are:

If B1 = Refused, read: Can you tell me how many of the people who are temporarily stay with you are: ... (Note: no checking with B1 response required)

a) single, b) how many are a couple with no kids and c) how many are part of a family which can be a person or couple with at least one child living with them.

Note: one couple is recorded as 2 people.

> B2
>
> a. Independents/Singles   ____ Range: 0, 1+
>
> b. Couples, no kids   ____ Range: 0, 2, 4, 6, 8
>
> c. Families with children   ____ Range: 0, 2+ (cannot be 1)
>
> Total (Sum must = B1)   ____

If refused, go to B4 and insert "person or people"

If B2c family = 4 or more people, ask:

B3a. How many families do those (insert B2c #) people make up?   # of families: _____

For each family, ask B3b:

B3b.   What are the ages of the children in the family (ies)?

If Respondent says don't know/unsure of person's age, ask for best guess.

Family 1: ____ years   ____ years   ____ years

Family 2: ____ years   ____ years   ____ years

Family 3: ____ years   ____ years   ____ years

Questions B4-B8 are to be asked of each person/unit of people (i.e. for each single person, each family, each couple). If more than 1 of the same unit, ask Respondent for a name reference. If refused, reference them as A, B, C, etc. Ask B4-B8 for each person/unit, then continue with next person/unit.

	Person/Unit 1	Person/Unit 2	Person/Unit 3	4,5,6 etc.
B4-relation				
B5-time				
B6-reason				
B7-age				
B8-contribution				

B4. What is this **(insert:** person's/couple's/family's) relation to you?

      1. Family member, (specify relation) _____

      2. Friend

      3. Other non-family member (specify) _____

B5. How long has this **(insert: person/couple/family)** been staying with you?

_____ (weeks) **Note: If just moved in/less than a week, record as 0.**

B6. What is the main reason for this **(insert: person/couple/family)** to be staying with you on a temporary basis? **Do not read. Can be multiple responses.**

      1. Lack of income/Loss of employment

      2. Low income –Can't afford the housing available

      3. Lack of housing available

      4. Health or other issues

      5. Abuse/family breakdown or conflict

6. Evicted

7. In transition (moving/stranded)

8. Unable to get income assistance

9. Discrimination

10. Other (specify) _____

11. Don't know

B7. **Singles ask:** Into which of the following age categories does this person fall?

For a couple ask: Into which of the following categories does the average age of the couple fall?

For families, ask: Into which of the following categories does the average age of the parents fall?

If Respondent says don't know/unsure of person's age, ask for best guess.

1. < 18

2. 18 to 24

3. 25 to 34

4. 35 to 44

5. 45 to 54

6. 55 to 64

7. 65 years and over

8. Don't know

B8. What, if any, amount does this **(insert: person/couple/family)** who is temporarily staying with you contribute to the household financially (i.e. for rent, food, etc)?

$ ___ ___ ___ ___

C. Persons who temporarily stayed in the past year (Past Year HH)

– Ask only if Category 2 or 3

The next part of the survey is about the person or people who …

If Category 2, insert: … temporarily stayed with you in the past year. This might take another 1-2 minutes depending on your answers.

If Category 3, insert: … temporarily stayed with you in the past year.

C1. How many people stayed with you on a temporary basis who were without a regular home of their own? _____# p; Range 1-10

If C1 = 1, Go to C4.

C2. Of these **(insert # of people from C1)** people, please tell me how many were:
If C1 = Refused, read: Can you tell me how many of the people who temporarily stayed with you were: … **(Note: no checking with C1 response required)**
… a) single, b) how many were a couple with no kids and c) how many were part of a family which can be a person or couple with at least one child living with them.
Note: one couple is recorded as 2 people.

> C2
> a. Independents/Singles   ____ Range: 0, 1+
> b. Couples, no kids   ____ Range: 0, 2, 4, 6, 8
> c. Families with children   ____ Range: 0, 2+ (cannot be 1)
> Total (Sum must = C1)   ____

If Refused, go to C4 and insert "person or people"
If C2c family = 4 or more people, ask:

C3a. How many families did those **(insert C2c #)** people make up?   # of families: _____
For each family, ask C3b:
C3b. What were the ages of the children in the family (ies)?
If Respondent says don't know/unsure of person's age, ask for best guess.

> Family 1: ____ years   ____ years   ____ years
> Family 2: ____ years   ____ years   ____ years
> Family 3: ____ years   ____ years   ____ years

Questions C4-C8 are to be asked of each person/unit of people (i.e. for each single person, each family, each couple). If more than 1 of the same unit, ask Respondent for a name reference.

If refused, reference them as A, B, C, etc.

Ask C4-C8 for each person/unit, then continue with next person/unit.

	Person/Unit 1	Person/Unit 2	Person/Unit 3	4,5,6 etc.
C4-relation				
C5-time				
C6-reason				
C7-age				
C8-contribution				

C4. What was this **(insert: person's/couple's/family's)** relation to you?

> 1. Family member, (specify relation) _____
> 2. Friend
> 3. Other non-family member (specify) _____

C5. How long did this (insert: person/couple/family) stay with you?

> _____ (weeks) **Note: If less than a week, record as 0.**

C6. What was the main reason that this (insert: person/couple/family) stayed with you?

