



Data Collection Guide:  
New Jersey Statewide Point-In-Time Count of the Homeless

January 23, 2019



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# 1. Introduction

Thank you for participating in *NJ Counts 2019*, New Jersey's annual Homeless Point in Time (PIT) Count. This count provides a statewide snapshot of homeless households in our communities; where they find shelter and what factors contribute to making them homeless. This information will enable local communities to better allocate housing and services as they work to end homelessness. The Housing and Urban Development Administration (HUD) also requires local Continua of Care (CoCs) (networks of organizations, agencies, and others that plan community efforts to help the homeless) to conduct a PIT count in order to attain federal funding to prevent and end homelessness. Because the PIT count is so critical to both local and regional planning efforts in New Jersey, it is important that the count be as comprehensive, accurate, and unduplicated as possible. This guide is designed to help volunteers and agencies participating in the PIT count to conduct the survey accurately.

## 2. Who To Count In the Point In Time Count

While there are a number of ways to define ‘homelessness,’ the PIT count is conducted according to the definition mandated by HUD for the Continuum of Care (CoC) Program. Because the PIT Count is a requirement for CoC funding that must be reported to HUD as part of the funding process, *NJ Counts 2019* will use the HUD definition of homelessness for the CoC program as described in the HUD published PIT Count Guidance.

According to HUD’s definition, a person should be counted as ‘literally homeless’ if that person:

1. Sleeps somewhere not designed as a regular sleeping accommodation for human beings such as a car, park, abandoned building, bus/train, street/sidewalk; or
2. Lacks a fixed, regular, and adequate nighttime residence, has a supervised emergency shelter, safe haven, or transitional housing dedicated solely for the homeless as a primary nighttime residence (this includes domestic violence and youth shelters).

A person who meets the definition of ‘literally homeless’ under part one (1) of the HUD definition is considered ‘*unsheltered*,’ while a person who meets the definition under part two (2) of the definition is considered ‘*sheltered*.’ While both are counted as homeless, *there will be two distinct counting procedures for ‘unsheltered’ and ‘sheltered’ persons.* These procedures are outlined in Section 3: ‘Sheltered and Unsheltered Count Procedures.’

The key to determining whether a household is considered ‘homeless’ or ‘not homeless’ is the response to survey question 1, **Where did you spend the night of Tuesday, January 22, 2019?**

A household is considered homeless if they spent the night in:

- The street, under a bridge, abandoned building, public building, car, traveling on a bus, or camping out;
- Emergency Shelter;
- Youth Shelter;
- Domestic Violence Shelter;
- Transitional Housing;
- Transitional Housing for Victims of Domestic Violence;
- Hotel/Motel Paid For By Agency;
- Safe Haven (Homeless Solutions Morristown Program, or out of state program)

A household is considered NOT homeless, but may be surveyed and counted as ‘*at risk of homelessness*,’ if they spent the night in:

- Hotel/Motel paid for by the household;
- Apartment paid for with Temporary Rental Assistance from Social Services;
- Permanent Housing;
- Staying with Friends or Family;
- Farm Labor Housing;
- Psychiatric Hospital;
- Jail/Juvenile Detention Center;
- Long-Term Care Facility/Nursing Home;
- Foster Care Home/ Group Home
- Substance Abuse Treatment Facility;
- Medical Hospital;
- Doubled up with another household;
- Illegal dwelling units;
- Overcrowded units with >1.5 persons per room;

- A unit scheduled for eviction;

The 2019 survey will collect information about both ‘literally homeless’ households, and those who may be ‘at risk of homelessness’ or precariously housed in order to assist in local planning.

### 3. Sheltered and Unsheltered Count Procedures

*NJ Counts also uses New Jersey’s Homeless Management Information System (HMIS) data to conduct the sheltered PIT count.* This means that it is crucial that all HMIS data should be correct for the day of the count. ***Make sure all HMIS data for program participants is up-to-date and correct on January 22, 2019 for the night of January 22, 2019.*** If you are an agency employee or trained volunteer with a transitional housing program, safe haven, or an emergency shelter that participates in HMIS, you do not need to conduct the PIT survey with participants who are entered in HMIS unless directed to complete an addendum by your CoC.

