

Gathering HSC Information - Version 3		
Id	Interview Questions	Answers provided at the interview
1	HSC Contact Information	
2	Facility name	
3	Address	
4	Phone Number	
5	Person interviewed	
6	Interview date	
7	HSC Mission	
8	HSC Mission	
9	HSC Organizational Structure	
10	The HSC is comprised of how many facilities?	
11	Day Resource Centers	
12	What is the objective/mission for this facility?	
13	How many days is the facility open per year?	
17	What is the maximum length the client can use the services	
14	What services do you provide at this facility? (e.g. mail, showers, bike lockers, laundry, meals, voicemail, computers, counseling, job training, outreach, case management, social service referrals)	
15	Is there a waiting list for this facility? If so, how many are on the wait list on average?	
16	How are people referred here?	
18	Do you require a background search, warrant check? Do you accept people on probation?	
22	Do you issue an Id card for this service?	
19	What is the intake process?	
20	Do you require the client to be clean and sober? Do you perform regular drug testing?	
21	Are there any agreements or rules that people must abide by? What are the consequences if they don't?	
23	Do you monitor the activities in this facility throughout the day? If so, how is the monitoring done?	

Id	Interview Questions	Answers provided at the interview
24	Do Community Service Officers monitor the day program?	
25	Are there volunteers/peer counselors that provide any of the day program services?	
25A	Do your clients do chores in exchange for services?	
25B	Do you take or withhold any of the clients income for your services?	
25C	How does the community view your center?	
25D	Did you need to call the police concerning the day services center? If so, how many times have you called in the past 12 months?	
26	Homeless Services Center	
27	What is the objective/mission for this facility?	
29	How many days is the facility open per year?	
30	What is the maximum length of stay this facility?	
36	How many beds are in your facility?	
32	What services do you provide at this facility? (food, counseling, job training, health-care, mental health & medication support, case management, social service referrals, parenting classes, childcare, housing support, 12 step meetings)	
33	Is there a waiting list for this facility? If so, how many are on the wait list on average?	
34	How are people referred here?	
37	Do you require a background search, warrant check? Do you accept people on probation?	
22	Do you issue an Id card for this service?	
38	What is the intake process	
39	Do you require the client to be clean and sober? Do you perform regular drug testing?	
40	Are there any agreements or rules that people must abide by? What are the consequences if they don't?	
46	What types of services are provided to help consumers transition into permanent housing and self-sufficiency? What is the overall success rate?	
42	Do you monitor the activities in this facility throughout the day? If so, how is the monitoring done?	
43	Do Community Service Officers monitor the HSC program?	
44	Are there volunteers/peer counselors that provide any of the day program services?	

Id	Interview Questions	Answers provided at the interview
45A	Do your clients do chores in exchange for services?	
45B	Do you take or withhold any of the clients income for your services?	
45C	How does the community view your center?	
45D	Did you need to call the police concerning the homeless services center? If so, how many times have you called in the past 12 months?	
47	Community	
48	Do you take local residents before other candidates? If so, how do you determine if a person is a local resident?	
49	How far away is the HSC from the center of town?	
50	Are there any other HSCs in the county	
45	Have you seen an increase or decrease in homelessness in the last 5 years?	
52	Has your HSC experienced any litigation in the past 5 years? If so, please describe.	
53	Overall Questions to the HSC	
54	Have you seen a change in the type of clients you have served in the past 5 years? If yes, please describe the change.	
55	What is the biggest lesson that your HSC has learned in the past 5 years?	
56	What has worked well at your HSC and what one thing would you change?	