Emergency Shelter Evaluation Guide 2012

Prepared in partnership with
The Bridge for Youth

Prepared by
Kristen Cici
Research Assistant
University of Minnesota

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Center for Urban and Regional Affairs (CURA)
University of Minnesota
330 HHH Center
301--19th Avenue South
Minneapolis, Minnesota 55455
Phone: (612) 625-1551
Fax: (612) 626-0273
E-mail: cura@umn.edu
Web site: http://www.cura.umn.edu

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Emergency Shelter Evaluation Guide Overview

An evaluation guide is an operating manual for an evaluation incorporating its design, research questions, methods as well as data collection and analysis protocols. The Emergency Shelter Evaluation Guide is the foundation for evaluation of the Emergency Shelter. The Emergency Shelter Evaluation Guide is divided into seven core sections, including

1. Emergency Shelter Program Overview
2. Emergency Shelter Evaluation Questions: Identifies what The Bridge ultimately wants to know and learn from the evaluation.
3. Data Types and Sources: The information that staff will collect and where it will collect it from to answer the evaluation questions.
4. Data Analysis: How staff will use the data collected to answer the key evaluation questions.
5. The Guide's appendices detail the evaluation's survey, focus group, and document analysis protocols.
Emergency Shelter Program Overview

The Emergency Shelter Program (ESP) is often the first point of contact for a youth or parent seeking help. In any crisis, immediate help is critical. Both young people and their families can get help at The Bridge any time of the day or night by picking up the phone or coming to our door. With no fees, waiting lists, or red tape, The Bridge can respond quickly to a wide range of situations. Many families avoid their child running away or being thrown out with the prompt, effective attention they get at The Bridge. For youth who have separated from home, their most pressing need is a safe place to stay. The Emergency Shelter offers a refuge from the dangers of the street, with experienced counselors to help youth address the difficulties they face. ESP meets all youth’s basic needs: food, shelter, clothing, personal care, emotional support. Medical needs are met through on-site health screening by our registered nurse. Youth work with counseling staff, individually and in groups, to identify their goals and learn how to improve their home situation. Daily themes address topics such as self-esteem, conflict resolution, communication, sexual and chemical health. Family counselors work together with youth and parents to plan for the youth’s return home whenever possible. When returning home is not viable, ESP looks for alternatives such as extended family, foster care, treatment, or our Homeless Youth Programs, which includes transitional living and scattered-site permanent housing. Ongoing program evaluation of ESP is critical to ensure it is meeting its outcomes, as well as to inform program improvement.

Emergency Shelter Key Evaluation Questions

- Have youth developed healthy relationships with their care providers?
- Have youth attained their personal and educational goals?
- Are youth contributing and participating in their community and society?
- What impact has the Emergency Shelter had on youth?
The heartbeat of The Bridge for Youth since it opened has been the emergency crisis shelter. More than 35,000 youth have come through our doors and found safety and support. When youth are experiencing a crisis, when families are in conflict, immediate intervention can often ameliorate and prevent future problems. Our telephone and walk-in crisis services address this critical need. Our therapeutic shelter program provides a safe, temporary time-out for youth and families experiencing serious conflicts.

### Emergency Shelter Program Logic Model

#### Inputs
- Public & private grants
- Personnel (13-15 full-time and part-time staff, interns & volunteers)
- Program participants (youth ages 10 - 17 and their families)
- Community partners (Minneapolis Public Schools and Title I liaisons from other school districts, homeless youth shelters, outreach services, child protection services, juvenile justice center, metro-wide schools, juvenile supervision center, community based programs, etc)
- Program materials & supplies
- Marketing & communications
- 17 Bed shelter facility

#### Activities
- Youth are provided with 24-hour crisis intervention for youth and parents in conflict, by phone or on a walk-in basis
- Youth create care plans with trained counseling staff
- Youth and families are provided with one-on-one, group, and family counseling for youth and parents
- Youth are supported in their efforts to continue their education (tutoring, coordinating transportation, education for school personnel, etc.)
- Staff work with youth to determine long-term solution (return home, extended family, foster care, treatment, transitional or independent living)

#### Outputs
- Number of crisis calls answered
- Number of counseling sessions
- Number of youth for which a long-term solution is determined
- Number of crisis calls not answered/missed
- Number of youth turned away because no available beds

#### Activities & Outputs

#### Short-Term Outcomes
- Youth resolve conflicts with their care provider
- Youth are provided with a safe space and stable living conditions
- Youth are able to continue working towards their goals

#### Long-Term Outcomes
- Youth develop healthy relationships with their care provider(s)
- Youth are able to attain their personal and educational goals
- Youth contribute and participate in their community and in society
Emergency Shelter Evaluation Questions

