

2014 National CoC Survey Procedure

To generate the population of CoCs in 2014, we collected information relating to the “Lead Contact” listed for each CoC on the HUD website, including name, mailing address, and email contact information, and used this in two ways. First, we used it to determine the population of CoCs and to make initial contact with survey participants. Second, we examined the organizational mailing address and email address associated with the contact. Those organizations and domain names were then found on the internet, and the organization with which individual was affiliated was categorized by organizational type (e.g. state and local governments, nonprofit service providers, coalitions, housing authorities, consultants and others).

Lead contacts of every CoC listed by HUD were informed of the study by mail and email, and invited to participate by completing an online survey. In the event the individual contacted no longer served as the relevant representative for the CoC they were asked to forward the survey information to the appropriate contact. When lead contacts were unreachable, due to bounced email addresses or nonresponse, additional individuals listed for the CoC on HUD’s website were contacted when information was available. Of the 432 CoCs contacted, 15 were identified as no longer active and were removed from the census, and one additional CoC was added to the list, creating a final census of 418 active CoCs.

Of the 418 active CoCs, 312 responded to the survey for a response rate of 75 percent. Response rates did not vary by region. Responses were obtained from CoCs in all 50 States and 4 US territories or districts. Additional follow up was done to target nonrespondents in states that had initially lower response rates and to respondents who began but did not complete the survey. After follow up, only one state had a response rate below 50 percent. We used administrative data available for all CoCs to look for significant differences between survey respondents and nonrespondents in most recent award size, contact organization, or region and found no significant differences, indicating that the likelihood of response bias is low.

Welcome to the University of Chicago Continuum of Care (CoC) Survey!

I am reaching out to you because you are listed as a contact person for a HUD Continuum of Care. You may have received a prior letter and/or email contact from me requesting that you complete the online version of the survey. Since online surveys are not convenient for everyone, and to maximize the number of CoCs that are able to participate, I am sending you this paper version. If you would prefer to complete the survey by phone, have already completed the survey online, or have any questions or concerns, please don't hesitate to contact me at CoCSurvey@ssa.uchicago.edu or by phone at 773-834-2583.

To complete the survey, please review the informed consent information below, complete the survey that follows, and return it to me in the provided envelope. I look forward to hearing back from you soon!

Sincerely,



Jennifer Mosley, PhD

Informed Consent

The purpose of this 10 to 15 minute survey is to help policy makers, funding organizations, and nonprofit leaders better understand the range of what CoCs do and how they work with providers, clients, and government to address the issue of homelessness. The survey questions are about your CoC's structure, activities, priorities, and the context in which you work. Your participation will help us understand more about how variations across CoCs influence their work and how CoCs work to inform policy. We will send you a copy of the results, which may help you in carrying out your work by illuminating the larger landscape of CoCs nationwide. As an additional incentive, if you complete the survey **you will be entered into a lottery to win one of six \$50 Amazon Gift Cards!**

This is a research project being conducted by Dr. Jennifer Mosley, an Associate Professor at the University of Chicago School of Social Service Administration. It is not affiliated with HUD, and we will not share your answers with HUD or anyone else. Your participation in this research study is voluntary. You may choose not to participate. If you decide to participate, you may stop at any time or may choose not to answer certain questions. Any information you provide will remain strictly confidential. We will never use your name or the name of the CoC you represent. Data will be stored on a secure server at the University of Chicago and the results of this study will be used for scholarly purposes only. We do not anticipate any risks to you as a result of your participation in the study. If you have any questions about the study, you can contact Dr. Mosley directly at mosley@uchicago.edu or 773-834-2583.

This research has been reviewed by the University of Chicago Institutional Review Board (IRB). If you have any questions about your rights as a participant in this research or if you feel your rights have been violated, you can contact the following office at the University of Chicago: School of Social Service Administration IRB Office 969 E. 60th Street, Chicago, IL 60637 Phone: (773) 834-0402 Fax: (773) 834-0874 Email: ssairb@uchicago.edu

By completing and returning the survey, you certify that:

- you have read the above information
- you voluntarily agree to participate
- you are at least 18 years of age

If you do not wish to participate in the research study, no further action is required, but I would appreciate you letting me know by emailing me at CoCSurvey@ssa.uchicago.edu.

Section 1: DEMOGRAPHICS

1. Please confirm the name of the HUD recognized Continuum of Care (CoC) you are reporting on.
This is usually the entity that submits the application for McKinney-Vento Funding.