Do not read. Can be multiple responses.

> 1. Lack of income/Loss of employment
> 2. Low income –Can't afford the housing available
> 3. Lack of housing available
> 4. Health or other issues
> 5. Abuse/family breakdown or conflict
> 6. Evicted
> 7. In transition (moving/stranded)
> 8. Unable to get income assistance
> 9. Discrimination
> 10. Other (specify) _____
> 11. Don't know

C7. **Singles ask:** Into which of the following age categories did this person fall?

 For a couple ask: Into which of the following categories did the average age of the couple fall?

For families, ask: Into which of the following categories did the average age of the parents fall?

If Respondent says don't know/unsure of person's age, ask for best guess.

     1. < 18

     2. 18 to 24

     3. 25 to 34

     4. 35 to 44

     5. 45 to 54

     6. 55 to 64

     7. 65 years and over

     8. Don't know

C8. What, if any, amount does this **(insert: person/couple/family)** who is temporarily staying with you contribute to the household financially (i.e. for rent, food, etc)?

$ ___ ___ ___ ___

D. Demographics of Phone Participant

Finally, I have a few questions for classification purposes.

D1. Into which of the following age categories may I place you? **Read**

     1. 18 to 24

     2. 25 to 34

     3. 35 to 44

     4. 45 to 54

     5. 55 to 64

     6. 65 years and over

     7. Refused – Do not read

D2. What is your current employment status?

Read if necessary. Can be multiple response.

1. EMPLOYED FULL TIME (35+ hours/week)

2. EMPLOYED PART TIME (<35 hrs/weeks)

3. STUDENT

4. HOMEMAKER

5. RETIRED

6. UNEMPLOYED/ON LEAVE

7. Refused – Do not read

D3.   How many people in total, including yourself, are currently living in your home?
If Category 1 or 3, insert: Please include all temporary residents as well.   ____
people

D4.   Do you rent or own your home?
1. Rent
2. Own
3. Refused

D5.   How many bedrooms are there in your home? ____ (Range 1-20)

D6.   Into which of the following categories does your monthly housing costs fall, that is,
your current rent or mortgage? READ
1. Zero
2. $1 to $499
3. $500 to $999
4. $1000 to $1499
5. $1500 to $1999
6. $2000 to $2499
7. $2500 or more
8. Don't know – **Do not read**
9. Refused – **Do not read**

D7.   What would you say is your ethnic or cultural background? **Do not read list.**
Can be multiple responses.

1. White/Caucasian/European descent

2. Chinese

3. South Asian (e.g. East Indian, Pakistani, Sri Lankan, etc)

4. Southeast Asian (e.g. Cambodian, Indonesian, Laotian, Vietnamese, etc)

5. First Nations/ Aboriginal

6. Korean

7. Hispanic/ Latino

8. West Asian (e.g. Afghan, Iranian, etc)

9. Black/ African Canadian

10. Filipino

11. Arabic

12. Japanese

13. OTHER – Specify _____

14. REFUSED

D8. Are you a new immigrant who's been in Canada for less than 5 years or a refugee?

1. Yes

2. No

3. Refused

D9. Which of the following best describes your current life stage? **READ**

1. single with no children

2. couple with no children, or no children at home >> **go to D11**

3. single parent family with children at home

4. two parent family with children at home

5. OTHER : Specify: _____

6. Refused - **do not read**

D10.   And do you have children less than 18 years of age living at home?

   1. Yes

   2. No

   3. Refused

D11a.   Lastly, is your total household income before taxes for 2010 less than
        $40,000 or $40,000 or more? **READ**

   1. Less than $40,000

   2. $40,000 or more

   3. Don't know – **go to close**

   4. Refused – **go to close**

   If code 1: <$40k, ask: Is it..

            1. Less than $15,000

            2. $15,000 to $19,999

            3. $20,000 to $29,999

            $30,000 to $39,999

            Unsure/Don't know

            Refused

   If code 2: $40k+, ask: Is it..

            1. $40,000 to $49,999

            2. $50,000 to $69,999

            3. $70,000 to $79,999

            4. $80,000 or more

            5. Unsure/Don't know

            6. Refused

Close: Those are all the questions I have. Thank you very much for your time.

APPENDIX 6 - Sample Service Agency Representative Interview Guide

Preamble

SPARC BC has been awarded a grant from HRSDC to conduct an investigation of hidden homelessness in smaller urban centres in BC – Kamloops, Kelowna, Nanaimo, Nelson and Prince George. For the purposes of this project, hidden homeless persons are "people staying temporarily with another household and who do not have a regular address of their own where they have security of tenure". Homelessness is more likely to be hidden in small urban centres because there are few emergency shelters and in northern locations where sleeping rough is limited because of severe weather, but little is known about this population in such communities. Interviews with key stakeholders are included as part of this investigation in developing a picture of hidden homelessness in these communities.

You have been selected to participate in this interview because of your involvement in and/or knowledge of service agencies and issues around homelessness in your community. The interview will take approximately 30 minutes. Your responses will be treated anonymously and confidentially.   The results of this interview will be used to characterize the nature of hidden homelessness in smaller urban centers and to develop a homeless count guide book for these communities.

In order to make sure your responses are reflected accurately in our findings, we would like to record this interview. Do we have your permission to record this interview? (If no, then state the interview will not be recorded and summary notes will be taken instead.)