The evaluation is designed to examine the impact the Emergency Shelter has had on youth, measure its outputs and outcomes, and inform program improvement. Specifically, the evaluation will look at whether the Emergency Shelter aids youth to develop healthy relationships with their caregivers,

<table>
<thead>
<tr>
<th>Information Source</th>
<th>Evaluation Questions</th>
<th>Data Collection Method</th>
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<tr>
<td>Participants</td>
<td><strong>Have youth developed healthy relationships with their care providers?</strong></td>
<td>Pre-/Post-Surveys Interviews</td>
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<td>▪ Do youth understand what a healthy relationship with a care provider should be?</td>
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<td>▪ Do youth feel they have the tools for conflict resolution? Have they been able to effectively resolve conflict with care givers?</td>
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<td>▪ Do youth have a safe space and stable living conditions?</td>
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<td><strong>Have youth attained their personal and educational goals?</strong></td>
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<td>▪ Have youth been able to accomplish their goals?</td>
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<td><strong>Are youth contributing and participating in their community and society?</strong></td>
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<td>▪ Will youth seek out community involvement opportunities?</td>
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<td><strong>What impact has the Emergency Shelter had on youth?</strong></td>
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<td>▪ Has the Emergency Shelter helped youth reach their goals?</td>
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<td></td>
<td>▪ How has staying at the Emergency Shelter changed youth’s lives?</td>
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Data Types & Sources

The Emergency Shelter will use surveys, interviews, and participant admittance documents to answer evaluation questions.

Pre-/post-surveys will provide information about how youth have changed as a result of the program. Interviews with both youth and caretakers will provide a more in-depth look at perceptions of how the program has impacted their lives, and share what they have learned and gained as a result of the program.
A potential data collection challenge is that youth can be difficult to reach for post-surveys/interviews. As such, data will from pre/post-surveys will not be matched – data will be looked at as a group (all pre-surveys would be one group, all departure surveys another group, etc).

To streamline data collection, online or text message surveys should be used. The admittance and departure survey should be administered online via SurveyMonkey. The one month/one year surveys should be administered either via text message or online when possible. Poll Everywhere ([http://www.polleverywhere.com/#free_text_poll](http://www.polleverywhere.com/#free_text_poll)) is an inexpensive tool for surveying the youth to gather long-term data.

**Data Analysis**

As this evaluation employs several levels of data collection, it will be particularly important to use protocols for data collection and have a standard procedure for data analysis. Interviews will be summarized, reviewed for overarching themes, coded, and interpreted. Surveys will be analyzed using excel and SurveyMonkey to answer evaluation questions. The data will be interpreted to explore the multiple dimensions of the Emergency Shelter’s impact on youth.
Appendix A: Admittance/Departure Participant Survey Protocol

The Bridge - Emergency Shelter Evaluation
Admittance and Departure Survey Protocol
For Youth

Survey Purpose

The purpose of the survey is to provide information for The Bridge relating to the impact the Emergency Shelter has had on the youth it serves. The youth will be surveyed four times: admittance, departure, one month-post, and one year-post to track changes in youth. Questions are designed to provide us with information that answers the following specific research questions. Although these questions may not be specifically asked in the survey, you should be familiar with them as the survey protocol is designed to enable us to answer them.

- Have youth developed healthy relationships with their care providers?
- Have youth attained their personal and educational goals?
- Are youth contributing and participating in their community and society?
- What impact has the Emergency Shelter had on youth?

Admittance and Departure Session Agenda

This section of the protocol describes the key topics of a survey session. Your session with participants will have two distinct parts:

1) an introduction and
2) survey administration

Part 1: Session Introduction (5 minutes)

This is a general guide for introducing the survey process.

Review the survey purpose and note that it is voluntary and their responses are confidential and the survey does not ask for their name. Inform them that their decision whether to participate in the survey will not affect their eligibility for services.

Part 2: Survey Session (10-15 minutes)
The survey should be administered online whenever possible. In some cases, a staff member may need to read the survey questions and answers to the youth. It is important that a staff member stay nearby in case the youth has a clarifying question about the survey.

Be careful that the survey doesn’t become an interview. Your role is to simply be there in case clarifying questions come up, it’s important that any survey responses are included on the survey form.

Post-Session Data Entry

Ideally, all participants will be completing the survey online. These instructions are for the rare circumstances when a paper survey is completed and a staff member or volunteer needs to manually enter in responses. It is always important that data entry occurs as soon as possible after a session is complete.

You will be entering the survey responses in an online survey program called SurveyMonkey.

