Washington Families Fund
A Public-Private Partnership

# WFF Client Family Exit Survey Guidelines

**Due Date**

Please complete this survey within 30 days of a client family's exit from the program.

**Procedure**

In order to complete this survey you will need to interview the head of household of the outgoing client family. To conduct the interview you may wish to use the printable version of the survey to ensure you collect all necessary information.

After you conduct the interview, enter the information provided by the head of household in to the online SurveyMonkey (link below). You will need a password in order to access the survey. If you do not have that password, please contact Margaret Hennings (contact info below).

After you click the "Done" button on the last page of the survey, you will be taken to a "thank you" page. Your survey has not been submitted until you see this page.

**Errors**

Until you click the "Done" button on the last page of the survey you may go back and correct any previous mistakes in the data entry. If you realize that there is an error in your survey after you have submitted it, please contact Margaret Hennings (contact info below).

**Questions**

For questions, please contact Margaret Hennings, Performance Measurement Specialist, at Building Changes: Margaret.Hennings@BuildingChanges.org or 206-805-6163.

## WFF Client Family Exit Survey

This survey is approximately 20 questions long and covers basic information about the client family. It is designed to align with the intake survey that was completed when the client family entered the program.

The exit survey can be found at this address: https://www.surveymonkey.com/s/C5RWX7T

The remainder of this guide walks through the survey, section by section, to provide detailed instructions and definitions of terms used in the questions.

***Program Identification***

1. In which WFF project was this family enrolled?
    - Select the WFF project in which the client family is enrolled
    - If your agency has more than one WFF grant, please be sure to select the correct project

2. Who is entering the data into this survey?
    - This should be the name of the case manager or data entry staff person, NOT the name of the client
        - For some agencies this will be the same person for each survey, at others it will be a different case manager for each family
    - This name will let us know who to contact if we have a question about the information in the survey

***Family Identification***

1. Unique Household Identification Number
    - This may be the household's HMIS number or some other project-specific identifier that you use for this family within your programs
    - Please make sure you use the same number that was used on this family's intake survey

2. On what date did or will the client family exit from the WFF program?
    - This may or may not be the same date as when the family exited from housing
    - You will need to use all 4 digits in the year

3. How many people are currently living in this household?
    - Adults: all persons age 18 and older living in the household
        - This number should include the head of household, as well as any other adults including spouses/partners, parents, siblings, and/or children 18 or over
    - Children: all persons under the age of 18 living in the household
        - This number should include the children of the head of household as well as any other children staying with them
        - Do not include children who are not currently living in the household for any reason (CPS removed, living with other parent or family members, living on own, etc)

***Exit Information***

1. What is the primary reason for this family's exit from the WFF program?
    - While there may be multiple reasons for a family's exit from the program, please choose one as the primary reason

2. Where will this family be living after program exit?
    - If members of the family will not be living together after program exit, please select the destination of the head of household

***Education and Employment***

1. What is the highest level of school completed by the head of household?

2. Is the head of household currently in school?
    a. Indicate "yes" if the head of household is enrolled in high school, community college, or university courses

3. Is the head of household currently enrolled in a job training or job search program?
    a. Indicate “yes” if the head of household is enrolled in a program specifically-related to job training or search

4. Is the head of household currently employed?

***Currently Employed***

- *If the head of household is not working, please do not answer any of the questions and skip directly to the next page.*
- *Answer these questions only if the head of household is currently employed.*
- *If they are working more than one job, answer all questions for the job at which they work the most hours.*

1. If the head of household is currently employed, what type of job is it?

2. If the head of household is currently employed, what is their monthly income from working?
    - If the client’s income changes from month to month, please enter the amount they made in the most recent month

3. If the head of household is currently employed, do they receive any health insurance coverage from their job?

4. If the head of household is currently employed, do they receive any other benefits (transportation, childcare, sick time, short- or long-term disability insurance, life insurance, etc) from their job?
    - If client is unsure, leave blank

***Income and Benefits***

1. Does the household have any income? If so, how much do they receive each month from each source?
    - These sources of income may come from any member of the household, not just the head of household
    - Please fill in the total amount of income for each source in the corresponding box
    - Do not use the $ symbol in entering the amounts, the boxes will only recognize numerical digits
    - If there is income from another source, simply fill in the dollar amount, but it is not necessary to indicate what the source of the funds is

2. Is the household receiving any state or federal benefits? If so, which ones?
    - Select all benefits that apply
    - The benefits may apply to any member of the household
    - A household may receive benefits from multiple sources
    - If a member of the household receives benefits not listed here, please check the “Other” box and describe the benefit received

***Savings***

1. Does the head of household have a savings account?
    - The account may be located at a financial institution, or within a program of your agency, but must be part of some formal savings program, rather than an informal collection in the home (jar, under the mattress, etc)

2. If yes, is there a regular contribution to this savings account?
    - If the client answers no to the first question, leave this one blank
    - Indicate “Yes” for this question if there is a regular contribution to the savings account
    - Regular could be considered monthly, bi-monthly or on some other consistent basis

***Children***

- *Please answer these questions as they relate to the oldest child in the household.*
- *If there are no children living in the household at this time (client is pregnant or children have been temporarily removed), leave these questions blank and select “Done” at the bottom of the page*
- *If no children in the household are enrolled in daycare or school, leave these questions blank and select “Done” at the bottom of the page*

1. If enrolled in daycare or school, how many times has the oldest child in the household changed schools in the past year?

2. If enrolled in daycare or school, how often was the oldest child in the household usually absent in the past 6 months? This includes excused as well as unexcused absences.