"Working in Homeless Services" Survey

The purpose of this survey is to promote a better understanding of the joys and challenges tied to working within the field of homeless services. The information gathered will be used to inform practice and policy. All responses are anonymous. And we will not ask for identifying information.

* Indicates required question

1. What state do you work in? *

Mark only one oval.

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- District of Columbia
- Delaware
- Florida
- Georgia
- Hawaii
- Idaho
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Montana
- Nebraska
- Nevada
- New Hampshire
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington
- West Virginia
- Wisconsin
- Wyoming
2. The community or communities where I work are considered to be _______. (Check all that apply)

   Check all that apply.
   - Rural
   - Suburban
   - Urban (including small and large cities)

3. I currently work as a _____.*

   Check all that apply.
   - Frontline Worker (Spending at least 25% of my time with people currently or recently experiencing homelessness)
   - Supervisor/Manager of Frontline Workers
   - Office Worker
   - Supervisor/Manager of Office Workers
   - Other: ________________________________

4. My job is primarily within a _________.

   Check all that apply.
   - Street Outreach Program
   - Drop-In Center
   - Emergency Shelter or Transitional Housing Program
   - Coordinated Entry Access Point
   - Hotel/Motel/Non-Congregate Shelter Program
   - Permanent Housing Program (Permanent Supportive Housing, Rapid Rehousing, or Other)
   - Service Provider Agency (e.g., mental health or substance abuse services)
   - Continuum of Care lead agency
   - Other: ________________________________

5. I began working in the homeless services field due to _______. (Check all that apply)

   Check all that apply.
   - A sense of calling
   - Relationships I could develop with people in need of services
6. **I have been working in the homelessness field for ______.**

   *Mark only one oval.*

   - [ ] Less than 2 years
   - [ ] 2 - 5 years
   - [ ] 6 - 9 years
   - [ ] 10 - 19 years
   - [ ] 20 - 29 years
   - [ ] 30 - 39 years
   - [ ] 40 or more years

**Income**

7. **My current salary is ______.*

   *Check all that apply.*

   - [ ] Not enough to cover my basic needs
   - [ ] Just enough to cover my basic needs
   - [ ] Enough to allow me to live well (covering many wants beyond my basic needs)

8. **With my current salary, the following allow me to make ends meet (check all that apply):**

   *Check all that apply.*

   - [ ] Sharing financial responsibilities with a spouse or partner
   - [ ] Living with a parent(s)
   - [ ] Sharing housing with someone other than a parent
   - [ ] Borrowing money from family/friends
   - [ ] Skipping some bill payments
   - [ ] Working an additional job(s)
   - [ ] Relying on food pantries or other charities
9. **Due to my current salary**, I have worried about my ability to pay for the following at some point over the last year (check all that apply):

*Check all that apply.*

- Housing
- Utilities (examples: electric, water, telephone, cable)
- Food
- Medical expenses
- Savings for emergencies
- Savings for retirement
- Credit card payments
- Childcare or school expenses for household children
- Adult educational expenses
- Transportation to and from work
- Home or car repairs
- Clothing
- Recreation/entertainment (examples: movies, streaming services, video games, concerts, night out with friends)
- A vacation
- None of the above

10. **Due to my current salary**, I have experienced the following at some point over the last year (check all that apply):

*Check all that apply.*

- A Loss of Housing
- Homelessness
- Hunger
- Significant Stress
- None of the Above

11. **Due to my current salary**, I participate in (or believe I'm eligible) for the
following government programs (check all that apply):

Check all that apply.

☐ Housing Choice Vouchers or Section 8
☐ SNAP or Food Stamps
☐ Temporary Assistance for Needy Families (TANF) or Welfare
☐ Homeless Services
☐ Supplemental Security Income (SSI)
☐ None of the Above

12. My actual or estimated yearly salary is _______________.

13. On average, I work ___ hours per week.

14. Benefits

When it comes to my benefits, I would rate each as follows:

Mark only one oval per row.

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Okay</th>
<th>Unsatisfactory</th>
<th>Not Available to Me</th>
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</thead>
<tbody>
<tr>
<td>Vacation Leave</td>
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<td>Sick Leave</td>
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<td>Holiday Leave</td>
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<td>Retirement</td>
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</tbody>
</table>
About Me

15. I identify as the following (check all that apply):

Check all that apply.

