



## Peer Outcomes Protocol Project

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# Peer Outcomes Protocol (POP): Question-By-Question Guide

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# POP Question-by-Question Guide

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# GENERAL INSTRUCTIONS

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## Purpose of this Guide

This is a list of instructions for each question of the Peer Outcome Protocol. It should be used as a guide for beginning interviewers, and later as a reference as interviewers gain experience. Within this document, we have provided working definitions for words that may be confusing to respondents. These definitions should be referred to whenever respondents express the need for further clarification. If the respondent needs clarification for a word that is not defined in this document, the interviewer should tell the respondent to answer the question according to what the word or phrase means to them. In addition, skip patterns are noted throughout.

The purpose of this Question-by-Question Guide is to provide you with additional information that will help you in administering the Peer Outcomes Protocol. You should refer to this guide when additional explanation of any particular section or question is needed during an interview.

## A Note on Definitions

A team of consumers and non-consumers developed the definitions in this guide. Initially, words or questions were identified as problematic, confusing or needing clarification. Our team defined these words in a manner that is simple and straightforward to respondents. It should be noted that several validated scales that did not use Question-by-Question guides were used in the construction of this protocol. As a result, some questions could not be defined further.

## Reading the Questions

When beginning an interview, you should reassure the respondent that there are no wrong or right answers. As an interviewer you must:

- Read questions exactly as they are worded in the questionnaire.
- Read questions in the order in which they are presented on the questionnaire.
- Ask every question on the questionnaire (unless there are skip instructions). After reading the question, listen quietly and patiently for the response. Do not interrupt or make a comment before the respondent has completed an answer.
- Read questions with no additions, deletions, or substitutions.
- Read each question slowly at about two words per second.
- Use a tone of voice that conveys assurance, interest, and a professional manner that is neutral and non-judgmental.
- Emphasize underlined words to enhance meaning.

Do not attempt to re-word or explain a question. If the respondent does not understand, repeat the question slowly or look to see if there is an explanation given for this question in this Question-by-Question Guide. **To ensure that all interviewers use standardized responses, interviewers should read the shaded and italicized explanations exactly as they are written.**

For example, Question 8 on the protocol reads, “What is your primary language?” The Question-by-Question instruction for this question reads, “What language do you speak most often?” If the respondent asked the interviewer to explain the question further, the interviewer would read this statement (which is shaded in the Question-by-Question Guide). If the respondent continues to ask what it means, the interviewer would reply, “Whatever it means to you.”

Sometimes a respondent will want to answer a question before you have finished reading it. It is crucial that the respondent hear the entire question before answering. If the respondent interrupts, you must continue reading the question. This allows the respondent to hear the entire question and it also discourages future interruptions.

Don't skip a question because the answer was given earlier or because you "know" the answer. In those situations in which the respondent has already provided information that probably answers the next question, you may preface the question with some combination of the following phrases:

- "I know we've talked about this," or " I know you just mentioned this, but I need to ask each question as it appears in the questionnaire."
- "You have already touched on this, but let me ask you."
- "You've told me something about this, and this next question asks."

Do not direct the respondent toward an answer or assume that an "answer" you got in passing is the correct answer to a specific question at a particular point in the interview. Do not direct the respondent by mentioning an earlier answer. If an answer is different from the one you expect, do not remind the respondent of an earlier remark or try to force consistency. Finally, remember that although you may have read these questions many times, the respondent is hearing them for the first time and needs time to understand the questions in order to decide on the answers.

### **Displaying the Scale Cards**

There are a number of questions on the survey form that have more than 4 or 5 responses. It would be too difficult for the respondent to remember all of the choices. For this type of question, a scale card is supplied with the reply choices listed on it. Each of these questions will tell you which scale card to use. Before you read the question, hand the card to the respondent. Read the question, ask the respondent to look at the code card as you read the responses, and ask the respondent to choose one answer from the list. In a few instances, respondents are asked to select more than one answer for a particular scale card if more than one answer applies. You will use a code packet, so that you can flip to the appropriate card to display to the respondent.

### **Coding Responses**

The respondent's answers must be completely and properly coded on the questionnaire or in the laptop, or the interview results cannot be used for analysis. Record every answer in the appropriate category. Circle the **number** of that category, which is either to the right of the

category or below it. Sometimes you will be asked to fill in something on a line instead. If you select an "other" category," you should circle that category code and then fill in a written response on the line provided.