To enter in surveys, follow this link to answer the questions in SurveyMonkey for each participant:

http://www.surveymonkey.com/s/TheBridgeES

Once you start to fill out the answers for a particular participant in SurveyMonkey, you must finish entering all of the answers for that participant. SurveyMonkey will not allow you to enter some of the answers and come back later, so you must type in all the answers for each survey you start. You also cannot return to a survey later to make changes. If you make a mistake when entering the survey in, the administrator for SurveyMonkey will need to log in and edit the survey manually.

When you finish typing the responses of one particular participant, and click "done", SurveyMonkey will take you back to the start of the survey. If you are ready to enter results from another participant, you can do it then. If you are not ready to start entering results from another participant, you can click on the link above at any time to start entering data from another survey session.
The Bridge for Youth – Emergency Shelter Admittance Survey

The purpose of the survey is to provide information for The Bridge relating to the impact the Emergency Shelter has had on the youth it serves. Your decision to participate in this service will not affect your eligibility to receive services, nor will it affect the types of services you receive. Your participation is voluntary and confidential, and your responses will not be linked to your name. We appreciate your willingness to complete this survey and encourage you to be thorough, detailed, and honest in your responses.

1. **Please describe your permanent living situation.**
   - [ ] Biological parents
   - [ ] Adoptive parents
   - [ ] Foster parents
   - [ ] Family (not parents)
   - [ ] Friends
   - [ ] Homeless
   - [ ] Group home
   - [ ] Residential treatment
   - [ ] Juvenile detention
   - [ ] Other ________________________________

2. **Why did you leave your permanent living situation? (Check all that apply)**
   - [ ] Kicked out
   - [ ] Ranaway
   - [ ] Abuse at home (physical, emotional, sexual)
   - [ ] Drug use at home (yourself or others)
   - [ ] Neglect
   - [ ] School-related conflicts (slipping grades, not attending, conflicts with peers/teachers, etc)
   - [ ] Self-harm
   - [ ] Gang-related conflicts
   - [ ] Mental health
   - [ ] Criminal involvement
   - [ ] Disagreeing with expectations/rules at home
   - [ ] Relationship conflicts (family, friends, significant others)
   - [ ] Basic needs not being met (shelter, food, clothing, etc)
   - [ ] Other ________________________________

3. **How long have you been away from your caregivers? _____ days**

4. **How many times have you runaway (including this time)? _____**

5. **Has anyone else in your household runaway before or been kicked out?**
   - [ ] Yes
   - [ ] No
6. Have you received services from The Bridge before?
   - Yes
   - No

7. How long do you intend to stay at the Emergency Shelter? _____ days

8. Who played a role in your coming to The Bridge? (Check all that apply)
   - Social Worker
   - Probation Officer
   - Police Officer
   - Parent/Guardian/Caretaker
   - Teacher
   - Self

9. Are you currently enrolled in school?
   - Yes
   - No

Please indicate your level of agreement with the following statements.

10. I know what a healthy relationship with my caregiver should be like.
    - Strongly disagree
    - Disagree
    - Agree
    - Strongly agree

11. I have a healthy relationship with my caregiver.
    - Strongly disagree
    - Disagree
    - Agree
    - Strongly agree

12. I can effectively resolve conflict.
    - Strongly disagree
    - Disagree
    - Agree
    - Strongly agree

13. I have a safe space to go.
    - Strongly disagree
    - Disagree
    - Agree
    - Strongly agree

14. I have a stable living situation.
    - Strongly disagree
    - Disagree
    - Agree
    - Strongly agree

15. I have goals that I want to accomplish.
    - Strongly disagree
    - Disagree
    - Agree
    - Strongly agree

16. I will be able to accomplish my educational goals.
    - Strongly disagree
    - Disagree
    - Agree
    - Strongly agree

17. I will be able to accomplish my personal goals.
    - Strongly disagree
    - Disagree
    - Agree
    - Strongly agree

18. I will graduate from high school.
    - Strongly disagree
    - Disagree
    - Agree
    - Strongly agree
19. I want to be involved in my community.
   □ Strongly disagree  □ Disagree  □ Agree  □ Strongly agree

20. I have sought out opportunities to be involved in my community.
   □ Strongly disagree  □ Disagree  □ Agree  □ Strongly agree

21. Staying at The Bridge’s Emergency Shelter will make things better in my life.
   □ Strongly disagree  □ Disagree  □ Agree  □ Strongly agree

**Demographics**

22. What year were you born? ____________

23. How would you describe your ethnic background? (Check all that apply)
   □ White/Caucasian
   □ African American/Black
   □ Asian/Pacific Islander
   □ Hispanic/Latino
   □ Native American/Alaskan Native
   □ Other: ________________________________________________________

24. How would you describe your gender?
   □ Female
   □ Male
   □ FTM
   □ MTF

25. How would you describe your sexual orientation?
   □ Bisexual
   □ Heterosexual
   □ Homosexual
   □ Questioning

26. What phone number can we reach you at after you leave?
   ___________________________

27. Please share why staying at the Emergency Shelter will be beneficial.
   ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________
The Bridge for Youth – Emergency Shelter Departure Survey

The purpose of the survey is to provide information for The Bridge relating to the impact the Emergency Shelter has had on the youth it serves. Your decision to participate in this service will not affect your eligibility to receive services. Your participation is voluntary and confidential, and your responses will not be linked to your name. We appreciate your willingness to complete this survey and encourage you to be thorough, detailed, and honest in your responses.