All the information you provide will be strictly confidential and will be reported in a way that protects your identity and privacy. Your participation is entirely voluntary and you may end the interview at any time.

Do you agree to participate?

Could you please confirm your verbal consent?

Organization and Respondent

Name of organization_____

Position in the organization _____

Description of Role: Can you generally describe the activities associated with your role in the organization?

A.   Community and Service Agency Characteristics

1. How many full and part time staff work in your organization?

   Full-time _____Part time_____

2. What types of social services does your organization offer? And approximately how many different clients would your organization serve in a month?

Type of Program (e.g.)	Number of different clients seen each month	How often clients use the program in a month

3. Which of the above services are related to poverty and homelessness?

☐ _____

☐ If none -> **Go to A5**

4. **(If some services related ask),** What proportion of your services are dedicated to poverty related issues and homelessness? _____%

5. How much of a priority is addressing homelessness is in your community?

☐ Very important; Why?_____

☐ Somewhat important; Why?_____

☐ Not at all important; Why?_____

☐ Participant Comments_____

6. Are there specific target populations that your agency is mandated to serve?

☐ No (all populations)

☐ People living on low income

☐ People who are homeless (persons who do not have a permanent residence to _____ which they can return whenever they so choose)?

☐ Aboriginal (First Nations, Metis people, and Inuit)

☐ Immigrants and Newcomers to Canada

☐ Children

☐ Transition-aged youth (i.e. 16-24)

☐ Women

☐ Seniors

☐ Other _____

7. Are there services related to poverty and homelessness that your clients need which are not available from your organization?

☐ Yes - if yes what are these client needs and what are the lacking services?

_____?

☐ No

8. Are there services related to poverty and homelessness that your clients need which are not available in your community? In your region?

☐ Yes - if yes, what are these client needs and what are the lacking services

_____?

☐ No

9. Overall, do you believe the services related to poverty and homelessness in your community are adequate?

☐ Yes, they are adequate_____

☐ Yes, they are somewhat adequate _____

☐ No, they are inadequate _____

B. Clientele

1. What proportion of your clients would you estimate are First Nations?___%

☐ If none go to QB5

2. What proportion of all your clients are On-Reserve First Nations? _____%

(if 5% or more) Does having a number of On-Reserve First Nations clients have implications for your organization's service delivery? If so, what are these impacts?

3. What proportion of all your clients are Off-Reserve First Nations?_____% (if 5% or more) Does having a number of Off-Reserve First Nations clients have implications for your organization's service delivery? If so, what are these impacts?

4. Are there any challenges associated with meeting the needs of your First Nations clients? Please elaborate.

5. Is poverty and homelessness an issue among First Nations peoples in your community?

6. Is hidden homelessness an issue among First Nation peoples in your community?

7. In what service areas do you feel more culturally relevant services are required to meet the needs of First Nations peoples?

8. For what other populations does your organization provide culturally relevant services?

C.   Homeless Count

1. Has a homeless count been conducted in your community?

   ☐ Yes -> **go to Q3**

   ☐ No -> **go to Q2**

   If no homeless count has been conducted in _____, ask:

2. Do you believe conducting a homeless count in your community would be useful?

   ☐ Yes - Why? _____

   ☐ No - Why not? _____ **Go to section D**

   If yes, a homeless count has been conducted, ask:

3. Were you or your organization involved with the last count?

   ☐ If yes, how were you and or your organization involved? (Probe for planning the count, volunteering on the day, using the results of the count,

involved in follow-up planning to act on the findings)

4. What were the strengths of the approach used in the last homeless count?

5. What were the weaknesses of the approach used in the last homeless counts?

6. Did the methodology used in the homeless count accurately capture the homeless population in your community?

   ☐ Yes,

   ☐ No. If no, what population(s) was missed?

   _____

7. What would you suggest be done to improve the previous homeless count conducted in your community?

D.   Hidden Homelessness

As I mentioned in our introduction, we define the hidden homeless as "people staying temporarily with another household and who do not have a regular address of their own where they have security of tenure". It has also been noted that homeless counts often have difficulty measuring the actual size of this population.

1. Does your organization have a definition of hidden homelessness, if so what is it?

2. Do you have a sense of the number of hidden homeless in your community?

3. To what extent is this population a priority/of concern?

4. Where are some of the places that the hidden homeless in your community could be found?

5. Does the hidden homeless population pose a service challenge for your organization?

   If yes, what are these challenges?

6. Does this population access the services provided by your organization?

   ☐ Yes- If yes, what types of services do they access?

   _____

   ☐ No-

7. What types of services do you believe would best assist people who are among the hidden homeless?

8. Are there features of your community (a smaller urban centre) that affect the number of hidden homeless? (versus other homeless population groups such as the street homeless and the homeless who mostly use shelters)

9. Finally, what do you believe we need to know about the hidden homeless in _____?

10. Any final comments?

APPENDIX 7 - Sample Hidden Homeless Interview Guide

Approach and Consent

1. Introduction

Hello. My name is _____. I am part of a research team conducting surveys in communities in British Columbia to find out more about people who stay temporarily with others and who don't have a place of their own. I would like to ask you some questions – which should take about 20 – 35 minutes of your time.

