

WFF Client Family Intake Survey Guidelines

Due Date

Please complete this survey within 60 days of a client family's entry into the program.

Procedure

In order to complete the survey you will need to interview the head of household of the incoming 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 into 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 the survey after you have submitted it, please contact Margaret Hennings (contact info below).

Exit

At the time of a client family's exit from your project, a different survey will need to be completed. You will find that survey, along with instructions, here: <https://www.surveymonkey.com/s/C5RWX7T>

Questions

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

WFF Client Family Intake Survey

This survey is approximately 25 questions long and covers basic information about the client family. Most of the questions align with information collected by HMIS and is about basic demographic information, homelessness history, employment, income and benefits, and child school attendance.

The intake survey can be found at this address: <https://www.surveymonkey.com/s/8QFPNQ5>

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 is 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 note of this number as you will need to enter the same number for this household's exit survey
2. On what date did the client family begin receiving WFF services?
 - This may or may not be the same date as when the family moved in to housing
 - Some families may have begun receiving services before moving in to housing, or may not have received services until after moving in
 - 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 who are 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 who are 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)

Head of Household Demographics

1. What is the head of household's gender?
 - Select "Other" if the head of household is transgender or does not identify with either gender
2. What is the head of household's date of birth?
 - Enter the date of birth in the month/day/year format
 - You will need to use all 4 digits in the year
3. What is the head of household's race/ethnicity?
 - Select all that apply
 - If the client does not want to answer, simply leave blank

4. Does the head of household have any disabilities or special needs?
 - Select all that apply

5. Has the head of household personally experienced domestic violence?
 - Definitions of domestic violence:
 - From [RCW 26.50.010](#): (1) "Domestic violence" means: (a) Physical harm, bodily injury, assault, or the infliction of fear of imminent physical harm, bodily injury or assault, between family or household members; (b) sexual assault of one family or household member by another; or (c) stalking as defined in RCW 9A.46.110 of one family or household member by another family or household member. (2) "Family or household members" means spouses, domestic partners, former spouses, former domestic partners, persons who have a child in common regardless of whether they have been married or have lived together at any time, adult persons related by blood or marriage, adult persons who are presently residing together or who have resided together in the past, persons sixteen years of age or older who are presently residing together or who have resided together in the past and who have or have had a dating relationship, persons sixteen years of age or older with whom a person sixteen years of age or older has or has had a dating relationship, and persons who have a biological or legal parent-child relationship, including stepparents and stepchildren and grandparents and grandchildren.
 - From [RCW 10.99.020](#): (5) "Domestic violence" includes but is not limited to any of the following crimes when committed by one family or household member against another: assault, drive-by shooting, reckless endangerment; coercion; burglary; criminal trespass; malicious mischief; kidnapping; unlawful imprisonment; violation of the provisions of a restraining order, no-contact order, or protection order; rape; stalking; and interference with the reporting of domestic violence.

Homelessness History

1. How many times has the head of household been homeless in the past three years?
 - While some clients may not be entirely certain of the number of times, please ask them to take their best guess at the answer to this question
 - WFF definition of homelessness: A person or family is considered "Homeless" if they have been: A) Sleeping in a place not meant for human habitation (e.g., on a sidewalk, in a park, in a car, or in an abandoned and/or condemned building); B) Spending a short time (30 consecutive days or less) in a hospital or other institution, but ordinarily sleeping in the types of places mentioned above; C) Exiting an institutional setting (e.g. jail, prison, in-patient treatment facility, or foster care) without an appropriate housing destination secured; D) TEMPORARILY sharing the housing of others due to loss of housing, economic hardship, or similar reasons; E) Being evicted within a week from a private dwelling unit and having no subsequent residence identified and lacking the resources and support networks needed to obtain or access housing; F) Staying in an emergency shelter or motel due to a lack of adequate alternative accommodations; or G) Residing in transitional housing or other Supportive Housing Program for homeless persons.

2. What was the start date of the head of household's most recent period of homelessness?
 - If the client cannot remember the exact date, please estimate or enter the first date of the month that they remember

3. What was the primary reason for the most recent period of homelessness?
 - Select the answer that best matches the answer given by the client
 - If no answer matches, please select other and fill in another reason

4. Where was the head of household living before entering this program?
 - Select the answer that best matches the answer given by the client
 - If no answer matches, please select other and fill in another location
 - This may or may not be the same location as where the children or other adults in the household were staying before entering this program; only record the location for 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?
 - 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?
 - 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 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 question 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 (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.