1. Please describe your permanent living situation.
   - Biological parents
   - Adoptive parents
   - Foster parents
   - Family (not parents)
   - Friends
   - Other __________________________

28. Why did you leave your permanent living situation? (Check all that apply)
   - Kicked out
   - Ranaway
   - Abuse at home (physical, emotional, sexual)
   - Drug use at home (yourself or others)
   - Neglect
   - School-related conflicts (slipping grades, not attending, conflicts with peers/teachers, etc)
   - Self-harm
   - Gang-related conflicts
   - Mental health
   - Criminal involvement
   - Disagreeing with expectations/rules at home
   - Relationship conflicts (family, friends, significant others)
   - Basic needs not being met (shelter, food, clothing, etc)
   - Other __________________________

2. How long have you been away from your caregivers? ____ days

3. How many times have you runaway (including this time)? ____

4. Has anyone else in your household runaway before or been kicked out?
   - Yes
   - No

5. Have you received services from The Bridge before?
   - Yes
   - No

6. How long did you stay at the Emergency Shelter? ____ days
7. Are you currently enrolled in school?
   - [ ] Yes
   - [ ] No

Please indicate your level of agreement with the following statements.

8. I know what a healthy relationship with my caregiver should be like.
   - [ ] Strongly disagree
   - [ ] Disagree
   - [ ] Agree
   - [ ] Strongly agree

9. I have a healthy relationship with my caregiver.
   - [ ] Strongly disagree
   - [ ] Disagree
   - [ ] Agree
   - [ ] Strongly agree

10. I can effectively resolve conflict.
    - [ ] Strongly disagree
    - [ ] Disagree
    - [ ] Agree
    - [ ] Strongly agree

11. I have a safe space to go.
    - [ ] Strongly disagree
    - [ ] Disagree
    - [ ] Agree
    - [ ] Strongly agree

12. I have a stable living situation.
    - [ ] Strongly disagree
    - [ ] Disagree
    - [ ] Agree
    - [ ] Strongly agree

13. I have goals that I want to accomplish.
    - [ ] Strongly disagree
    - [ ] Disagree
    - [ ] Agree
    - [ ] Strongly agree

14. I will be able to accomplish my educational goals.
    - [ ] Strongly disagree
    - [ ] Disagree
    - [ ] Agree
    - [ ] Strongly agree

15. I will be able to accomplish my personal goals.
    - [ ] Strongly disagree
    - [ ] Disagree
    - [ ] Agree
    - [ ] Strongly agree

16. I will graduate from high school.
    - [ ] Strongly disagree
    - [ ] Disagree
    - [ ] Agree
    - [ ] Strongly agree

17. I want to be involved in my community.
    - [ ] Strongly disagree
    - [ ] Disagree
    - [ ] Agree
    - [ ] Strongly agree

18. I have sought out opportunities to be involved in my community.
    - [ ] Strongly disagree
    - [ ] Disagree
    - [ ] Agree
    - [ ] Strongly agree

19. I have resolved the conflict with my care provider.
    - [ ] Strongly disagree
    - [ ] Disagree
    - [ ] Agree
    - [ ] Strongly agree

20. Staying at The Bridge's Emergency Shelter has made things better in my life.
    - [ ] Strongly disagree
    - [ ] Disagree
    - [ ] Agree
    - [ ] Strongly agree
21. I am hopeful about my situation.
   □ Strongly disagree  □ Disagree  □ Agree  □ Strongly agree

22. I plan to attend ongoing (individual, family, group) counseling either at the Bridge or elsewhere.
   □ Strongly disagree  □ Disagree  □ Agree  □ Strongly agree

23. I am more aware of available resources.
   □ Strongly disagree  □ Disagree  □ Agree  □ Strongly agree

**Demographics**

24. What year were you born? ____________

25. How would you describe your ethnic background (check all that apply)?
   □ White/Caucasian
   □ African American/Black
   □ Asian/Pacific Islander
   □ Hispanic/Latino
   □ Native American/Alaskan Native
   □ Other: ________________________________________________________