2. Protection of your privacy

All the information you provide will be strictly confidential and will be reported in a way that protects your identity and privacy. Your participation is entirely voluntary and you may end the interview at any time. This also means that if there are specific questions in the interview that you don't wish to answer, we can skip these questions. Do you agree to participate?

Could you please check here?

And also provide your initials to show your agreement?

☐ Yes

☐ No

Participant Initials: _____

3. Signatures

I will also sign my name to indicate that you have agreed to participate as we just talked about. We are not going to use your real name so would you like to make up a name (pseudonym) to put on your survey so that we can both identify you?

_____ _____ _____

Participant Initials   Interviewers Signature   Date

(Provide participant with the gift card.)

Please initial here to indicate that you have received a gift card:

_____ Participant Initials (pseudonym acceptable)

Interview Instrument

Screening

1. Are you currently living temporarily with another household?

    ☐   Yes

    ☐   No -> **Q4**

2. Do you think you can stay where you are now as long as you need to; until you get your own place?

    ☐   Yes -> **Go to Q4**

    ☐   No

3. How long do you think you will be able to stay where you are?
    (Interviewer: Read options)

    ☐   A few more days

    ☐   About a week

    ☐   About a month

    ☐   Until they won't let you stay any longer

             (How much longer do you think that will be? _____)

                ☐ Don't know

                ☐ Other_____

    ***Go to Current Interview on pg. 53*

4. Thinking back over the last year was there a time that you stayed temporarily with another household?

    ☐   Yes

    ☐   No -> **Interview Ends (Not part of population)**

Thank you for your willingness to participate, unfortunately you are not eligible to participate in the interview

5. Were you able to stay at that place as long as you needed to get your own place?

    ☐   Yes -> Interview ends **(Not part of population)**

    ☐   No

6. How long did you stay at that place?

    ☐   A few days

    ☐   About a week

    ☐   About a month

    ☐   Until they wouldn't let me stay with them any longer.

           (After what length of time did that happen? _____)

    ☐   Don't know

7. Where did you go when you had to leave that place?

    ☐   Went to a shelter

    ☐   Went to a boarding house

    ☐   Another friends / family place to stay/crash

    ☐   Slept on the street, park, abandoned building, etc.

    ☐   Can't remember

    ☐   Other ->_____

Go to Past Interview, pg. 62

"Current Hidden Interview"

A.   Current Household

1. How long have you been staying with the current household?

2. Do you consider this place home? Why or why not?

3. How long are you planning on staying?

4. Are you related to anyone in the household where you are staying?

       Yes - If yes, in what way are you related?

       _____

       No -> How do you know them?

       _____

       (e.g. How long have you known them, how did you meet them?)

5. What type of housing do you currently live in? **(Interviewer: Please read responses)**

☐ A private apartment (low rise/high rise)

☐ A house (single detached, semi-detached, town house or row house)

☐ A private suite in a house (garden, basement or other)

☐ Subsidized housing (non-profit, co-op or public housing)

☐ Other _____

☐ Prefer not to say

6. Including you, how many people total are currently living in this household?

7. How many bedrooms are in this place?

8. What part of the house do you sleep in? (e.g. living room, spare bedroom)

9. What are your sleeping arrangements (e.g. do you sleep on a couch, extra mattress, some cushions, etc.?)

10. Given your current living arrangements do you feel any risks to your personal safety?

☐ Yes – Please explain _____

☐ No

☐ Unsure

☐ Prefer not to say

11. Do you help financially to the household expenses? (e.g. help with the rent, or groceries, utilities)

12. Do you help in other ways (e.g. clean up the house, cook, take care of children, etc.?)

13. In general, how would you rate your satisfaction with your current housing/ living situation? Why? **(Interviewer: Read responses)**

☐ Very satisfied _____

☐ Somewhat satisfied _____

☐ Neither satisfied nor unsatisfied _____

☐ Somewhat unsatisfied _____

☐ Very unsatisfied _____

☐ Unsure _____

☐   Prefer not to say

14. Thinking about your basic needs (food, clothing, transportation and shelter) do you feel that your basic needs are currently being met? **(Interviewer: Read responses)**

    ☐   Fully met

    ☐   Mostly met

    ☐   Adequately met

    ☐   Not really met

    ☐   Not at all met

    ☐   Unsure

    ☐   Prefer not to say

15. What kinds of things might make you decide to move? (e.g. arguments with host, don't feel welcome, overcrowding, finding own place? etc.)

16. If you were to leave, where do you think you would go?

B.   Service Use

1. In the last year, have you used any community or government services to try and help you get your own place? **(Prompt with - could include income assistance...)**

    ☐   No

    ☐   Yes

    ☐   Prefer not to say

    If yes, what kind of services? _____

    What services would you say were helpful? Less helpful?

    _____

2. In the last year, have you ever stayed in an emergency shelter or transition house?

    ☐ No

    ☐ Yes

    ☐ Prefer not to say

    If yes, how many nights was that for? Weeks?_____

    ☐ How long ago was that? _____

3. In the last year, aside from staying temporarily with others, or staying in shelters, what other types of housing arrangements have you lived in? (e.g. boarding house, sleeping in car, sleeping on street, camping?)

