

Interview on Cost Elements of Residential Programs (PBTH and CBRR programs and UC-Shelters)

*The purpose of this interview is to learn the detailed information on residential programs (PBTH, CBRR and Shelters) needed to collect and interpret information on the program's costs. **The guide is intended to help measure costs of housing provided through these programs.***

This is intended to be an in-person interview. On the basis of the program data collection conducted in 2011 the team should have a detailed description of the program and basic information about data sources for program costs.

At the time you set up the interview, ask the interviewee or other staff to send you the program's most recent annual budget documents, annual financial statements, or any other information that will help answer questions on costs. Offer to send this interview guide to help the respondent(s) prepare for the interview.

Contact Information

Date _____

Respondent/Title _____

Agency Name _____

Program Name _____

Phone # _____

Email address _____

CoC _____

Interviewer _____

Section 1: Housing/facility costs

Ask questions 1 through 16 for facility-based transitional housing and shelters; for clustered or scattered site/leased housing, skip to Section 2.

1. Who owns the property where the clients live?

_____ Agency owns (*Ask questions 2-8*)

_____ Agency leases from a private property owner (*skip to Section 2*)

_____ Agency leases from a public entity (e.g., pays rent to a government agency) (*skip to Section 2*)

_____ Agency is using rent free space owned by a private owner or public entity (*skip to question 9*)

Questions 9-16 are for an agency that provides shelter/housing in free or donated space

9. Do all of the facility operating costs (e.g., *utilities costs, taxes, insurance, trash removal, security, maintenance*) for the space appear in the program's operating budget?

Yes

No, or not all. Who can I speak with about the operating costs that do not appear in your budget?

Name of agency/entity _____

Contact information _____

10. Have you had to rehab the space in order to use it for your program?

Yes

No (skip to Question 21)

11. When did you rehab the property? _____(Year)

12. What was the total rehab cost? \$ _____

13. Was any portion of the rehab cost a donation—e.g., the building was donated, professional services were donated?

Yes. Please explain.

No

14. Can you provide information on the property's rehab costs—e.g., a pro forma? Other documentation?

Yes (*At the end of the interview, use the pro-forma to complete the development cost form.*)

No

15. What do you consider the remaining viable life of the property—that is, the date when the building will need substantial capital expenditures or rehabilitation (beyond those paid for by the annual maintenance budget or out of reserves)? _____ (Year)

16. Can you provide information on the property's on-going capital or replacement costs—e.g., a capital needs assessment, a schedule for contributing to a replacement reserve?

Yes. Please explain and provide documentation.

No

Appendix D: Interview Guide for Key Informant Interviews to Collect Program Cost Data

19. For services that are part of the program but are paid for by someone else, how do I find information on the costs of these services for your clients? *(List services from Column 2 of the table and get contact information for each service if you don't already have it.)*

Name of service	Provider agency	Contact person	Phone number	E-mail

Section 3: Actual Cost Information

Go over budget documents with interviewee and fill out the following cost spreadsheets:

- **Annual Program Costs: fill out for all programs**

As part of the discussion, determine and document the following volunteer/in-kind estimates on the annual cost spreadsheet. Be sure to represent these costs in the volunteer/in-kind column of the spreadsheet rather than the direct cost portion.

20. Are there any functions provided by volunteers that would otherwise have to be paid for with agency resources (“purchased”)? (We are only concerned with functions that are integral to the admin, operation, or service provision of the program that would have to be replaced by paid staff.)

____ Yes Can you provide an estimate of the value of these volunteered services? _____

____ No

21. Are there other in-kind donations or expenses that we should be aware of that directly offset budgeted expenses?

____ Yes Can you provide an estimate of the value of these in-kind or donated expenses? _____

____ No