

"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.

- | | |
|--|--------------------------------------|
| <input type="radio"/> Alabama | <input type="radio"/> Montana |
| <input type="radio"/> Alaska | <input type="radio"/> Nebraska |
| <input type="radio"/> Arizona | <input type="radio"/> Nevada |
| <input type="radio"/> Arkansas | <input type="radio"/> New Hampshire |
| <input type="radio"/> California | <input type="radio"/> New Jersey |
| <input type="radio"/> Colorado | <input type="radio"/> New Mexico |
| <input type="radio"/> Connecticut | <input type="radio"/> New York |
| <input type="radio"/> District of Columbia | <input type="radio"/> North Carolina |
| <input type="radio"/> Delaware | <input type="radio"/> North Dakota |
| <input type="radio"/> Florida | <input type="radio"/> Ohio |
| <input type="radio"/> Georgia | <input type="radio"/> Oklahoma |
| <input type="radio"/> Hawaii | <input type="radio"/> Oregon |
| <input type="radio"/> Idaho | <input type="radio"/> Pennsylvania |
| <input type="radio"/> Illinois | <input type="radio"/> Rhode Island |
| <input type="radio"/> Indiana | <input type="radio"/> South Carolina |
| <input type="radio"/> Iowa | <input type="radio"/> South Dakota |
| <input type="radio"/> Kansas | <input type="radio"/> Tennessee |
| <input type="radio"/> Kentucky | <input type="radio"/> Texas |
| <input type="radio"/> Louisiana | <input type="radio"/> Utah |
| <input type="radio"/> Maine | <input type="radio"/> Vermont |
| <input type="radio"/> Maryland | <input type="radio"/> Virginia |
| <input type="radio"/> Massachusetts | <input type="radio"/> Washington |
| <input type="radio"/> Michigan | <input type="radio"/> West Virginia |
| <input type="radio"/> Minnesota | <input type="radio"/> Wisconsin |
| <input type="radio"/> Mississippi | <input type="radio"/> Wyoming |
| <input type="radio"/> Missouri | |

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

- Relationships I could develop with coworkers with shared interests
- Desire to do work that is meaningful or helpful
- Opportunities for professional growth
- Not Sure
- Other: _____

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

- Relying on credit cards to help pay bills
- Doing without things I need
- Doing without things I want
- None of the Above
- Other: _____

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.**

Benefits

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

Mark only one oval per row.

	Excellent	Good	Okay	Unsatisfactory	Not Available to Me
Vacation Leave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sick Leave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Holiday Leave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retirement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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.

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

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?**