If you must probe for a response, write P next to the question. If the respondent has difficulty in understanding the question, make a note next to the question. You may also use the interviewer's comment section for further explanations. Every question must have some recorded answer, or an explanatory mark, in the available space.

If you accidentally mark the wrong answer, cross out your mark, write 'error' next to it and circle the correct answer. If you are using a laptop, delete the previous answer and enter the correct answer. Some respondents may change their mind while giving an answer, so it is useful to wait a couple seconds between questions to be sure the respondent has finished speaking before marking their final answer. If you have finished the interview, but have some concern about whether the respondent answered accurately or truthfully, make a note of this or of any other concern in the section for interviewer's comments.

# COVER PAGE

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**[Respondent ID]:** This may be filled out already. If not, put the participant's ten-digit identification number here.

**[Site]:** This may be filled out already. If not, put the site's two-digit identification number here.

**[Interviewer Number]:** Put the interviewer's identification number here

**[Informed Consent]:** The interviewer should sign in this space after the respondent has signed the informed consent.

**[Date of Interview]:** Put the date that you conducted the interview, or each session of the interview, here.

**[Interview Session I]:** Put the number of minutes that it took to conduct the interview here. This does not include time for long breaks. If the interview is broken into multiple sessions then only record the number of minutes for the first session here. Please note that there are 60 minutes in an hour.

**[Interview Session II]:** If the interview was broken into multiple sessions, put the number of minutes for second session here. Please leave blank if this doesn't apply.

**[Interview Session III]:** If the interview was broken into multiple sessions, put the number of minutes for third session here. Please leave blank if this doesn't apply.

**[Interview Session IV]:** If the interview was broken into multiple sessions, put the number of minutes for fourth session here. Please leave blank if this doesn't apply.

**[Total Interview Time]:** Add up the total number of minutes from all sessions and put the total interview number of minutes here.

## INTRODUCTION AND DEMOGRAPHICS MODULE

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Read the introduction to the respondent. If the respondent has any additional questions before beginning, refer to the standardized questions, or refer his/her questions to the person in charge of the study.

### DEMOGRAPHICS

If respondents ask why we are asking these questions remind them that “in studies like this, we ask about things like marital status, race and ethnicity, gender, and sexual orientation, so that we can look at the availability and outcome of services from different perspectives. For example, married people may have different outcomes than single people, or young people may have different outcomes than older people.” Please also remind them that they have the right not to answer any of these questions.

- Question 1. **[Gender]:** You should be able to answer this without asking it. Do not ask the respondent his/her gender unless you cannot tell from the person’s name and physical appearance (if this is a face-to-face interview) or voice (if this is a telephone interview).
- Question 2. **[Birth Date]:** Code in mm/dd/yyyy format. So, for example, if a respondent says June 8, 1966 then code 06/08/1966.
- Question 3. **[Spanish/Hispanic Origin]:** Present the respondents with response card. The "other Spanish/Hispanic" category should be marked if respondents say they are of a Hispanic origin other than Mexican, Puerto Rican, or Cuban. This would include people from all Central American and South American countries such as El Salvador, the Dominican Republic, and Brazil, as well as from Spain.

If they indicate that they are uncertain about their national origin or ancestry, indicate that they should respond to the best of their knowledge. If the respondent continues to seek clarification, respond:

*Please answer with whatever it means to you.*

- Question 4. **[Ethnicity]:** Present the respondents with the response card. Instruct the respondents to indicate which group or groups represent their race. If the respondents indicate uncertainty about their race, instruct them to answer to the best of their knowledge. If the respondent asks you to clarify what you mean by race, indicate that they should answer whom they identify with in terms of skin color or ethnic or geographic origin and refer them to the groups listed on the response card.

People who are of Arab origin (for example, Moroccan, Lebanese) are considered "White." People from India are considered "Asian or Pacific Islander." If the



respondent's answer is one of the categories under "If Asian or API," circle code number 6.

Question 5. **[Country of Origin]:** If the respondent indicates that they were born in the U.S., including Puerto Rico, skip to question 7. If they were not born in the U.S., circle the code 2 and fill in the country on the line provided. Then ask question 6.

Question 6. **[Year]:** The respondent should indicate the most recent year they came to live in the US.

