

2009 Homeless Count in Suburban Cook County Participant Survey – Response Summary

The following is a response summary for the Participant’s Survey (conducted through SurveyMonkey.com). The survey was emailed on January 26, 2009, following the January 22, 2009 Homeless Count in Suburban Cook County. Of the 137 participants from Count Night, 115 participants received the Participant’s Survey.¹ Of the 115 surveys sent out, 47 were returned in complete.² Note: Highlighted answers are most common.

Section 1: Pre-Count Experience

1. How did you hear about volunteer opportunities for the 2009 Homeless Count in suburban Cook County? (You may check all that apply)			
Options		Response Percent	Response Count
2009 Count Website		4.1%	2
Alliance Meeting / Training		36.7%	18
Email Campaign		4.1%	2
Friends / Family		20.4%	10
Informational Mailer Campaign (via US Mail)		0.0%	0
Press Release in Newspaper		0.0%	0
Religious Group		2.0%	1
School / University Group		26.5%	13
Other		22.4%	11

¹ This was out of a total of 137 participants – many of which did not have valid email addresses or did not regularly check their email accounts.

² This reflects a 41% return rate for the Participant’s Survey.

2. Please rate the following statements based on your level of agreement. An answer at the left of the scale reflects "STRONGLY DISAGREE". An answer at the right of the scale reflects "STRONGLY AGREE". An answer of "N/A" reflects a question that is not applicable to your experience.

Statements	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Response Count
It was easy to sign up to volunteer for the Homeless Count.	2.1% (1)	0.0% (0)	23.4% (11)	70.2% (33)	4.3% (2)	3.69	47
I could easily contact the Count Coordinator with questions or concerns.	2.1% (1)	0.0% (0)	25.5% (12)	59.6% (28)	12.8% (6)	3.63	47
The Count Coordinator was willing to answer my questions and/or address my concerns.	2.1% (1)	0.0% (0)	19.1% (9)	59.6% (28)	19.1% (9)	3.68	47
The 2009 Count Website was helpful.	0.0% (0)	4.3% (2)	31.9% (15)	40.4% (19)	23.4% (11)	3.47	47
The Monthly Volunteer Updates were helpful.	0.0% (0)	8.5% (4)	31.9% (15)	29.8% (14)	29.8% (14)	3.30	47
I was provided with all necessary information for volunteering.	0.0% (0)	4.3% (2)	34.0% (16)	59.6% (28)	2.1% (1)	3.57	47
Information was provided to me in a timely manner.	0.0% (0)	4.3% (2)	31.9% (15)	57.4% (27)	6.4% (3)	3.57	47
Overall, I felt that volunteer recruitment and management was organized.	0.0% (0)	6.4% (3)	29.8% (14)	61.7% (29)	2.1% (1)	3.57	47
I was enthusiastic about my decision to volunteer.	2.2% (1)	0.0% (0)	19.6% (9)	78.3% (36)	0.0% (0)	3.74	46

Section 2: Count Night Experience

1. Please rate the following statements based on your level of agreement. An answer at the left of the scale reflects "STRONGLY DISAGREE"; an answer at the right of the scale reflects "STRONGLY AGREE". An answer of "N/A" reflects a question that is not applicable to your experience.

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Response Count
I found the Training & Deployment Site easily.	2.1% (1)	4.3% (2)	48.9% (23)	36.2% (17)	8.5% (4)	3.30	47
Site coordinators were organized.	2.1% (1)	6.4% (3)	55.3% (26)	36.2% (17)	0.0% (0)	3.26	47
The trainers and the training given prepared me for the Homeless Count.	0.0% (0)	8.5% (4)	57.4% (27)	34.0% (16)	0.0% (0)	3.26	47
Overall, I felt that activities at the Training & Deployment Site were executed in an organized manner.	0.0% (0)	6.3% (3)	54.2% (26)	39.6% (19)	0.0% (0)	3.33	48
My Count Team leader was helpful.	0.0% (0)	2.1% (1)	27.7% (13)	59.6% (28)	10.6% (5)	3.64	47
I felt that I was an important part of my Count Team.	2.1% (1)	4.2% (2)	45.8% (22)	45.8% (22)	2.1% (1)	3.38	48
If possible, I would like to volunteer in another Homeless Count.	2.1% (1)	0.0% (0)	31.3% (15)	66.7% (32)	0.0% (0)	3.63	48

Section 3: Basic Information

1. OPTIONAL: Race / Ethnicity. (Please check all that apply)			
Options		Response Percent	Response Count
Black		12.5%	6
White		81.3%	39
American Indian / Alaskan Native		0.0%	0
Asian / Pacific Islander		4.2%	2
Hispanic		2.1%	1
Other		0.0%	0
No Response		0.0%	0
2. OPTIONAL: Age (Check only one)			
Options		Response Percent	Response Count
17 or Younger		0.0%	0
18 - 25		27.1%	13
26 - 35		18.8%	9
36 - 45		14.6%	7
46 - 55		16.7%	8

2. OPTIONAL: Age (Check only one)			
56 - 65		20.8%	10
65 or Older		2.1%	1
No Response		0.0%	0

3. In which region did you volunteer? (Check only one)			
Options		Response Percent	Response Count
North		28.9%	13
West		40.0%	18
South		31.1%	14