2. What state does the CoC operate in?

3. What year was the Continuum of Care established? Please write "I don't know" if you don't know.

4. Before the CoC was established, which of the following best described the region it serves?

- No regional coordination
 Some coordination, but informal and fragmented
 Coordination was formal and established
 I don't know

5. Did the CoC grow out of an existing entity? For example, a government agency, a service providers association, an advocacy organization, or a merger of two or more of these.

- Yes
 No
 I'm not sure

- 6. **If** the CoC grew out of an existing entity, which of the following best describes that entity?

- Government agency
 Service providers association
 An individual service providing organization
 An advocacy organization
 Other (please specify)
 Not Applicable

7. Which of the following best describes the current structure of the CoC?

- Voluntary involvement, no formal structure
 Mostly run by government staff
 A public/private collaborative
 A formally independent organization

- 8. **If** it is a public/private collaborative, who takes the lead role?

- No clear lead
 Government
 Nonprofit
 Not Applicable

9. Is there an individual who directs the CoC?

- Yes
- No

→10. **If** there is such an individual, do they direct the CoC full or part time?

- Full Time
- Part Time
- Not Applicable

11. How many full and part-time employees are employed directly by the CoC?

12. How many additional people staff the CoC as part of their job description (for example, government employees, employees of a lead agency, etc.)?

13. How many of the following types of organizations have at least one representative who participates in the CoC?

Service Providers	
Philanthropy	
Government Agencies	
Businesses	

Section 2: MAJOR ACTIVITIES

14. Please rank the following activities by level of priority for the CoC, up to 8 items (Rank 1-8). If the CoC is not involved in the activity, please indicate N/A.

- Obtaining HUD Funding
- Supporting HMIS
- Engaging in Policy Advocacy
- Promoting system coordination and integration
- Promoting the adoption of evidence based practices
- Supporting non CoC funded activities such as outreach/assessment, emergency shelter, prevention
- Other training and technical assistance
- Other; Please Specify:

15. Which of the following best describes the level of planning engaged in by the CoC?

- Primarily focused on CoC funding application planning
- Year round planning that includes services coordination and integration
- Multi-year strategic planning

Section 3: INVOLVEMENT IN POLICY ADVOCACY

16. Over the past two years, how often has the CoC been involved in each of the following activities?

	Never	Rarely	Occasionally	Frequently	Very Frequently
Participating in coalitions for the purpose of influencing public policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting with legislators or government administrators to discuss concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participating in development or revision of regulations related to public policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participating in government-led commissions, committees or advisory groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educating the general public on public policy issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing testimony on public policy issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Writing editorials or letters to the editor of newspapers or magazines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Issuing policy reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conducting demonstrations, boycotts or protests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

→If you answered "Never" to ALL of the above options, please skip ahead to Question 32 on page 7.

17. How has the amount of time the CoC spends on policy advocacy changed over the last 5 years?

- Decreased significantly
- Decreased somewhat
- Stayed about the same
- Increased somewhat
- Increased significantly

→18. **If** the time spent on policy advocacy has changed, please say briefly why:

19. Is there a staff member that is responsible for the CoC's advocacy and policy work?

- Yes
- No

→ 20. **If** there a staff member that is responsible for the CoC's advocacy and policy work:

What is their title? (if applicable)

What percent of their time is spent on advocacy and policy work? (if applicable)

21. Over the past two years, how frequently has the CoC contacted the following in order to change or influence public policy?

	Never	Less than once a year	1-2 times a year	3-4 times a year	About every other month	Once a month	More than once a month
Local government agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State government agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local government elected officials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State government elected officials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General public	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. How close is your relationship with key decision-makers at the LOCAL level?

- We have only low-level relationships with decision-makers at this level.
- We have one or more moderate-strength relationships, but no strong relationships.
- We have one or two strong relationships.
- We have multiple strong relationships.

23. How close is your relationship with key decision-makers at the STATE level?

- We have only low-level relationships with decision makers at this level.
- We have one or more moderate-strength relationships, but no strong relationships.
- We have one or two strong relationships.
- We have multiple strong relationships.

24. About what percentage of your policy advocacy efforts are directed at the following goals?
Please make sure your answer adds up to 100%.

- Social benefits or protection for homeless people generally, including access to health care, affordable housing, public assistance, etc.
- Expanding or protecting funding streams important for providers, such as McKinney-Vento funds.
- Changing regulations so as to expand or improve service provision.
- Other

25. Is there an advocacy committee?

- Yes
- No

→ 26. **If** there is an advocacy committee, how often does it meet?