C.   Barriers

1. What would you say are the current barriers/issues that keep you from getting your own place to live now?

2. What do you think would help you to get your own place to live?

3. Do you believe there are enough services in _____to help people like yourself deal with issues related to housing?

   ☐   No - If no, what types of services are missing?
   _____

   ☐   Yes – If yes, why?
   _____

D.   Previous Housing Arrangements

Now let's talk about what your past housing situations.

1. Where did you live before this place?

   (Want to find out if person had their own place where they paid rent or a mortgage - could include sharing OR living at home with their parents OR couch surfing OR in a shelter)

2. How long did you live there?

3. Why did you move out?

4. How long has it been since you had your own place? And when I say your own place, I mean a place where you paid rent or mortgage, or stayed for 3 months or more? **(staying in primary family home is considered their "own place")**
   Now thinking back through the past year,

5. How many times have you moved in the past year? **(Interviewer: Prompt if needed)**

   ☐   None
   ☐   Once

    ☐   2-3 times

    ☐   More than 3 times

    ☐   Unsure

    ☐   Prefer not to say

6. In the past year, how many times have you stayed with someone because you did not have a place of your own?

    ☐   None

    ☐   Once

    ☐   2-3 times

    ☐   More than 3 times

    ☐   Unsure

    ☐   Prefer not to say

7. In the past year, what was the main reason that you needed to stay with someone else?

8. In the past year, what kind of assistance or services might have helped you to keep your housing or find another place of your own to live?

E.   **Social Network**

1. Do you have family members that live in this community?

    ☐   No -> **Go to E3**

    ☐   Yes

2. Are you able to rely on these family members for support?

    ☐   No -> **Go to E3**

    ☐   Yes - If yes, what type of support? (e.g. emotional, financial, housing

3. Do you have friends that live in this community?

    ☐   No -> **Go to E5**

    ☐   Yes

4. Are you able to rely on these friends for support?

    ☐   No -> **Go to E3**

☐   Yes

If yes, what type of support? (e.g. emotional, financial, housing)

5. Would you say that the number of people you know in the community is, **(Interviewer: Read responses and description)**

☐   *Adequate* – You're satisfied with the number of people you know in the community .

       Why is that? _____

☐   *Inadequate* – You're dissatisfied with the number of people you know in the community.

       Why is that? _____

☐   Other

       _____

☐   Prefer not to say

6. Other than family and friends are there other people or places which provide you with emotional support, economic support or housing support? If yes, please explain.

7. Are you satisfied with the social service support available in this community? Why or why not?

8. Are you originally from_____? (community in which interview occurring)

    ☐ No

    If no, where are you originally from? _____

        ☐   Do you consider _____ your home? (Y/N)

        ☐   Yes

        ☐   Prefer not to say

F.   Demographics

I have just a few last questions about your age and background. We are asking everyone these questions so we can describe the range of different people we are interviewing in this study. Again, this information will be anonymous.

1. Gender: Male   Female **(Do not ask, but fill in)**

2. How old are you? **(Do not prompt with categories; Ask age and then place check in category independently)**

- ☐ 18-24yrs
- ☐ 25-34yrs
- ☐ 35-44yrs
- ☐ 45-54yrs
- ☐ 55-64
- ☐ 65+
- ☐ Prefer not to say

3. Do you have any children under 18 who are living with you right now?

- ☐ No
- ☐ Yes – If yes, what are their ages? _____
- ☐ Prefer not to say

4. Do you have any children under 18 who are not living with you right now?

- ☐ No
- ☐ Yes – If yes, what are their ages? _____
- ☐ Prefer not to say

5. What is your marital status? **(Do not prompt with categories unless needed)**

- ☐ Single
- ☐ Married
- ☐ Common Law
- ☐ Separated
- ☐ Divorced
- ☐ Other:_____
- ☐ Prefer not to say

6. Do you consider yourself to be an Aboriginal person?

- ☐ No
- ☐ Yes -> **Go to F8**
- ☐ Prefer not to say

7. What would you say is your ethnic/cultural background? **(it is up to each individual to self-identify)**

8. Are you a new immigrant or a refugee?

   ☐   New immigrant

   ☐   Refugee

   ☐   Not applicable

   ☐   No response

   ☐   Prefer not to say

9. What is your current employment status?

   ☐   Employed

   ☐   Student -> **Go to F 12**

   ☐   Homemaker -> **Go to F 12**

   ☐   Retired -> **Go to I 12**

   ☐   Unemployed/On leave -> **Go to F12**

   ☐   Prefer not to say

10. If employed, what type of job do you have? **(Read responses; Can select more than one response)**

   ☐   Full time

   ☐   Part time

   ☐   Through 'labour ready'/temp agencies

   ☐   On call

   ☐   Volunteer

   ☐   Self employed

   ☐   Squeeging, panhandling, binning, and/or collecting bottles and cans

   ☐   Prefer not to say

11. If employed, what was your before tax monthly income from this work last month? **(Do not prompt with categories; Ask question and then place check in correct category; Use prompt only if necessary**

   ☐   Less than 500/month

   ☐   Less than $1000/month

   ☐   Less than $1600/month

☐ 1600 - $2500/month

☐ $3000/month or more

☐ Prefer not to say

12. What is your current source of income? **(Interviewer: Read response options; They can select more than one)**

☐ Income from employment

☐ Employment insurance

☐ Social Assistance (Regular Income assistance / welfare)

☐ BC Disability Benefits

☐ GAIN/Federal Disability Pension

☐ Student loans

☐ Retirement income and private pensions

☐ Other_____

☐ Prefer not to say

13. What is the highest level of education you completed?

(Interviewer: Prompt if necessary)

☐ Elementary school (Grades 1-7)

☐ High school

☐ Trade or vocational school

☐ College

☐ University

☐ Have not completed any schooling

☐ Prefer not to say

14. **Do you have any specific_____?**

a) *Health challenges* (e.g. diabetes, cancer, high blood pressure)

☐ No

☐ Yes_____

(If yes, what are your specific health challenges?)