☐ Black, African American, or African
☐ White
☐ Hispanic/Latino
☐ American Indian, Alaska Native, or Indigenous
☐ Native Hawaiian or Other Pacific Islander
☐ Asian or Asian American
☐ Other: __________________________________________

16. I identify as the following (check all that apply):

Check all that apply.

☐ Female
☐ Male
☐ Transgender
☐ Non-Binary or Gender Non-Conforming
☐ Other: __________________________________________

17. The highest level of education I’ve completed is _____.

Check all that apply.

☐ A Grade Between 1 and 11.
☐ High School Diploma or GED
☐ Bachelor’s Degree
☐ Some college or Associates degree
☐ Master’s Degree
☐ Professional Degree
☐ Doctorate Degree

18. I have been in the workforce (in homelessness or non-homelessness jobs) for:

Mark only one oval.
19. I have been in the workforce (in homelessness or non-homelessness jobs) for:

   Mark only one oval.

   - Less than 10 years
   - 10 – 19 years
   - 20 – 29 years
   - 30 – 49 years
   - 50 or more years

Coverage

20. Does your organization/agency have enough employees to meet its goals *(for example, serving all people who need help or meeting all your administrative requirements)*?

   Mark only one oval.

   - Yes
   - No  Skip to question 22

Coverage Part 2
21. Because my organization/agency does not have enough staff, the following is also true (check all that apply):

*Check all that apply.*

- [ ] I am expected to work with more clients than I can handle
- [ ] I am expected to take on more tasks than I can handle
- [ ] I’m expected to play multiple roles within my organization
- [ ] Some people experiencing homelessness do not get help or the full attention they need
- [ ] Workers feel discouraged
- [ ] Clients feel discouraged
- [ ] None of the above
- [ ] Other: ____________________________

**Employee Turnover**

22. Does your workplace experience a lot of employee turnover? *

*Mark only one oval.*

- [ ] Yes
- [ ] No  *Skip to question 24*

**Employee Turnover Part 2**

23. Employee turnover in my workplace leads to the following (check all that apply):

*Check all that apply.*

- [ ] No serious impacts
- [ ] Challenges building relationships and trust with clients
- [ ] Disruptions in service delivery
- [ ] Longer hours or overwork for remaining employees
- [ ] Stress for remaining employees
- [ ] Other: ____________________________
Reflecting on My Job

24. I like and appreciate the following about my job (check all that apply):

   Check all that apply.
   - My relationships with co-workers
   - My relationships with clients
   - Feeling that I am doing worthwhile work
   - My work schedule (examples: limited hours or flexible hours)
   - Workplace Culture
   - My salary
   - My benefits
   - Other: ________________________________

25. At my job, we acknowledge or celebrate wins by ____ (check all that apply).

   Check all that apply.
   - Sharing praise at meeting or events
   - Sharing praise in newsletters or emails
   - Having celebratory parties, lunches, or happy hours
   - Monetary bonuses
   - Promotions
   - Other: ________________________________

26. Within my current job, I am experiencing the following challenges (check all that apply):

   Check all that apply.
   - Stress and worry about the well-being of clients
   - Frustration because I can’t give more people housing and services.
   - Feelings that there are limited rewards or wins tied to the work
   - Feelings of being overworked
   - Limited opportunities to advance in my career
   - Overly burdensome paperwork requirements
   - Lack of respect for my opinions and contributions
   - Limited authority to make decisions
   - Workplace discrimination or uncomfortable situations rooted in my race or ethnicity
   - Workplace discrimination or uncomfortable situations rooted in my gender
Workplace discrimination or uncomfortable situations rooted in my LGBTQ+ identity
☐ Fears for my safety
☐ None of the above
☐ Other: ____________________________

27. **I do not have**, but need the following to do my job well (check all that apply):

*Check all that apply.*

☐ More training opportunities
☐ More resources to meet the needs of clients
☐ Opportunities to continue my formal education
☐ Counseling or peer supports to help manage stress tied to my job
☐ More staff at my organization or agency to share in the work
☐ More time off to rest and recharge
☐ Other: ____________________________

The Future

28. **Are you considering leaving the homelessness field? * Mark only one oval.**

☐ Yes
☐ No **Skip to question 30**

The Future Part 2

29. **Why are you considering leaving the homelessness field (check all that apply)**

*Check all that apply.*

☐ Limited salary and benefits
☐ On-the-job stress
☐ Limited opportunities to advance in my career
☐ Personal or family reasons
☐ Other: ____________________________
Last Thoughts

30. When it comes to your employment in homeless services, is there anything else you would like to share?

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________