- More than once a month
- Once a month
- Every other month
- 4 times a year or less
- Not Applicable

27. Overall, how active are the following CoC participants in advocacy conducted by the CoC?

	Not at all involved	A little involved	Somewhat involved	Considerably involved	Extremely involved
Service Providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. Overall, how much influence do the following CoC participants have in advocacy decision-making?

	No influence	Some influence	A moderate amount of influence	A lot of influence	Involved in all advocacy decisions
Service Providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. About what percentage of those participants would you estimate is involved in advocacy OUTSIDE of what they do with the CoC?

Service Providers

Consumers

30. Does the CoC host or sponsor advocacy trainings?

- Yes
 No

31. Does the CoC engage in coordinated advocacy campaigns with other groups?

- Yes
 No

→ If Yes, what are the names of your most important advocacy partners?

Section 4: PARTICIPANT AND REGION INFORMATION

→Begin again HERE if you skipped non-applicable advocacy questions in Section 3 as directed in Question 16.

32. Which of the following best describes the region the CoC represents?

- Primarily rural
 Urban
 Suburban
 Mixed

33. Which of the following best describes the alignment between the jurisdiction of the CoC and its related service area or areas?

- The CoC jurisdiction is comprised of a single service area.
 The CoC jurisdiction is comprised of more than one distinct service area.

34. On a scale of 1-5, how serious are the service gaps in your CoC jurisdiction?

We have little to no service gaps		Moderate service gaps		Our jurisdiction faces severe gaps
(1)	(2)	(3)	(4)	(5)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35. How often do participants (e.g. service providers, philanthropy, government administrators, etc) in the CoC formally meet, including any relevant committees?

- More than once a month
 Once a month
 Every other month
 3-4 times a year
 2 times a year or less

36. What is the longest travel time participants face to come to CoC meetings?

- Less than an hour
- 1-2 hours
- 3-4 hours
- More than 4 hours

37. In your opinion, how strong is the level of networking between those organizational representatives?

Very little Networking (1)		Moderate amount of networking (3)		A great deal of networking (5)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

38. Which of the following best describes the political climate in your region?

- Extremely progressive
- Somewhat progressive
- Centrist or mixed
- Somewhat conservative
- Extremely conservative

39. On a scale of 1-5, how would you assess the level of financial investment your local government provides to homeless prevention and services?

Very little local government investment (1)		Some local government investment (3)		A high level of local government investment (5)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. On a scale of 1-5, how would you assess the level of other kinds of support provided by local government (for example, infrastructure, in-kind, time, human resources)?

Very little local government support (1)		Some local government support (3)		High level of local government support (5)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 5: DECISION MAKING AND ACCOUNTABILITY

41. Do service providers serve on decision-making committees?

- Yes, all committees
- Yes, some committees
- No

42. About what percentage of participating service providers are involved in one or more committees or other leadership positions?

43. How much influence do service providers have in the day-to-day decision-making of the CoC?

- Little to no influence
- Their voices are taken seriously, but staff make final decisions.
- They make some decisions, staff makes others.
- They make all major decisions.

44. How is engagement spread across those service providers?

- They are all more or less equally engaged.
- Some are much more engaged than others.
- Only a few are engaged at a very deep level.

45. How much influence do CONSUMERS have in the decision-making of the CoC?

- Little to no influence
- Consumer voices are taken seriously, but they rarely override those of staff or service providers
- Consumer voices influence some decisions but not others
- Consumer voices have a major influence on decisions made by the CoC

Section 6: FINANCING

46. What was the CoC's total EXPENSES from most recent fiscal year? (Financial information is being requested for demographic purposes only. All information provided in this survey will remain entirely confidential)

47. What was the CoC's total REVENUE from most recent fiscal year?

48. What percent of your budget comes from each of the following sources? Please make sure your answer adds up to 100.

HUD	<input style="width: 95%; height: 20px;" type="text"/>
Other government	<input style="width: 95%; height: 20px;" type="text"/>
Foundations	<input style="width: 95%; height: 20px;" type="text"/>
Other private (corporations, individuals)	<input style="width: 95%; height: 20px;" type="text"/>
Dues and fees	<input style="width: 95%; height: 20px;" type="text"/>
Other	<input style="width: 95%; height: 20px;" type="text"/>

49. If amount added to "Other," please list source and percentage:

50. Is there anything else you think it is important that we know about the activities of the CoC?

Thank you for completing the survey!

Please enter your name and email to be entered into a drawing to win one of six \$50 Amazon gift cards!

Name:

Email: