

# SAMPLE QUESTIONS TO ELICIT RESPONSES FROM CUSTOMERS

**\*\* CREATE YOUR OWN BASED ON YOUR STYLE \*\***

## **Support System**

- We are going to establish working goals for you and your family during this assessment process. Does your family have goals or a pre-existing plan with another agency (DCFS, Probation, Parole, or Juvenile Justice).
- Reliable access to transportation is often a big support for those in the FEP. How would you describe your current transportation situation?
- How would you describe your housing situation?
- Think about your friends, family, or community and how much you can count on them for support?

## **Work**

- Tell me more about the skills you developed from your past work experiences.
- What things did you enjoy doing when you worked before?
- What your employment goals?
- Tell me about your work experience.
- A different job situation could lead an improvement in your family's financial or housing situation. If that's true for you, would you like assistance with employment?

## **Budget**

- When you think about the way money is or has been managed in your family, what strategies have helped you make ends meet?
- Were you aware that DWS offers workshops of budgeting and other useful topics? If yes, what were some of the ideas you used from these workshops?

## **Education**

- What is the highest level of education you have achieved?
- Would you be interested in furthering your education? If yes, what educational goals do you have?
- What would you say your strengths are in terms of school / studying?

## **Health: Physical/Mental**

- Would it be alright if we talk about your health now?
- Do you have any health issues that get in the way of working?

## **Individual Goals**

Accurate understanding of a customer's and their families goals will help the customer feel that you care. Also, customers may experience a sense of hope because feeling understood is both validating and encouraging. By contrast, missing what the customer wants or desires from the interaction may lead to frustration and doubt about the process.

### **Family Overview**

- Would it be alright if we talk about your family for a little bit?
- How are things going for your kids?
- What are some of their strengths, or, things they are really good at?

### **Children's Education**

- Are you comfortable with the child care / educational services your child is currently involved in?
- How are each of your children doing in school?
- In what ways do you connect with your child's school?
- What plans do you have for your child during school breaks or summer?
- On a scale from 1-10 how comfortable do you feel about your involvement with your child's/children's education?
- If your child is 4 or is starting school in the fall, do you have everything you need for registration?
- If your child is in high school are they on track to graduate?

### **Health of Family**

- On a scale of 1-10, how would you rate the overall health of you and your child(ren)?
- Would you be open to learning ways to increase the overall health of my family?
- What are some of the activities you like to do as a family to create healthy living behaviors?
- Do you have primary care physician for you and children?
- Do you feel confident purchasing healthy food and cooking healthy meals for your family?
- Has your child been to a dentist in the past 6 months?

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### **Individual & Family Strengths**

Affirming personal characteristics can help customers see their strengths beyond behaviors. A person who is, for example, hardworking is expected to be hard working across situations. Noticing and reflecting upon these characteristics should help customers think about their strengths and hopefully to internalize the confidence that comes from having personal characteristics that are linked to success.