For those Emergency Shelter, Safe Haven, and Transitional Housing programs that participate in HMIS, please be sure to enter all of the information for each member of the household in your program into HMIS. This should include all adults and children within the household that were present in your program on the night of January 22, 2019.

Data should be entered in real-time for participants in your program on the night of the count. The sheltered PIT count will be pulled from HMIS for agency verification on **Friday, January 25<sup>th</sup>, 2019 at 1:00 p.m.** If there are any discrepancies or missing data in the sheltered HMIS report, the information must be corrected in HMIS by 5:00 p.m. on **Wednesday, February 6, 2019.** No changes in the data will be accepted after 5:00 p.m. on **February 6, 2019.**

If you are a shelter, safe haven, or transitional housing program that does not participate in HMIS, or if you have additional sheltered homeless participants who are not entered in HMIS, those participants should be interviewed for the PIT count using the paper survey tool on January 23, 2019.

In addition to the actual PIT Survey/HMIS data, a Sheltered Summary Form will be collected to obtain program information such as County, Agency Name, Program Name, HMIS Program Name and the Total Number of People served on the night of the Count. This information will be used to assist in verification of HMIS and PIT Survey data collected. All emergency shelter, safe haven, transitional housing and permanent housing programs (programs in HMIS AND those that do not currently participate) must complete and submit the Sheltered Summary Form by 5:00 p.m. on Friday, January 25, 2019. The Sheltered Summary Form should be submitted to the local PIT Coordinator by email or in person.

If you are conducting the count with persons who meet the definition of ‘unsheltered homeless,’ or ‘at risk of homelessness,’ *you must conduct a paper survey for each household as part of the count.*

## 4. General Survey Guidelines

In order to assure reliable results, **only one survey should be conducted for each household**. A 'household' is defined as any group of persons who would be housed together if they were able to obtain permanent housing. Even though only one survey is conducted per household, information about each individual member of the household should be collected for certain questions (See Section 7: 'Survey Questions'). In attempt to ensure that only one survey is completed for each household, all households should be asked if they previously completed a *NJ Counts 2019* survey before the survey is started. This will assist in preventing duplication of surveys.

**All NJ Counts Surveys must be collecting information based on the household's location on the night of Tuesday, January 22, 2019.** Please contact your local PIT coordinator for the time frame during which surveys can be completed in your community. Agency staff or trained volunteers should conduct the survey using the questions provided to interview homeless individuals. Staff and volunteers will then fill out the respondent's answer on the survey form; *surveys should not be given to a respondent for them to complete independently.*

**If the respondent gives no response to any question on the survey** (other than question 6 for their *Age, Gender, Race, and Ethnicity* fields) **please leave the answer fields blank** so that it is clear that no response was given. **If no response is given for question 1, do not complete the survey.**

If no response is given for question 6 for *Age, Gender, Race, and Ethnicity* as it relates to the respondent, the surveyor may take their best guess when completing these fields. Do not guess about any fields for other household members if they are not present. If the respondent gives no response about demographic information for the other household members on question 6, try to at least ascertain the *Age* and *Gender* of each household member.

Before administering the survey, remember to take a moment to familiarize yourself with some of the multiple-choice answers for questions 1, 8, 9, 10, and 12 to ensure that you are aware of all the definitions for possible responses that may need to be recorded.

After surveys are administered and answers are recorded, *data from the paper surveys must be entered and submitted into the online database using SurveyMonkey.* (See Section 8: 'Inputting Data Online').

After survey data has been inputted and submitted online, completed paper survey forms should be turned in to your County PIT Coordinator for their records.

## 5. Survey Definitions

*Chronic Health Condition* – Ailment that is prolonged in duration, does not often resolve spontaneously, and is rarely cured completely

*Developmental Disability* – A severe, chronic disability that is attributable to a mental or physical impairment or combination of mental and physical impairments, is manifested before the individual is 22 years old, is likely to continue indefinitely, and results in substantial functional limitations in three or more areas of major life activity (e.g. self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency)

*Emergency Shelter* – Any facility whose primary purpose is to provide temporary shelter for the homeless in general or for specific populations of the homeless

*HIV/AIDS* – Human immunodeficiency virus/acquired immunodeficiency syndrome is a disease of the human immune system caused by infection with human immunodeficiency virus

*Homeless – Unsheltered* - Sleeps somewhere not designed as a regular sleeping accommodation for human beings such as a car, park, abandoned building, bus/train, street/sidewalk

*Sheltered* - Lacks a fixed, regular, and adequate nighttime residence, has a supervised emergency shelter, safe haven, or transitional housing dedicated to the homeless as a primary nighttime residence (includes domestic violence/youth shelter)

A household is considered 'homeless' if that household spent the night in:

- the street, under a bridge, abandoned building, public building, car, traveling on a bus, camping out;
- Emergency Shelter;
- Youth Shelter (not in care of DCPD);
- Hotel/Motel Paid For By An Agency
- Domestic Violence Shelter
- Transitional Housing
- Transitional Housing for Victims of Domestic Violence
- Safe Haven

*NOT Homeless* - Designation given to any household that spent the night in:

- Permanent Housing;
- Psychiatric Hospital;
- Medical Hospital;
- Jail/Juvenile Detention Center;
- Farm Labor Housing;
- Youth Shelter (in care of DCPD);
- Hotel/Motel You Paid For
- Substance Abuse Treatment Facility;
- Temporarily with Friends or Family;
- Long-Term Care Facility

*General Assistance* – State welfare program that provides cash assistance and other benefits to adults with no dependents (single persons, childless married couples)

*Medical (disability)* – Medical services needed to address a specific disability in the household

*Medical (routine healthcare)* – General medical services to address healthcare needs such as annual checkups

*Mental Health Issue* – Medical condition that disrupts a person's thinking, feeling, mood,

behavior, ability to relate to others, and daily functioning seriously enough to require psychiatric intervention

*Permanent Housing* – Long-term rental or owned housing, includes *permanent supportive housing* programs (long-term, community-based housing with supportive services for homeless persons with disabilities); *excludes* transitional housing and emergency shelter

*Physical Disability* – Physical impairment which has a substantial and long-term effect on their ability to carry out day-to-day activities: e.g. self-care, receptive/expressive language, learning, mobility, self-direction, independent living, economic self-sufficiency

*Rooming House* – a private house in which rooms are rented for living or staying temporarily.

*Safe Haven* – 24-hour private or semiprivate residence for not more than 25 homeless persons which provides low-demand services and referrals to eligible persons on a drop-in basis

*Social Security* – Retirement benefits for workers aged 62 or older who have paid into the Social Security system for the requisite number of years

*SSDI* – The Social Security Disability Insurance program is for workers who have worked and paid Social Security taxes for many years who become disabled before retirement age

*SSI* – Supplemental Security Income, a federal program that pays a small cash benefit to low-income individuals who are disabled, blind, or over the age of 65 who haven't worked for long enough to qualify for SSDI

*Substance Abuse* – Overindulgence in or dependence on an addictive substance, especially alcohol or drugs

*TANF* – Temporary Assistance for Needy Families is a government program that provides cash assistance to needy families with dependent children, and to pregnant women, to help them meet the basic needs of their children. This cash assistance can be used to help families with housing, utilities, and clothing costs. It is sometimes called "welfare."

*Temporary Rental Assistance* – Board of Social Services providing temporary apartment stay

*Transitional Housing* – Program designed to provide housing and supportive services to homeless persons to facilitate movement to independent living within 24 months

*Veteran* – Person who has served within the Armed Forces of the U.S. or any of the states or who was deployed for at least one day of active duty (also National Guard and Reserves)

*Fleeing Domestic Violence* – Individual who is currently experiencing homelessness because they are fleeing domestic violence, dating violence, sexual assault, or stalking,

*Youth Shelter* – Emergency housing for homeless youth (18 and younger) who need services like counseling, mediation, education, and structured treatment programs

## 6. Tips for Conducting Respondent Interviews

1. Introduce yourself to the respondent, offering your first name and a smile. Tell him/her that the information he/she shares is anonymous and that the information will be used to assess the needs of the community and get additional funds for housing and services for the homeless.
2. Speak in a soft, but clear voice. Speaking loudly may make the respondent feel as if he/she has no privacy. Try to conduct the interview in a private manner, even if in a public place. For example, sit together in a corner or away from heavy foot traffic. Allow respondent to sit with his/her back to a room or cluster of people.
3. Prior to beginning to administer the survey, ask the respondent if he/she has already completed a survey and if so, where. If you can determine that the respondent has in fact already shared information with us, thank him/her and do not continue with the survey. There is no need to obtain the information a second time.
4. Use simple questions to obtain information. Try to avoid compound questions or direct orders such as "Tell me your first, middle and last name". Compound questions may be confusing to the respondent and prevent you from obtaining accurate information.
5. Use the survey to guide your questions so the interview is organized, focused and complete.
6. For questions 1, 8, and 9, refrain from reading aloud the list of answers. Read the question and listen to the respondent's response and select the appropriate response from the list. If necessary, ask questions to clarify. Do not pressure any respondent to answer questions if they are uncomfortable.
7. Personalize your questions from time to time to show respect for the respondent. For example: "John, did you have a place to sleep last night? Where was that?"
8. When you have finished the survey, thank your respondent for his/her time. Shake his/her hand if he/she is open to it. Let him/her know his/her cooperation will help the community.

## 7. Survey Questions

### Code

Enter the five-digit site code consisting of two letters indicating the county, and three numbers (or more depending on local sub-coding) used to sort survey responses by site.

### County

Enter the name of the county in which the survey is being administered.

### Agency

If the survey is being completed by an agency, enter the agency name.

### Program

If the respondent is participating in a specific agency program, enter the program name.

**The first 6 survey questions are high priority questions.**

**It is important to get complete responses to these questions.**

#### **1. Where did you spend the night of Tuesday, January 22<sup>nd</sup>? (Check ONE only)**

Please only read the bold text to ask question 1 and do not read the answer list to the respondent. **Check only ONE box** on the answer list that best corresponds to the answer given.

#### **2. In what town did you spend the night?**

Write legibly the *state, county, and town* and where the respondent stayed. If the respondent was housed in a program, record the program and agency name that sheltered the household.

#### **3. How long have you been in your current living situation?**

Please only read the bold text to ask question 3. Then, in the boxes given, write the number of years, months, and days the respondent has been in the living situation stated in the answer to Question 1. Answers for this question will be entered into SurveyMonkey in the most specific form possible, simplifying the units (e.g. 18 months will be submitted as: 1 year, 6 months).

#### **4. During the past 12 months, how many months have you been homeless on the streets, in emergency shelter, or in a safe haven?**

Enter the number of times the household reports staying in each of these locations for each location in the past 12 months. If they have never stayed in these locations in the past 12 months, please enter 0.

#### **5. How many separate times have you been homeless on the streets, in emergency shelter, or in a safe haven within the past 3 years? (since January 22, 2016)?**

Enter the number of months the household reports staying in these respective locations during homeless episodes in the past 3 years. Episodes must be separated by 7 or more consecutive nights where the respondent stayed somewhere other than these homeless locations. If they have never stayed in these locations in the past 3 years, please enter 0 in at least row 1.

## 6. Household Information

### Who was homeless with you on the night of January 22<sup>nd</sup>?

Fill out this table as completely as possible for **every member of the household that shared the identified sleeping arrangements**. If other household members spent the night in separate sleeping arrangements, do not include them on this survey.

This section will provide important demographic information. Fill this section out as completely as possible, including:

- *If the respondent is unsure about the information for each member of his/her household, please have them give their best guess.*
- *If the respondent gives no response for himself/herself with regard to Age, Gender, Race, and Ethnicity fields, you may guess the answers. Do not guess about other fields.*

Be sure to **check all characteristics that apply** to each household member. If none apply to a household member, select '*None Apply*' before moving on to question 7.

To save time in Question 6 you may choose to:

- Ask, "Who was homeless with you on the night of January 22, 2019?"
- While listing all household members, ask about the seven demographic fields for each member (*First/Middle Initials, First 2 Letters of Last Name, Age, Gender, Race, Ethnicity*)
- Ask, "If the household is currently fleeing a domestic violence situation?", "Has anyone ever served in the Armed Forces/ is a veteran?", etc.. To complete this section, *check all fields that apply to each member.*

### Demographic Information:

#### *Relationship to Head of Household*

This field should give every member of the household a designated relationship to the person who is head of the household. **The head of household is the respondent with whom you are conducting the survey.** For instance, if a female respondent has a household that includes herself, her mother, and her two sons, her *Relationship to Head of Household* answer would be '*Self*', the answer for her mother would be '*Parent*', and for her sons would be '*Child*'.

Answers for *Relationship to Head of Household* may include:

- '*Self*'
- '*Child*'
- '*Sibling*'
- '*Friend*'
- '*Parent*'
- '*Spouse*'
- '*Relative*'
- '*Unknown*'

#### *First Initial, Middle Initial, and First 2 Letters of Last Name*

When asking respondents for their identifying information you may need to assure them that the information will not be used to track or identify them. The information given is confidential and will only be used to distinguish between household members and to avoid duplication of survey results. If the respondent has no *Middle Initial*, leave this field blank.

### Age

Please enter a numerical value.

### Gender

Please enter one of the following options:

- 'M' for 'male'
- 'F' for 'female'
- 'TR' for 'Transgender'
- "GNC" for 'Gender Non-Conforming' (i.e. not exclusively male or female)

### Ethnicity

Please enter one of the following options:

- 'H' for 'Hispanic'
- 'NH' for 'Non-Hispanic'

\*If the respondent is Hispanic, inform them that they must choose a race from the list below in addition to identifying ethnicity as 'Hispanic'

### Race

Please enter any of the following options that apply:

- 'AI' for 'American Indian/Alaska Native'
- 'BI' for 'Black/African-American'
- 'AS' for 'Asian'
- 'PI' for 'Pacific Islander/Native Hawaiian'
- 'WH' for 'White'

If the respondent is Multi-Racial, please list the abbreviation for each race that the respondent identifies for themselves, separated by commas.

### Household Characteristics:

*Check all that apply to each person*

*Please ask a 'yes' or 'no' question for each individual characteristic for each member of the household. Be sure to check 'None Apply' if none of these characteristics applies to an individual. Only leave all fields blank if no response is given regarding what characteristics apply to an individual.*

### 7. Where was your last permanent address before becoming homeless?

Write the *town, county, state, and country* of the respondent's last permanent address.

### 8. What was your residence prior to your current living situation?

Check only **ONE** option. If respondent's answer is not listed, check '*Other*' and describe.

### 9. What was the primary factor that contributed to, or caused, your current living situation?

Please only read the bold text to ask question 9, and do not read the answer list to the respondent. Interpret responses to this question and classify them as one of the answers listed.

**Check ONE only.** If the respondent's answer is not listed, check '*Other*' and describe.

**10. Which of the following do you, or anyone in your household, receive?**

For this question, ask respondents if they have each *Source of Income* and each *Non-Cash Benefit* on the answer list and **check ALL that apply**. *Please be sure to read each option to the respondent and refer to the 'Definitions' section if further clarification on the options is needed.* If the respondent's answer is not listed, check '*Other*' and describe.

Be sure to record if the household has '*No Source of Income,*' or is '*Receiving No Government Benefits.*'

**11. What is your monthly household income?**

Enter the respondent's monthly household income. This should be the total income of all household members. Enter a numerical value.

**12. Would you, or anyone in your household, like to receive any of the following services?**

For this question, ask respondents if they would like to receive each type of service and **check ALL that apply**. *Please be sure to read each option to the respondent and check the appropriate box.* If the respondent's answer is not listed, check '*Other*' and describe.

## 8. Inputting Data Online

1. A practice SurveyMonkey link for the online tool will be available through January 15, 2019. Anyone participating in data entry may use the site to familiarize himself or herself with the online survey format. Data collected during this time will not carry over to the live SurveyMonkey tool. **Do not enter final data into the practice SurveyMonkey online tool.**
2. The live SurveyMonkey link for the online tool will be available for data entry from Wednesday, January 16, 2019 to Wednesday, February 6, 2019. Only non-HMIS participating sheltered programs that are certain participants will remain in their program on the night of January 22, 2019 should enter information into the live SurveyMonkey online tool prior to the date of the count.
3. All agencies completing sheltered and unsheltered surveys must complete data entry by February 6, 2019. **THERE WILL BE NO EXCEPTIONS TO THIS DEADLINE**
4. It is recommended that one person from each agency enter the survey data, to reduce data entry differences from person to person. If more than one person will be entering data, it is suggested that they agree upon a uniform manner of data entry for the text fields. In particular, it is important to agree upon common spellings, punctuation, acronyms and abbreviations for any text entered. This will allow for better sorting and analysis of the data.
5. Click the link emailed to you for the survey. Be sure you are following the link for the LIVE survey.
6. Every question with an asterisk next to the number **MUST** be answered in order to move on to the next survey. If a question requires an answer but the respondent did not respond, or a question was left blank, select '*No Response.*' **If there is no answer to question 1 or the Age or Gender field for the Head of Household in question 6, do not enter the survey online.**
7. When you complete pages of the online survey, click the "Next" button at the bottom of the screen. If you go to the next page of the survey, this confirms that the data you have just entered has been uploaded to the database. If you do not see this screen but instead are returned to the page you just completed, this means that a question requiring an answer has not been answered appropriately. The missing question will be marked in red. The system will automatically take you to the first required question on that page with missing information. Find any missing questions and complete them. Then click the "Next" button.
8. After completing the final page of the survey, if it is fully completed, you will see a screen

that says "Thank you for participating in NJ Counts 2019!" If you do NOT see this screen, then your information has NOT yet been uploaded to the database. Find any missing questions and complete them. Then click the "Done" button.

9. If you make an error in data entry while entering the survey you may correct the data by changing the answer on the screen displayed or clicking the "Prev" button if the incorrect information is on a page you have completed already.
10. Once the "Thank you for participating in NJ Counts 2019!" screen is displayed, you cannot change the information uploaded. If there is an error that must be corrected after this point, contact Monarch Housing Associates (See Section 10: 'Questions and Contact Information') with the respondent identifier information for the survey containing the error.
11. After you see the "Thank you for participating in NJ Counts 2019!" screen, you may exit the survey by closing your browser window. If you would like to enter another survey, click the "Done" button at the bottom of the screen. This will bring you to another survey where you can again begin entering new data.

## 9. Completing the Survey Questions Online

If any question on the paper survey is left blank, select 'No Response' in SurveyMonkey.

### Page 1

- Please enter the code, county, agency name, and program name listed at the top of the survey in this first section. Be sure to enter the correct numbers in each box as this will help distinguish the program/agency the survey is associated with.

### Homeless Experience

- **1. Where did you spend the night of Tuesday, January 22<sup>nd</sup>?** – Please select one option. If no response is available the survey cannot be completed.
- **2. In what town did you spend the night? (county)** - Please Select the name of the county where the respondent spent the night **AND** type the name of the program and agency where they stayed (if applicable) into the text box. If no answer is provided for this question, check the option for 'No Response' to go to Question 3. You will need to provide an answer for at least one of the items listed in order to move on to the next screen. If no agency/program information is provided or the household was not connected with a program please leave these fields blank.
  - After selecting a County and entering program and agency information, click 'Next.' Then, select the name of Town where the respondent stayed in that County from the list provided. If the Town is not listed, check 'Other' and type the Town name in the text box provided. If the state is not listed, check 'Other' and type the name in the text box provided.
  - If the respondent stayed in a state other than New Jersey, check the 'Other State' option and click 'Next.' Then, select the name of the state where the respondent stayed from the list provided.
- **3. How long have you been in your current living situation?** – Please select the appropriate response from the drop down menu for each unit: years, months, and days. Please simplify the information entered by using all three units (years, months, days) to give the most complete answer possible. For instance, if the respondent said they had been homeless for 18 months, please submit in SurveyMonkey as: 1 year, 6 months. If the respondent answers '45 days,' enter as: 1 month, 15 days. If there is not a response available please select 'No Response.'
- **4. During the past 12 months, how many months have you been homeless on the streets, in emergency shelter, or in a safe haven?** – Please select the appropriate response from the drop down menu. If none it should be 0. If no response is available, please select 'No Response'.
- **5. How many separate times have you been homeless on the streets, in emergency shelter, or in a safe haven within the past 3 years? (since January 22, 2016)** – Please select the appropriate response from the drop down menu. If none, please select '0' for all locations in at least the first row for Episode 1 in order to continue. If no response is available, please select 'No Response' for all locations in at least the first row.

## Household information

- **6. Who was homeless with you on the night of the count? Demographic Information –** Please enter the identifying information provided for each member of the household. The first row should be reserved for the head of household completing the survey so that “Relationship to Head of Household” is indicated as ‘Self’
  - Please note the following about the format of this question in SurveyMonkey:
    - The Demographic Information section in SurveyMonkey is made up of columns with dropdown answers, except for the ‘Race’ section, which appears below the columns for ‘Relationship to Head of Household,’ ‘First Initial,’ ‘Middle Initial,’ ‘First Letter of Last Name,’ ‘Second Letter of Last Name,’ ‘Age,’ ‘Gender,’ and ‘Ethnicity.’
    - Because of the width of the webpage in SurveyMonkey, not all columns in this section are visible when first viewed. Do not miss the ‘Gender’ and ‘Ethnicity’ columns furthest to the right—you can view and complete them by scrolling with your mouse in your web browser, or by tabbing across the answers.
    - For Race, check the boxes for all that apply for the respondent.
  - Be sure to fill out information for each dropdown item for at least the head of household (respondent), otherwise you will not be able to go to the next page.
  - If no identifying initials are provided please select ‘none’ from the drop down menu for ‘First Initial,’ ‘Middle Initial,’ ‘First Letter of Last Name,’ and ‘Second Letter of Last Name.’
  - Please note identifying information should be fully completed for the respondent completing the survey. If the respondent has provided no answer, the surveyor should take their best guess in completing ‘Age,’ ‘Gender,’ ‘Race,’ and ‘Ethnicity’.
  - The numbered rows across the Demographic Information, Race, and Household Characteristics sections can help ensure that the corresponding information for each household member is accurately entered. Row 1 will always be the respondent, or ‘Self.’
- **Household Characteristics –** please check all the boxes that apply to each member of the household. Please note that row 1 under characteristics corresponds to row 1 under identifying information and race. The same pattern is true for each subsequent household member.

## Service and Income Information

- **7. Where was your last permanent address before becoming homeless?** Please be sure to enter all information for the town, county, state and country. If no answer has been provided please leave blank
- **8. What was your residence prior to your current living situation?** – Please select one option. If no response is available please leave blank
- **9. What was the primary factor that contributed to or caused your current living situation?** – Please select one option. If no response is available please leave blank.
- **10. Which of the following do you, or anyone in your household receive?** – Please select

all options that apply. If no response is available please leave blank

- **11. What is your monthly household income?** – Please enter only numeric values in this field. Do not enter commas or periods.
- **12. Would you, or anyone in your household, like to receive any of the following services?** – Please select all options that apply. If no response is available, leave blank

## 10. Questions and Contact Information

*Thank you for participating in NJ Counts 2019!*

If you have any questions about this user guide or the survey, please contact:

Monarch Housing Associates  
[njcounts@monarchhousing.org](mailto:njcounts@monarchhousing.org)  
908-272-5363 x 232