Setting up the VI-SPDAT 2.0 – Your Introductory Script

It is recommended that everyone in your community use the same introductory script. Create one that explains how your community is using the VI-SPDAT 2.0, how the information is stored, and what happens with the information collected from the VI-SPDAT 2.0. In your script, you should relay the following:

• The name of the surveyor and the organization that he or she is affiliated with;

• That the survey takes 10 minutes or less to complete (although the addition of non-scoring questions will increase this time)

• That you are looking for yes, no or one word answers, not their full story;

• Some questions are of a sensitive nature, and they may choose to refuse to answer any question;

• If they do not understand what a particular question is asking, or if the surveyor thinks that the question may not have been understood, that clarification can and will be provided;

• Information collected goes into your community’s data system/HMIS;

• Consent to participate in the survey;

• The importance of honest responses;

• What happens with the information and how they can access request access to the results.

**Having clear expectations from your opening script is key to a good closing script**

Sample script suggested by OrgCode:

**My name is [interviewer name] and I work for a group called [organization name]. I have a 10-minute survey that I would like to complete with you. The answers will help us determine how we can go about supporting and housing you. Most questions only require a Yes or No. Some questions require a one-word answer. I’ll be honest, some questions are personal in nature, but know you can skip or refuse any question. The information collected goes in to the Connecticut Homeless Management Information System, a shared database that all of our shelters and housing providers can access, and once it is there, other providers in the community will not make you complete this survey multiple times.**

**If you do not understand a question, let me know and I would be happy to clarify. If it seems to me that you don’t understand a question I will also do my best to explain it to you without you needing to ask for clarification.**

**One last thing we should chat about. I’ve been doing this long enough to know that some people will tell me what they want me to hear rather than telling me – or even themselves – the truth. It’s up to you, but the more honest you are, the better we can figure out how best to support you.**

**Concluding the VI-SPDAT 2.0:**

 Do **not** share VI-SPDAT 2.0 Scores.
Do **not** share VI-SPDAT 2.0 Recommendation.
Do **not** share possible outcomes.
Do **Not** Suggest a Time Frame.

Suggested:

“Thank you for taking the time to complete this assessment with me. It has helped us to determine what level of support you may need. As a community we are trying to assist clients with finding housing options as quickly as possible with the limited resources that are available.”