



# Colorado Balance of State Continuum of Care

## 2020 Point-in-Time (PIT) Sheltered Instructions & Script

### For the Surveyor:

Work with the Point-in-Time Agency/Volunteer Lead person to identify a safe space to conduct the survey if indoors. Each agency is likely to be set up differently. Find places that feel comfortable for you and would offer a comfortable space for survey participants.

### Make sure:

- Any space provides an easy exit for you and participant.
- Any space offers privacy for the participant (If it's an open space and client isn't comfortable in the exact spot you're approaching them, suggest other options you've worked out with the Lead/Point Person in advance.)
- Prior to conducting surveys, develop a safety plan with the PIT Agency/Volunteer Lead. This might include but is not limited to:
  - Coded language to use with staff/other surveyors if you're feeling unsafe.
  - Excusing yourself from the survey to check-in with a staff or lead members.

### Familiarize yourself with the following language to begin the survey:

1. **Introduce yourself:** Hello, I'm (insert name) with the BoS CoC (Colorado Balance of State Continuum of Care) and (local lead organization/CoC name).
2. **Confirm Homelessness:** Are you/have you been experiencing homelessness? (*Sleeping in emergency shelter, transitional housing, on the streets, in abandoned buildings, vehicles, tents, etc.*)? Has anyone else asked you to do a survey about your current experience of homelessness?
  - If the **person/household is not living in Emergency Shelter or Transitional Housing**, discontinue survey and offer pre-determined resources/next steps worked out with your PIT Lead.
  - **If the person/household is staying in Emergency Shelter or Transitional Housing, continue...**
3. **Complete Intro & Explain Privacy:** I have a quick survey I'd like to complete with you and it shouldn't take more than 10 minutes. I'll ask questions about where you're **staying tonight / stayed last night** and some other questions that will help us understand the reasons you're experiencing homelessness right now.

Your privacy is important to us so the questions are confidential. We only take some of your personal information to help us make sure we're not duplicating your survey, but the information we take isn't able to identify you to anyone else. **(We'll ask things like the first three letters of your first and last name, age, along with questions about your gender, race and family makeup).** Would you be okay with me asking these questions?

### 4. Begin Survey