Question 7. **[Language]:** If the respondent indicates that they do not speak English as their primary language, ask question 8. If the respondent asks for further clarification, provide the following probe:

*Do you speak the English language more often than any other language?*

Question 8. **[Primary Language]:** If respondent does not speak English as their primary language, ask the respondent the following:

*What language do you speak most often?*

Question 9. **[Marital Status]:** If the person's answer does not exactly match one of the categories, repeat all response choices and ask the respondent to choose. If the respondent indicates that he/she is single, prompt using the following statement:

*Have you ever been married? Marriage refers to legal marriage with a certificate or a common law marriage.*

Question 10. **[Committed Relationship]:** If the person's answer does not exactly match one of the categories, repeat all response choices and ask the respondent to choose. If the respondent indicates that he/she is single, prompt using the following statement:

*Please answer with whatever it means to you.*

Question 11. **[Orientation]:** Hand respondent response card, ask the question and read the answer choices. If their answer does not exactly match one of the categories, repeat all response choices and ask the respondent to choose or select another. Remember to give the respondent the option to answer in the form of a category. If clarification is needed, read the following:

*Heterosexual refers to being attracted to the opposite sex. Sometimes called "straight."*

*Gay/lesbian refers to being attracted to persons of the same sex.*

*Bi-sexual refers to being attracted to both sexes.*

Question 12. **[Children]**: Ask respondent the question. If the respondent asks for further clarification, read the following:

*Please tell me how many children you are the biological parent of. This means that you have either given birth to a child or that a child is your biological offspring.*

Question 13. **[Children under 18]**: Ask respondent the question. If the respondent asks for further clarification, read the respondent the following:

*Please tell me how many children under the age of 18 you are responsible for and live with you at least four days of the week. This can include biological children, stepchildren, or your partner's children.*

Question 14. **[Single Parent]**: Ask the respondent the question. If the respondent asks for further clarification, read the following:

*Please tell me if you are a single parent, meaning that you are the only adult living in the household and all other people who live in the household are under the age of 18.*

Question 15. **[Veteran]**: If the respondent asks for further clarification, read the following:

*The Armed Services refers to military branches such as the Army, Navy, Marines, and the Air Force.*

Question 16. **[Disability]**: Ask the respondent the question. If the respondent asks for further clarification, provide the following information:

*In this question, the words “**physical and/or sensory disability**” are defined as any disability associated with the body or the senses, but not the mind, including sight, hearing, touch, smell, and taste.*

Question 17. **[Education]**: Ask the respondent the question. The respondents should indicate the highest grade of school that they have completed. If the respondents are unsure, probe them to describe their previous educational experience. If the respondent asks for further clarification, provide the following information:

*No formal schooling means that the individual did not attend a public or private educational institution. However, if someone was "home schooled," that counts as private education.*

*Up to 8th grade means that the individual attended public or private school through the 8th grade, including home schooling.*

*Some high school refers to the individual attending some years of high school, including home schooling, but did not receive a diploma or GED.*

*High School diploma means that the individual completed high school requirements and graduated. “GED” stands for General Equivalency Diploma*

*or General Educational Development. Some people take this test to get their high school diploma equivalency.*

*Some college or post-high school training refers to additional education in either a college, university or vocational specialty school.*

*A 2-year Associates degree can be an Associates of Arts degree or Associates of Sciences degree received from a community college or technical school.*

*A 4-year college degree refers to a Bachelor of Arts (B.A.) or Bachelor of Science (B.S.) received from a four-year college or university.*

*Post-college graduate training refers to graduate work beyond a 4-year college or university, such as working towards a Masters or Ph.D.*

Question 18. **[Financial Support]:** Ask the respondent the question. The respondents should indicate the sources of financial support they have had in the past 30 days. If the respondent asks for further clarification, provide the following information:

***Earned income:*** Money received in return for work or services.

***Social Security Benefits (SSA):*** Money or benefits received from the government program of monthly payments to the elderly, disabled, and unemployed.

***Social Security Disability Income (SSDI):*** Income paid for disability after someone has held a job and paid taxes into the social security system.

***Supplemental Security Income (SSI):*** Income received from social security benefits for the disabled, elderly, and unemployed who have not paid taxes to the social security system.

***Armed Service connected disability payments:*** Money given to people who are veterans of the armed forces and are disabled.

***Other social Welfare benefits---state or country (Transitional Assistance to Needy Families (TANF), Aid to Families with Dependent Children (AFDC):*** Money from the state or county for support for dependent children.

***Vocational program (Comprehensive Employment and Training Act (CETA), Vocational Rehabilitation, Sheltered Workshop, Goodwill):*** Any program that helps you get a job and keep a job.