☐ Prefer not to say

b) *Mental health challenges*

☐   No

☐   Yes_____

(If yes, what are your specific mental health challenges?)

☐   Prefer not to say

c) *Substance abuse challenges*

☐   No

☐   Yes_____

(If yes, what are your specific substance abuse challenges?)

☐   Prefer not to say

d) *Physical Challenges (*referring to physical disabilities in this case)

☐   No

☐   Yes_____

(If yes, what are your specific physical challenges?)

☐   Prefer not to say

15. Are you limited in the kind or amount of activities you can do because of a long-term health problem, mental condition, or physical condition?

☐   No, not limited

☐   Yes, limited –if yes, please describe how you are limited

_____

☐   Unsure

☐   Prefer not to say

We have reached the end of the interview.

I appreciate your time and thank you very much.

"Past Interview"

A.   Past Household

You indicated that over the last year there was a time that you stayed temporarily with another household (and that you were unable to stay at this place as long as

you needed to get your own place). Thinking back to this household and keeping it in mind,

1. How long did you stay with that household?

2. Did you consider that place home? Why or why not?

3. Did you stay as long as you had planned in that household?

   □ Yes – If yes, how long did you stay? _____

   □ No

   □ Not sure

   □ Prefer not to say

4. Were you related to anyone in the household where you were staying?

   □ Yes - If yes, in what way were you related?

   _____

   □ No -> How did you know them?

   _____

   (e.g. How long have you known them, how did you meet them?]

5. What type of housing was this place you were temporarily living? **(Interviewer: Please read responses)**

   □ A private apartment (low rise/high rise)

   □ A house (single detached, semi-detached, town house or row house)

   □ A private suite in a house (garden, basement or other)

   □ Subsidized housing (non-profit, co-op or public housing)

   □ Other_____

   □ Prefer not to say

6. Including you, how many people were living in that household?

7. How many bedrooms were in that household?

8. What part of the house did you sleep in? (e.g. living room, spare bedroom)

9. What were your sleeping arrangements (e.g. did you sleep on a couch, extra mattress, some cushions, etc.?)

10. Given those living arrangements did you feel any risks to your personal safety?

   □ Yes – Please explain _____

☐   No

☐   Unsure

☐   Prefer not to say

11. Did you help financially to the household expenses at that time?
_____ (e.g. help with the rent, or groceries? utilities)

12. Did you help in other ways (e.g. clean up the house, cook, take care of children, etc.?)

13. In general, how would you rate your satisfaction with that temporary housing situation? (Interviewer: Read responses, and then prompt for explanation)

☐   Very satisfied_____

☐   Somewhat satisfied_____

☐   Neither satisfied nor unsatisfied _____

☐   Somewhat unsatisfied_____

☐   Very unsatisfied_____

☐   Unsure _____

☐   Prefer not to say

14. Thinking back about your basic needs (food, clothing, transportation and shelter) did you feel that your basic needs were met? (Interviewer: Read responses)

☐   Fully met

☐   Mostly met

☐   Adequately met

☐   Not really met

☐   Not at all met

☐   Unsure

☐   Prefer not to say

15. What kinds of things caused you to leave this household? (e.g. decided to leave, arguments with host, didn't feel welcome, overcrowding, finding own place? etc.)

16. After you left that place, where did you go?

B.   Service Use

1. In the last year, have you used any community or government services to try and help you get your own place? **(Prompt with - could include income assistance...)**

    ☐   No

    ☐   Yes

    ☐   Prefer not to say

    If yes, what kind of services?

    _____

    What would you say is helpful? Less helpful?

    _____

2. In the last year, have you ever stayed in an emergency shelter or transition house ?

    ☐   No

    ☐   Yes

    ☐   Prefer not to say

    If yes, how many nights was that for? Weeks?_____

    How long ago was that?_____

3. In the last year, aside from staying temporarily with others, or staying in shelters, what other types of housing arrangements have you lived in? (e.g. boarding house, sleeping in car, sleeping on street, camping?)

C.   Barriers

1. In the last year, what would you say were the barriers/issues that kept you from getting your own place to live ?

2. What do you think would have helped you to get your own place to live?

3. Do you believe there are enough services in _____to help people like yourself deal with issues related to housing?

    ☐   No -- If no, what types of services are missing?

    _____

    ☐   Yes – If yes, why?

_____

D.   Current Housing Arrangement

I would also like to ask you some questions about your current living situation.

