

**Task 6: Protocol Corrected**

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HMSV 440W: Program Development, Implementation, and Funding

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## **Program Records/Historical Data**

What am I looking for?

I would like to obtain any agency records that list client characteristics, the types of services provided to them by Norfolk CSB, any kind of financials listing costs of services, Project for Assistance in Transition from Homelessness (PATH) data, and how the money is spent, as well as workloads of the street outreach team. The reasons for gathering agency records, according to Linfield and Posavac (2019) are that by looking at quantitative data from the past - the program participant cannot be affected. The authors also state that there will not be any participant loss because of refusal or inability to cooperate, and data collection is not a factor as would be the case while gathering data in the field.

I am aware of the importance of confidentiality regarding the agency's records. As I am also an employee of the agency, acting as an evaluator, and the agency is a public commodity - so I imagine I will have access to just about any data I want. Having said that, the records I am going to obtain may contain material that, if released, could potentially harm a staff member or even a program participant (Linfield & Posavac, 2019). I also risk losing my job or even worse, legal recourse. I will be minding my "p's and q's" as well as completely stripping any potential confidential data in my findings.

Has the agency had evaluations done in the past? If so, I would like these records.

Has the agency implemented or not implemented any of those changes? Is there a record of the changes?

Can I see any of the things that have changed? What's visible in regards to changes in the program?

The following is the email I sent requesting the data:

Shiela & Michele,

Next week I will be at CBP in the role of a student evaluator. I am at ODU attempting to get my 2nd bachelor's degree and have a project that requires me to evaluate a Human Services program. Sarah approved an evaluation of the Street Outreach program and I have been working with Carolsue to get interviews and such scheduled for next week.

As a part of the project, I need to review historical records that pertain to the program. I would like to look at anything that is approved from the list below, dating back as far as 3 years. I will be at CBP on the following dates and times, (July 26-28, 11 am - 3 pm), please let me know when it's convenient for me to come by.

- Agency records that list client comments, characteristics, and types of services provided by CSB
- Any financials that list costs of services provided to consumers

- Any information on PATH, including financials
- Workloads/quantitative output of Street Outreach team members
- Past evaluation records
- Record of changes resultant from past evaluations (mitigations)

Thank you both for your valuable time, I look forward to working with you next week!

Regards,

Frank Gragnano, RPRS

## **Questionnaire**

How does the Street Outreach team determine where to go look for the homeless population, and what is the process?

What is the process upon contact with a unique unsheltered homeless individual?

What is the biggest barrier to services you encounter when working in the field?

If a barrier to services were to be mitigated and money and time and human effort were no object, which one would do the greatest good to mitigate?

What is the most frequently asked service need for homeless individuals to say they require?

What safety protocols do you use if any?

What do you do when you encounter someone who you know has previously been sheltered at our shelter or elsewhere?

What do you do when you know the shelters are full?

What do you do when an individual doesn't want services?

Are any records kept of individuals who have been seen on the street, but refused services?

What is the structure of the Street Outreach team?

What are daily operations like for you?

If you had a medical team with you while in the field, one that was able to access and prescribe medications to help with mental health conditions (e.g. psychosis among other things) - would it be beneficial to your work? Why or why not?

In your opinion, is the Housing Center for the Homeless on Tidewater Drive effective? Why or why not?

Is Housing First a good idea to get people off the street and help end homelessness?

Why or why not?

What is the one thing you would change about Street Outreach if you could change anything about the program?

What is the one thing you would do for people in need on the streets if time, money, and human effort were no object?

### **Questionnaire for the Director**

You've been working for some time with the homeless population, what are some changes you have seen along the way that have improved the homeless situation?

Are there some things that haven't changed that you would like to see change?

If you were to change one thing about the Street Outreach program, what would it be?

If you could add one thing to the Street Outreach Program, and money, time, and human effort were unlimited, what would it be?

Is Housing First the best option to help end homelessness? If not, what is the answer to ending homelessness?

## Stakeholder Survey July 2022

1. What division of Norfolk CSB do you work for:

- ☐ Housing and Homeless Services
- ☐ Peer Services
- ☐ ACT
- ☐ Prevention
- ☐ Other (please specify) \_\_\_\_\_

Instructions: How strongly do you agree or disagree with the following statements?

	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree
2. Norfolk has a homelessness problem.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. We are doing all that we can to alleviate homelessness.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. On a scale of 1 to 10, how would you rate your level of familiarity with the Street Outreach program?

1      2      3      4      5      6      7      8      9      10  
 Not familiar-----Very  
 familiar

5. In what capacity are you involved with the Street Outreach program? (select all that apply)

- ☐ Street outreach team member
- ☐ Housing & Homeless Services
- ☐ ACT
- ☐ Peer Services
- ☐ No direct involvement
- ☐ Other (please specify) \_\_\_\_\_

6. How long have you been aware of the Street Outreach program?

- ☐ Less than 6 months
- ☐ 6 – 12 months
- ☐ More than 1 year

7. Where have you heard about the Street Outreach program? (select all that apply)

- ☐ Employer/colleague at my agency
- ☐ Colleague at another agency
- ☐ Newspaper, television, or radio
- ☐ Advertising or on the Internet
- ☐ Other (please specify)\_\_\_\_\_

*In your opinion...*

8. What is the mission of the Street Outreach program?

9. Overall, do you feel that the Street Outreach program is achieving its mission?

- ☐ Yes, for the most part
- ☐ Yes, but the mission is different than what I initially thought it was
- ☐ No
- ☐ No opinion
- ☐ Other (please specify)

10. What if anything, do you think the project could do differently to better achieve its mission?

11. What are the components of the Street Outreach program?

Instructions: How strongly do you agree or disagree with the following statements?

	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree
12. Street Outreach has led to fewer people on the street.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Street Outreach is an important program at Norfolk CSB.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Street Outreach helps to save lives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



15. Street Outreach has had a positive impact on interactions between Norfolk Police Department officers and the homeless.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Street Outreach has had a positive impact on interactions between downtown Norfolk businesses and the homeless.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Street Outreach has had a positive impact on interactions between the public and the homeless.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*In your opinion...*

18. What could be done to further increase public awareness of the Street Outreach program?

19. What could be done to make the Street Outreach program more effective?

20. What do you see as the greatest barriers to the success of the Street Outreach program in the future?

21. What impact has the Street Outreach program had on your job?

22. What impact has the Street Outreach program had on your agency?

23. What impact has the Street Outreach program had on the homeless individuals in Norfolk?

24. Additional comments:

Thank you for your participation!

## **References**

Linfield, K. J., & Posavac, E. J. (2019). *Program evaluation: Methods and case studies*.  
Routledge.

Worwood, Erin B., Jessica Seawright, and Robert P. Butters. 2016. Evaluation of the  
Homeless Outreach Service Team (HOST) Program. Washington, DC: Office of  
Community Oriented Policing Services.