***Unemployment compensation:*** Money received from the government while being unemployed.

**Retirement, investment or savings income:** Money from a retirement fund, investments, or a savings account.

**Rent supplements (including HUD, section 8 certificates, living programs receiving public support):** Money received from the government to help pay rent.

**Alimony or child support:** Money received from a parent to help cover childcare costs, or from a spouse or ex-spouse to support an individual.

**Food stamps:** Stamps issued by the government that can pay for food but can't be exchanged for cash.

**Family and/or spouse contribution:** Money received from a spouse or family members used to cover expenses.

Question 19. **[Amount of Money]:** Ask the respondent the question and present the scale card. If the respondent asks for further clarification, please provide the following information:

*Please tell me the approximate amount of money that you received from all sources over the last twelve months.*

Question 20. **[Personal Income]:** Ask the respondent the question. If the respondent asks for further clarification, provide the following information:

*Please indicate the approximate amount of money you made in the last 12 months.*

Question 21. **[Spend on Self]:** Ask the respondent the question. If the respondent asks for further clarification, provide the following information:

*Please tell the approximate amount of money you spend on yourself each month. Please do not indicate the amount of money that you spend on rent or for meals.*

## SERVICE USE MODULE

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**Note to the Interviewer:** This section is intended to gather information about the respondents use of services, including while in the hospital and support received from the program while hospitalized.

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Question 1. **[Diagnosis]:** If respondent asks for further clarification, respond:

**Please answer with whatever that means to you.**

Question 2. **[Specific Diagnosis]:** Hand respondent the response card. Circle all the responses that apply. If the respondent asks for further clarification, respond:

*Please answer with whatever that means to you.*

Question 3. **[Psychiatric Medications]:** If the respondent asks for further clarification, respond:

*Psychiatric medications are prescription drugs prescribed to you by a psychiatrist or physician to treat psychiatric conditions.*

Question 4. **[Side Effects]:** If the respondent asks for further clarification, respond:

*Side effects are symptoms that you might experience as a result of taking psychiatric medications. Some examples of side effects include headaches, dry mouth, blurry vision, and cramping in your limbs.*

Question 5. **[Probs. Alcohol]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 6. **[Probs. Drugs]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 7. **[Physical Abuse]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 8. **[Sexual Abuse]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 9. **[Ever Hospitalized]:** If the respondent asks for further clarification, respond:

*We would like to know if you have ever been admitted to a hospital either voluntarily or involuntarily for psychiatric reason. Voluntary means that you choose to go to the hospital and involuntary means that you did not make the decision to go to the hospital, but you were still admitted.*

Question 10. **[Age Hospitalized]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 11. **[Times Hosp. Lifetime]:** If the respondent asks for further clarification, respond:

*We would like to know the total number of times that you have been admitted to a hospital, voluntarily and involuntarily, for psychiatric reasons during your lifetime.*

Question 12. **[Times Hosp. Last Year]:** If the respondent asks for further clarification, respond:

*We would like to know the total number of times that you have been admitted to a hospital, voluntarily and involuntarily, for psychiatric reasons during the last 12 months.*

Question 13. **[Started Program]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 14. **[Program Attendance]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 15. **[Service Received]:** Read the question and responses to the respondents. Check all that apply. If the respondent asks what is meant by any of the responses, read the corresponding definition:

***Self-help group:*** a group whose goal is to help people recover, which is run by members who are peers and not by professionals.

***Medication Management:*** Program that assists the consumer to take their psychiatric medication as prescribed.

***Therapy:*** Meeting with a mental health professional to discuss emotional or psychological problems in order to resolve the problems.

***Counseling:*** Meeting with a mental health professional or non-professional with the goal of receiving support and/or information around psychological or emotional problems or other issues related to one's mental health such as family relationships.

***Case Management:*** A service provided by the mental health system that directs a consumer to services and supports in the community and monitors the consumer's progress towards recovery, meeting social and quality of life needs, and clinical progress.

***Crisis hotline:*** A phone number people can call for help any time that they are having a lot of mental or emotional trouble.

***Crisis intervention service:*** An organization you can always turn to in an emergency.

***Supervised or supported living program:*** A place to live that involves staff who supervise you in your daily life.

***Drop-In Center:*** A place where you can go to "hang-out" and meet people. Some may have organized activities and some may not. Often consumers run these centers.

***Homeless Shelter:*** A place where people who don't have a home can stay. These shelters can hold different numbers of people and are run by different organizations.

***Domestic Violence Shelter/Program:*** A place for people to stay who are experiencing domestic violence, or are experiencing violence at home.