1. What are your current living arrangements?

    (If person has no current address, does not live in what you would call "typical housing", is living rough on the street/car/camping etc., **Go to D4)**

2. What type of housing do you currently live in? **(Interviewer: Read responses)**

    ☐   Not applicable if identified as homeless

    ☐   A private apartment (low rise/high rise)

    ☐   A house (single detached, semi-detached, town house or row house)

    ☐   A private suite in a house (garden, basement or other)

    ☐   Subsidized housing (non-profit, co-op or public housing)

    ☐   A room in a place shared with others

    ☐   Boarding house

    ☐   Shelter

    ☐   Other _____

    ☐   Prefer not to say

3. If living in a private apartment, a house, a private suite in a house, subsidized housing or in a room in a place shared with other,

    a. Other than yourself, how many people are living in this household?

    b. How many bedrooms are in this household?

    c. What part of the house do you sleep in? (e.g. living room, spare bedroom)

    d. What are your sleeping arrangements (e.g. did you sleep on a couch, extra mattress, some cushions, etc.?)

4. How long have you been in this current living arrangement? **(Interviewer: Prompt if necessary)**

    ☐   Less than 1 month

    □   Less than 3 months

    □   Less than 6 months

    □   between 1 and 2 years

    □   Unsure

    □   Prefer not to say

5. How long are you planning on staying in this current living arrangement?

    _____

    □   Unsure

    □   Prefer not to say

6. Given your current living arrangements do you feel any risks to your personal safety?

    □   Yes – Please explain _____

    □   No

    □   Unsure

    □   Prefer not to say

7. Thinking about your basic needs (food, clothing, transportation and shelter) do you feel that your basic needs are being met?

    □   Fully met

    □   Mostly met

    □   Adequately met

    □   Not really met

    □   Not at all met

    □   Unsure

    □   Prefer not to say

8. In general, how would you rate your satisfaction with your current housing situation? **(Interviewer: Read responses, then ask for explanation)**

    □   Very satisfied_____

    □   Somewhat satisfied_____

    □   Neither satisfied nor unsatisfied_____

    □   Somewhat unsatisfied_____

    □   Very unsatisfied_____

        ☐   Unsure

        ☐   Prefer not to say

9. What kinds of things would make you decide to move? (e.g. overcrowding, finding own place? etc.)

10. If you were to leave this place, where would you go?

Now thinking back again through the past year,

11. How many times have you moved in the past year? **(Prompt if necessary)**

        ☐   None

        ☐   Once

        ☐   2-3 times

        ☐   More than 3 times

        ☐   Unsure

        ☐   Prefer not to say

12. In the past year, how many times have you stayed with someone because you did not have a place of your own? (other than the once incident we have spoken about)

        ☐   None

        ☐   Once

        ☐   2-3 times

        ☐   More than 3 times

        ☐   Unsure

        ☐   Prefer not to say

13. What was the main reason that you needed to stay with someone else during the past year?

E.   Social Network

1. Do you have family members that live in this community?

        ☐   No -> Go to **E3**

        ☐   Yes

2. Are you able to rely on these family members for support?

    ☐   No -> Go to **E3**

    ☐   Yes - if yes, what type of support? (e.g. emotional, financial, housing)_____

3. Do you have friends that live in this community?

    ☐   No -> Go to **E5**

    ☐   Yes

4. Are you able to rely on these friends for support?

    ☐   No -> Go to **E3**

    ☐   Yes - If yes, what type of support? (e.g. emotional, financial, housing)

5. Would you say that the number of people you know in the community is,

    ☐   *Adequate* – You're satisfied with the number of people you know in the community .

Why is that? _____

    ☐   *Inadequate* – You're dissatisfied with the number of people you know in the community.

Why is that? _____

    ☐   Other _____

    ☐   Prefer not to say

6. Other than family and friends are there other people or places which provide you with emotional support, economic support or housing support? Please explain

7. Are you satisfied with the social service support available in this community? Why or why not?

8. Are you originally from_____? **(community in which interview occurring)**

    ☐   No

        If no, where are you originally from?_____

        Do you consider _____ your home? (Y/N)

    ☐   Yes

    ☐   Prefer not to say

F.   Demographics

I have just a few last questions about your age and background. We are asking

everyone these questions so we can describe the range of different people we are interviewing in this study. Again, this information will be anonymous.

1. Gender: Male   Female (Do not ask, but fill in)

2. How old are you? **(Do not prompt with categories; Ask age and then place check in category independently)**

   ☐   18-24yrs

   ☐   25-34yrs

   ☐   35-44yrs

   ☐   45-54yrs

   ☐   55-64

   ☐   65+

   ☐   No response

   ☐   Prefer not to say

3. Do you have any children under 18 who are living with you right now?

   ☐   No

   ☐   Yes – If yes, what are their ages? _____

   ☐   Prefer not to say

4. Do you have any children under 18 who are not living with you right now?

   ☐   Once

   ☐   No

   ☐   Yes – If yes, what are their ages? _____

   ☐   Prefer not to say

5. What is your marital status? **(Do not prompt with categories unless needed)**

   ☐   Once

   ☐   Single

   ☐   Married

   ☐   Common Law

   ☐   Separated

   ☐   Divorced

    ☐   Other:_____

    ☐   Prefer not to say

6. Do you consider yourself to be an Aboriginal person?

    ☐   No

    ☐   Yes -> **Go to F8**

    ☐   Prefer not to say

7. What would you say is your ethnic/cultural background? **(it is up to each individual to self-identify)**

8. Are you a new immigrant or a refugee?

    ☐   New immigrant

    ☐   Refugee

    ☐   Not applicable

    ☐   Prefer not to say

9. What is your current employment status?

    ☐   Employed

    ☐   Student -> Go to I 12

    ☐   Homemaker -> Go to I 12

    ☐   Retired -> Go to I 12

    ☐   Unemployed/On leave -> Go to I 12

    ☐   Prefer not to say

10. If employed, what type of job do you have? **(Read responses; Can select more than one response)**

    ☐   Once

    ☐   Full time

    ☐   Part time

    ☐   Through 'labour ready'/temp agencies

    ☐   On call

    ☐   Volunteer

    ☐   Self employed

    ☐   Squeegeeing, panhandling, binning, and/or collecting bottles and

cans

☐ Prefer not to say

11. If employed, what is your before tax monthly income from this work for the last month? **(Do not prompt with categories; Ask question and then place check in correct category; Use prompt only if necessary**

☐ Less than 500/month

☐ Less than $1000/month

☐ Less than $1600/month

☐ 1600 - $2500/month

☐ $3000/month or more

☐ Prefer not to say

12. What is your current source of income? **(Interviewer: Read responses; They can select more than one)**

☐ Income from employment

☐ Employment insurance

☐ Social Assistance

☐ BC Benefits

☐ Retirement income and private pensions

☐ GAIN/Federal Disability Pension

☐ Student loans

☐ Other_____

☐ Prefer not to say

13. What is the highest educational level you have completed? **(Interviewer: Prompt if necessary)**

☐ Elementary school (Grades 1-7)

☐ High school

☐ Trade or vocational school

☐ College

☐ University

☐ Have not completed any schooling

☐ Prefer not to say

14. **Do you have any specific_____?**

a) *Health challenges –*

☐ No

☐ Yes_____

(If yes, what are your specific health challenges?)

☐ Prefer not to say

b) *Mental health challenges*

☐ No

☐ Yes_____

(If yes, what are your specific health challenges?)

☐ No response

☐ Prefer not to say

c) *Substance abuse challenges*

☐ No

☐ Yes_____

(If yes, what are your specific health challenges?)

☐ No response

☐ Prefer not to say

d) *Physical Challenges*

☐ No

☐ Yes_____

(If yes, what are your specific health challenges?)

☐ No response

☐ Prefer not to say

15. Are you limited in the kind or amount of activities you can do because of a long-term physical condition, mental condition, or health problem?

☐ No, not limited

☐ Yes, limited –if yes, please describe how you are limited

_____

☐   Unsure

☐   No response

☐   Prefer not to say

**We have reached the end of the interview.
I appreciate your time and thank you very much**.

APPENDIX 8 – Tips for a Successful Interview

- Ensure that the interviewee is comfortable. You might want to begin the interview with "breaking the ice" - to establish a relaxed and productive climate.

- Explain the purpose of the interview.

- Explain the format of the interview and how long you expect it to take.

- Explain that participation in the interview is voluntary and that the interviewee's privacy will be protected. Acquire informed consent.

- Ask if the interviewee has any questions before beginning the interview.

- Make eye contact every time you ask a question.

- Be non-judgmental and non-critical of the participant's life.

- Begin asking your interview questions, one question at a time.

- Pause and wait for an answer (be comfortable with silence) and repeat the question or ask if they understand the question, when an answer is not forthcoming.

- Although you are following a list of interview questions, you should probe and inquire further when responses are not clear or sufficiently complete. Indicate that you want detailed responses. You might ask, "Can you walk me through it?" or "What happened next?" "Could you give me an example?" or simply, "Please tell me more."

- If the interviewee reacts non-verbally to some question, ask about this so that you are clear on what he/she is attempting to communicate.

- Encourage responses with occasional nods of the head, "uh-huh's, etc. but remain as neutral as possible. Don't show strong emotional reactions to their responses.

- Be careful when you are taking notes. If you jump to take a note, it may appear as if you're surprised or very pleased about an answer, which may influence answers to future questions.

- Provide transition between major topics, for example, "we've been talking about (some topic) and now I'd like to move on to (another topic)."

- Redirect the interviewee if he/she begins to stray to another topic, provides too lengthy a response, or begins asking you questions.

- Never make the participant feel rushed – allow her to tell her story in her way.

☐ While it is important to be tolerant and non-judgmental of people's opinions, remember your personal rights. If you are threatened with abuse or physical harassment or if the comments that are made by the participant attack you in any way (e.g. racist), do not argue, simply withdraw from the interview.

☐ At the conclusion of the interview, thank the participant for her time and ensure she knows how much it is appreciated.

This resource guide contains information developed during a research project that looked at issues of homelessness and hidden homelessness in five smaller urban centers in British Columbia: Prince George, Kamloops, Kelowna, Nelson and Nanaimo. It is intended to identify lessons learned and pass them on to other communities interested in developing similar projects.

The information in this resource guide includes questions and issues to consider at each stage of the research process, which include: establishing an advisory committee, timeline and budget, reviewing existing reports, conducting primary research, analyzing data, reporting and communicating results.

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