26. How would you describe your gender?
   □ Female
   □ Male
   □ FTM
   □ MTF

27. How would you describe your sexual orientation?
   □ Bisexual
   □ Heterosexual
   □ Homosexual
   □ Questioning

28. What phone number can we reach you at after you leave?
   ____________________________

29. Please share why staying at the Emergency Shelter was beneficial.
   ___________________________________________________________________
   ___________________________________________________________________
   ___________________________________________________________________
   ___________________________________________________________________
Appendix B: One Month/Year Participant Survey Protocol

The Bridge - Emergency Shelter Evaluation
One Month and One Year Survey Protocol
For Youth

Survey Purpose

The purpose of the survey is to provide information for The Bridge relating to the impact the Emergency Shelter has had on the youth it serves. The youth will be surveyed four times: admittance, departure, one month-post, and one year-post to track changes in youth. Questions are designed to provide us with information that answers the following specific research questions. Although these questions may not be specifically asked in the survey, you should be familiar with them as the survey protocol is designed to enable us to answer them.

- Have youth developed healthy relationships with their care providers?
- Have youth attained their personal and educational goals?
- Are youth contributing and participating in their community and society?
- What impact has the Emergency Shelter had on youth?

Admittance and Departure Session Agenda

This section of the protocol describes the key topics of a survey session. Your session with participants will have two distinct parts:

3) an introduction and
4) survey administration

Part 1: Session Introduction (5 minutes)

This is a general guide for introducing the survey process.

Review the survey purpose and note that the responses are confidential and the survey does not ask for their name.

Part 2: Survey Session (10-15 minutes)

The survey should be administered online whenever possible. In some cases, a staff member may need to read the survey questions and answers to the youth. It is important
that a staff member stay nearby in case the youth has a clarifying question about the survey.

Be careful that the survey doesn't become an interview. Your role is to simply be there in case clarifying questions come up, it’s important that any survey responses are included on the survey form.

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**Post-Session Data Entry**

Ideally, all participants will be completing the survey online. These instructions are for the rare circumstances when a paper survey is completed and a staff member or volunteer needs to manually enter in responses. It is always important that data entry occurs as soon as possible after a session is complete.

You will be entering the survey responses in an online survey program called SurveyMonkey.

To enter in surveys, follow this link to answer the questions in SurveyMonkey for each participant:

http://www.surveymonkey.com/s/TheBridgeES

Once you start to fill out the answers for a particular participant in SurveyMonkey, you must finish entering all of the answers for that participant. SurveyMonkey will not allow you to enter some of the answers and come back later, so you must type in all the answers for each survey you start. You also cannot return to a survey later to make changes. If you make a mistake when entering the survey in, the administrator for SurveyMonkey will need to log in and edit the survey manually.

When you finish typing the responses of one particular participant, and click "done", SurveyMonkey will take you back to the start of the survey. If you are ready to enter results from another participant, you can do it then. If you are not ready to start entering results from another participant, you can click on the link above at any time to start entering data from another survey session.

**The Bridge for Youth – One Month/Year Post-Stay Survey**

The purpose of the survey is to provide information for The Bridge relating to the impact the Emergency Shelter has had on the youth it serves. Your decision to participate in this service will not affect your eligibility to receive services. Your participation is voluntary and confidential, and your responses will not be linked to your name. We appreciate your willingness to complete this survey and encourage you to be thorough, detailed, and honest in your responses.
1. Have you runaway again since your last stay with The Bridge?
- Yes
- No

2. Are you currently enrolled in school?
- Yes
- No

Please indicate your level of agreement with the following statements.

3. I have a healthy relationship with my caregiver.
   - Strongly disagree
   - Disagree
   - Agree
   - Strongly agree

4. I have a safe space to go.
   - Strongly disagree
   - Disagree
   - Agree
   - Strongly agree

5. I have a stable living situation.
   - Strongly disagree
   - Disagree
   - Agree
   - Strongly agree

6. I have goals that I want to accomplish.
   - Strongly disagree
   - Disagree
   - Agree
   - Strongly agree

7. I have sought out opportunities to be involved in my community.
   - Strongly disagree
   - Disagree
   - Agree
   - Strongly agree

8. I feel better about myself since participating in ESP.
   - Strongly disagree
   - Disagree
   - Agree
   - Strongly agree

9. I have attended ongoing counseling (individual, family, group) to continue working on my presenting issues either at The Bridge or elsewhere.
   - Strongly disagree
   - Disagree
   - Agree
   - Strongly agree

10. Staying at The Bridge’s Emergency Shelter has made things better in my life.
    - Strongly disagree
    - Disagree
    - Agree
    - Strongly agree

11. Would you be willing to participate in a brief telephone interview (10-15 minutes)?
- Yes
- No
Interview Purpose

The purpose of the interviews is to provide information for the Emergency Shelter relating to the impact the program has had on the youth it serves. The interviews, which should occur one month and one year after discharge, will provide supplemental, qualitative information and youth “stories.” Questions are designed to provide us with information that answers the following specific research questions. Although these questions may not be specifically asked in the interviews, you should be familiar with them as the interview protocol is designed to enable us to answer them.

- Have youth developed healthy relationships with their care providers?
- Have youth attained their personal and educational goals?
- Are youth contributing and participating in their community and society?
- What impact has the Emergency Shelter had on youth?

Interview Session Agenda

This section of the protocol describes the key topics of an interview session. Your session with participants will have two distinct parts:

1) an introduction and
2) interview discussion

Part 1: Interview Introduction (5-10 minutes)

You will begin by reviewing the purpose of the session and the informed consent information with the youth.

Part 2: Interview Session (15-30 minutes)

After reviewing the session purpose and informed consent, you will conduct a semi-structured interview session with the participant. The session may occur over the phone or in-person. You should make sure to tape record the session. You should also record responses on either your steno pad or on a printout of the interview protocol. The entire session should not take more than 40 minutes.
Taking Notes During Interviews

When recording notes for the interview questions, you may use the steno pad or the printout of the interview guide. The steno pad allows an opportunity for you to record the conversation and relevant observational data as well as your analysis of these data. In the left column of the steno pad, write the participant’s response to the questions. In the right column, you can jot any thoughts or observations about the answers in the right column (if interviews are in-person).

Handwritten notes are designed to help you write a more complete report of participant answers. Use abbreviations, short hand, symbols, arrows, and whatever other strategies you can devise to capture detail. If a youth says something "quotable," try to write it word for word and use quotation marks.

Conducting Interview Sessions

General Tips

These are general guidelines to help you establish a climate of trust and openness to facilitate your session discussions as well as ensure the accuracy of the data.

Your primary role is to listen actively and encourage the youth to talk. Remember that the interview is an opportunity for the youth to share his/her experiences.

- Engage the youth. Establish rapport with them. Of course, be courteous, thanking them for taking time for the session and encouraging them to be comfortable. The validity of the information is critical in establishing rapport. So, be sure to explain the reasons for the session and how their feedback will be included, highlighting the information about informed consent and confidentiality.

- Be enthusiastic. It is usually contagious and will help you establish rapport.

- Convince the youth that their responses are important. The best incentive to a participant is often just being heard.

- Create a sense of privacy for the youth. Consider the nature of the questions. Be sensitive to potential sources of embarrassment for the youth. Privacy enhances the climate of confidentiality during a session.
• Keep the interview on track. Maintain control of the session, but be diplomatic. Answer questions, but just remember to get yours answered first!

• Actively Listen. Use whatever cues are appropriate to the participant’s culture to show that you are listening and care about their story of participation in the Emergency Shelter. And remember what the youth tell you. Sometimes you get more than one answer with a single question. Don’t be afraid to seek clarification from a participant. Maybe the participant is confused by the question, but maybe you’re being tested. Maybe the participant wants to see if you really care about what you’re doing, care about what the participant is saying. So pay attention.

• Don’t be shocked. Don’t wear judgments on your face, not even in your eyebrows. Look interested, not amused, appalled, or apathetic.

• Although you will be taking notes, practice field note taking techniques to maintain eye contact (or whatever mode of attentiveness seems appropriate in the cultural context). During the session, if time allows, ask follow-up questions that probe more deeply into the youth’s responses.

Part 1: Session Introduction (5-10 minutes)

This is a general guide for introducing interview process.

Begin by reviewing the purpose of the session and the informed consent information with the participants.

Introduce Yourself

• Introduce yourself, thanking the participants for taking time to share their experiences insights about the Emergency Shelter.

• Indicate that during the session you would like to ask questions about their experience with the Emergency Shelter. Tell them that their opinions are critical as they will allow us to create a comprehensive picture of how the Emergency Shelter worked and its impact.

• Tell them that you will be writing throughout the conversation to make sure you can accurately remember their feedback. Ask them if they mind that you record the session.
**Review the Informed Consent Information**

Although these sessions will usually be pre-arranged, some participants may be reluctant or wary to participate and divulge personal information or feedback critical of the Emergency Shelter. Please inform youth of the following:

- that the interview is voluntary;
- that no names, addresses, places of work, or other identifying information will be recorded; and,
- the project will not use any information that could potentially link the individual to any known activity or job.

- We want them to feel free to be frank—to really share their experiences. Tell them that we won’t tell anyone what they specifically said.
- After reading the consent information, ask if the interviewee has any questions and answer them.

**Part 2: Interview Session (15-30 minutes)**

In Part 2 of your session you will conduct a semi-structured interview with the youth. You will have 30 minutes for the discussion.

**Asking the Questions**

- The questions in this protocol are listed in a particular order but are largely open-ended. Use the questions as prompts to help facilitate the discussion about the youth’s experiences with the Emergency Shelter. The questions need not be asked in a strict order. Use them to structure a conversation—not a question and answer type questionnaire response. The questions can be asked in the order that seems to complement the natural flow of the conversation.
  - NOTE: Although you do not need to ask the interview questions in a strict order, you must ask every question.

- Your primary role is to listen actively and encourage participant responses. Please refrain from commenting; especially any judgment or other comments that might “lead” the youth to tell you what they think you might like to hear as opposed to what they really think. Where time allows, ask follow-up questions that probe more deeply into the youth’s responses.
Post-Session Data Entry

Research shows that interviewers can forget or distort their memory of a conversation at the rate of 10% for every day after an interview. So, it is critical that you type up your notes as soon as possible after the session. Go back to each section and fill out the notes that you have taken to form complete, grammatically correct thoughts and sentences that succinctly state the youth’s opinions but would be easily understood by anyone not participating in the conversation. If you include any direct quotes, please indicate those with quotation marks.

Data Analysis

Once you have typed up the notes from the interview session, read through them completely. Make a list of the recurring themes you pick up on. Once you have read through the notes several times and feel confident you have a final list of themes from the conversation, use the highlight function in Microsoft Word to go through and highlight phrases, responses, and quotes for each theme (each theme should have its own color of highlighting). Once you have sorted through the data, you can write your report using participant responses and quotes to support the themes you have discovered.
The Bridge for Youth – Participant Interview Questions

1. Please describe your current living situation? (Have you runaway/been kicked out since your stay? Do you have a healthy relationship with your caregiver? Do you feel safe? Is your living situation stable?)

2. How have you used the conflict resolution skills you learned at The Bridge? (Have you used them with your caregiver? With family? With friends? Teachers?) What skills or what types of skills have you learned and utilized? Please share an example.

3. What are your educational goals? Have you been able to make progress on those goals? Why or why not?

4. What are your personal goals? Have you been able to make progress on those goals? Why or why not?

5. Please describe your “community.” Are you involved in your community? How are you involved? Why or why not (involved)?

6. How has staying at The Bridge made a difference in your life? (If The Bridge didn’t exist, where would you have gone? How might things be different?)

7. Do you foresee needing to return to The Bridge in the future? What services might you need from The Bridge in the future? Would you recommend The Bridge to family or friends? Why or why not?
Appendix D: Caregiver Interview Protocol

Emergency Shelter Evaluation
Interview Protocol
For Caregivers

Interview Purpose

The purpose of the interviews is to provide information for the Emergency Shelter relating to the impact the program has had on the youth it serves. The interviews, which should occur one month and one year after discharge, will provide supplemental, qualitative information and caregiver “stories.” Questions are designed to provide us with information that answers the following specific research questions. Although these questions may not be specifically asked in the interviews, you should be familiar with them as the interview protocol is designed to enable us to answer them.

- Have youth developed healthy relationships with their care providers?
- Have youth attained their personal and educational goals?
- Are youth contributing and participating in their community and society?
- What impact has the Emergency Shelter had on youth?

Interview Session Agenda

This section of the protocol describes the key topics of an interview session. Your session with caregivers will have two distinct parts:

3) an introduction and
4) interview discussion

Part 1: Interview Introduction (5-10 minutes)

You will begin by reviewing the purpose of the session and the informed consent information with the caregiver.

Part 2: Interview Session (15-30 minutes)

After reviewing the session purpose and informed consent, you will conduct a semi-structured interview session with the caregiver. The session may occur over the phone or in-person. You should make sure to tape record the session. You should also record responses on either your steno pad or on a printout of the interview protocol. The entire session should not take more than 40 minutes.
Taking Notes during Interviews

When recording notes for the interview questions, you may use the steno pad or the printout of the interview guide. The steno pad allows an opportunity for you to record the conversation and relevant observational data as well as your analysis of these data. In the left column of the steno pad, write the caregiver’s response to the questions. In the right column, you can jot any thoughts or observations about the answers in the right column (if interviews are in-person).

Handwritten notes are designed to help you write a more complete report of the caregiver’s answers. Use abbreviations, short hand, symbols, arrows, and whatever other strategies you can devise to capture detail. If a caregiver says something "quotable," try to write it word for word and use quotation marks.

Conducting Interview Sessions

General Tips

These are general guidelines to help you establish a climate of trust and openness to facilitate your session discussions as well as ensure the accuracy of the data.

Your primary role is to listen actively and encourage the caregiver to talk. Remember that the interview is an opportunity for the caregiver to share his/her experiences.

- Engage the caregiver. Establish rapport with them. Of course, be courteous, thanking them for taking time for the session and encouraging them to be comfortable. The validity of the information is critical in establishing rapport. So, be sure to explain the reasons for the session and how their feedback will be included, highlighting the information about informed consent and confidentiality.

- Be enthusiastic. It is usually contagious and will help you establish rapport.

- Convince the caregiver that their responses are important. The best incentive to a participant is often just being heard.

- Create a sense of privacy for the caregiver. Consider the nature of the questions. Be sensitive to potential sources of embarrassment for the caregiver. Privacy enhances the climate of confidentiality during a session.
• Keep the interview on track. Maintain control of the session, but be diplomatic. Answer questions, but just remember to get yours answered first!

• Actively Listen. Use whatever cues are appropriate to the participant’s culture to show that you are listening and care about their story of participation in the Emergency Shelter. And remember what the caregiver tells you. Sometimes you get more than one answer with a single question. Don’t be afraid to seek clarification from a participant. Maybe the participant is confused by the question, but maybe you’re being tested. Maybe the participant wants to see if you really care about what you’re doing, care about what the participant is saying. So pay attention.

• Don’t be shocked. Don’t wear judgments on your face, not even in your eyebrows. Look interested, not amused, appalled, or apathetic.

• Although you will be taking notes, practice field note taking techniques to maintain eye contact (or whatever mode of attentiveness seems appropriate in the cultural context). During the session, if time allows, ask follow-up questions that probe more deeply into the caregiver’s responses.

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**Part 1: Session Introduction (5-10 minutes)**

This is a general guide for introducing interview process.

Begin by reviewing the purpose of the session and the informed consent information with the participants.

**Introduce Yourself**

• Introduce yourself, thanking the participants for taking time to share their experiences and insights about their youth’s visit(s) to the Emergency Shelter.

• Indicate that during the session you would like to ask questions about their experience with the Emergency Shelter. Tell them that their opinions are critical as they will allow us to create a comprehensive picture of how the Emergency Shelter worked and its impact.

• Tell them that you will be writing throughout the conversation to make sure you can accurately remember their feedback. Ask them if they mind that you record the session.
Review the Informed Consent Information

Although these sessions will usually be pre-arranged, some participants may be reluctant or wary to participate and divulge personal information or feedback critical of the Emergency Shelter. Please inform caregiver of the following:

- that the interview is voluntary;
- that no names, addresses, places of work, or other identifying information will be recorded; and,
- the project will not use any information that could potentially link the individual to any known activity or job.

- We want them to feel free to be frank—to really share their experiences. Tell them that we won’t tell anyone what they specifically said.
- After reading the consent information, ask if the interviewee has any questions and answer them.

Part 2: Interview Session (15-30 minutes)

In Part 2 of your session you will conduct a semi-structured interview with the caregiver. You will have 30 minutes for the discussion.

Asking the Questions

- The questions in this protocol are listed in a particular order but are largely open-ended. Use the questions as prompts to help facilitate the discussion about the youth’s experiences with the Emergency Shelter. The questions need not be asked in a strict order. Use them to structure a conversation—not a question and answer type questionnaire response. The questions can be asked in the order that seems to complement the natural flow of the conversation.

  - NOTE: Although you do not need to ask the interview questions in a strict order, you must ask every question.

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Once you have typed up the notes from the interview session, read through them completely. Make a list of the recurring themes you pick up on. Once you have read through the notes several times and feel confident you have a final list of themes from the conversation, use the highlight function in Microsoft Word to go through and highlight phrases, responses, and quotes for each theme (each theme should have its own color of highlighting). Once you have sorted through the data, you can write your report using participant responses and quotes to support the themes you have discovered.
The Bridge for Youth – Caregiver Interview Questions

1. Please describe your current living situation? (Has the youth you provide care for runaway/been kicked out since their stay? Do you have a healthy relationship with the youth? Is the youth’s living situation stable?)

2. How have you used the conflict resolution skills you learned at The Bridge? (Have you used them with the youth? With family? With friends? Colleagues?)

3. How do you feel about the possibility of your youth leaving again? How do you plan to prevent that from happening?

4. Have you set any goals for yourself in terms of interactions with the youth you live with? What are they? Have you made progress on them since the youth returned?

5. How do you feel the youth has changed since returning to live with you? Are they doing better in school? At home?