***Legal Aid:*** Help from lawyers, typically at reduced cost for people with disabilities or low income.

***Job Training or vocational program:*** A program that helps you to get and keep a job.

***Partial or day hospitalization services:*** Programs run by a hospital or mental health centers that last for part of the day.

***Services for alcohol use or abuse problems:*** Any kind of organized help for problem you may be having with alcohol.

***Services for drug use or abuse problems:*** Any kind of organized help for a problem you may be having with drugs.

***Alternative therapy or treatment, such as body massage, herbs/homeopathic:*** The kind of health care offered by non-traditional doctors as a way to treat medical problems.

Question 16. **[Emotion Difficulties]:** If the respondent asks for further clarification, respond:

**Significant emotional difficulties refers to problems caused by emotions that make it difficult to perform your daily life activities and is less severe than emotional crisis.**

Question 17. **[Psychiatric Crisis]:** If the respondent asks for further clarification, respond:

*Psychiatric crisis is a big problem or a very hard time that is caused by emotional pain, confusion, etc. and interferes with your ability to perform your daily life activities.*

Question 18. **[Program Hosp.]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 19. **[Place to Stay]:** If the respondent asks for further clarification, respond:

*Did this program help you stay out of the hospital by providing you with housing or providing you with contacts for housing?*

Question 20. **[Support]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 21. **[Talk to]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 22. **[Cope with Symptoms]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 23. **[Involve Others]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 24. **[Hosp. Last 6 Mos]:** If the respondent asks for further clarification, respond:

*We would like to know if you have been admitted to a hospital voluntarily or involuntarily for psychiatric reasons during the last 6 months.*

Question 25. **[Hosp. Times Last 6 Mos]:** If the respondent asks for further clarification, respond:

*We would like to know the total number of times you have been admitted to a hospital voluntarily or involuntarily for psychiatric reasons during the last 6 months.*

Question 26. **[Number Involuntary]:** If the respondent asks for further clarification, respond:

*Involuntary means that you were not given choice.*

Question 27. **[Days in Hosp.]:** If the respondent asks for further clarification, respond:

*We would like to know the total number of days that you have been admitted to a hospital for psychiatric reasons during the last 6 months.*

Question 28. **[Attend at Time]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*



Question 29. **[Support]:** If the respondent asks for further clarification, respond:

*Support refers to mental, physical and emotional support, such as encouragement, confidentiality and friendship. It can also include taking care of things in your life, such as children, pets, bills, and errands while you are in the hospital.*

Question 30. **[Ignored]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 31. **[Visited]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 32. **[Failure]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

# EMPLOYMENT MODULE

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Question 1. **[Currently Working]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 2. **[Number of Hours]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 3. **[More than One Job]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 4. **[Wage]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 5. **[Insurance]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 6. **[Interest in Wkg.]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 7. **[Looking Wk.]:** If the respondent asks for further clarification, respond:

*We would like to know if you have been searching for a paying job in the past 4 weeks.*

Question 8. **[Care for Others]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 9. **[Training Pg.]:** If the respondent asks for further clarification, respond:

*School or training program refers to a formally organized class or program where you learn new skills or knowledge.*

Question 10. **[Retired]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 11. **[Volunteer]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 12. **[Gen. Satis.]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 13. **[Emot. Problems]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 14. **[Know]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 15. **[Keep Job]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 16. **[Program Help]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 17. **[Prog. Talk SSI]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 18. **[Prog. Talk Med.]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 19. **[Prog. Inspires]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 20. **[Prog. Resources Find]:** If the respondent asks for further clarification, respond:

*Resources refer to places, money, people, skills, and knowledge, etc. that help to find a job.*

Question 21. **[Prog. Resources Keep]:** If the respondent asks for further clarification, respond:

*Resources refer to places, money, people, skills, and knowledge, etc. that help to keep a job.*

Question 22. **[Discuss Wk.]:** If the respondent asks for further clarification, respond:

*Work issues are anything related to your job. Work issues may include problems with co-workers, your boss, customers, or may involve pay, wanting to quit, insurance, or on the job harassment.*

Question 23. **[Not Working]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 24. **[Working]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

## COMMUNITY LIFE MODULE

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Question 1. **[Currently Live]:** If the respondent asks for further clarification, respond:

*Apartment, condo, house, or trailer means living in one of those units alone, with family, or others who are not part of a service program such as a group home.*

Question 2. **[Payment for Housing]:** If the respondent asks for further clarification, respond:

*If you do not pay rent, even if others pay rent for the unit, select the category "occupied without payment of cash rent."*

Question 3. **[Resident Occupants]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you. "Minor children" are those age 17 or younger. "Adult children" are age 18 or older.*

Question 4. **[Help with Money]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 5. **[Receive Help]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 6. **[Help Cooking]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 7. **[Help]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 8. **[Help Housekeeping]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 9. **[Who Help]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 10. **[Gen. Sats.]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 11. **[Live Want]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 12. **[House Want]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 13. **[Activities]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 14. **[Rejected]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 15. **[Prog. Helps.]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 16. **[Spend Time]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 17. **[Time Alone]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 18. **[Activities]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 19. **[Time with Friends]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 20. **[Visitor]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 21. **[Telephone]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 22. **[Planned Activity]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 23. **[Girl/Boy Friend]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

*(If the person does not have someone considered a boyfriend or girlfriend, circle the "1" for "not at all.")*

Question 24. **[Feel things]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 25. **[Feel Time]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 26. **[People Socially]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 27. **[Neighbors]:** If the respondent asks for further clarification, respond:

*Neighbors are people who live near you, usually within close walking distance.*

Question 28. **[Family Members]:** If the respondent asks for further clarification, respond:

*Family members are people in your family, including parents, brothers or sisters, cousins, aunts and uncles, etc. These can also be people who aren't in your biological family but who have taken care of your and/or have adopted you.*

Question 29. **[Friends]:** If the respondent asks for further clarification, respond:

*Friends are people you like to spend time with and care about and support you.*

Question 30. **[Peer at Program]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 31. **[Feel Lonely]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 32. **[Intimacy]:** If the respondent asks for further clarification, respond:

*Intimacy refers to being close to other people, or to one other person. This can mean physical closeness or emotional closeness or both.*

Question 33. **[Discrimination]:** If the respondent asks for further clarification, respond:

*Discrimination means that you are denied your rights to freedom of speech, or equal access, or equal opportunity because you are of a particular gender, race, or sexual orientation, or have a mental or physical disability.*

Question 34. **[Program]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 35. **[Workplace]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 36. **[Landlord]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 37. **[Victim Violent Crime]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 38. **[Victim Non-violent]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 39. **[Arrested]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 40. **[Jail]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

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**NOTE:** Questions 41 and 42 pertain to physical and sexual abuse. For these questions if the respondent indicates “YES” they are currently being either physically or sexually abused or both, you **MUST** supply them with the relevant contact number. A respondent may choose to refuse the contact telephone number. You should note this in the margin notes.

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Question 41. **[Physical Abuse]:** Ask respondent the question. Read the definition. If the respondent answers “yes” give them the number for a physical abuse hotline. If the respondent asks for further clarification, respond:

*Physical abuse is being physically hurt by another person; or being threatened by another person.*

Question 42. **[Sexual Abuse]:** Ask respondent the question. Read the definition. If the respondent answers “yes” give them the number for a sexual abuse hotline. If the respondent asks for further clarification, respond:

*Sexual abuse is being forced to have sexual contact against your will.*

Question 43. **[Treat Differently]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 44. **[Violent or dangerous]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 45. **[Child]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 46. **[Unpredictable]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 47. **[Best Interest]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 48. **[Incapable Child]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 49. **[Incapable Job]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 50. **[Incapable Relationship]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*



## QUALITY OF LIFE MODULE

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Question 1. **[General Health]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 2. **[Moderate Activities]:** If the respondent asks for further clarification, respond:

*Moderate activities include taking a walk, pushing a vacuum cleaner, bowling, or playing golf.*

Question 3. **[Climbing Stairs]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 4. **[Accomplished Less]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 5. **[Limited]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 6. **[Accomplished Less Emot.]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 7. **[Careful Work]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 8. **[Pain Interfere]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 9. **[Calm and Peaceful]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 10. **[Energy]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 11. **[Downhearted and Blue]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 12. **[Social Activities]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 13. **[Life General]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 14. **[Gen. Physical]:** If the respondent asks for further clarification, respond:

*Physical health refers to the health of your body, meaning diseases and physical conditions such as blindness, arthritis, cancer, and osteoporosis. This does NOT include mental health, even though many mental illnesses are physically based.*

Question 15. **[Emot. Satis.]:** If the respondent asks for further clarification, respond:

*Emotional health refers to the health of your mind and emotions. For example, do you feel happy, at peace, and connected to reality? This also overlaps with mental health.*

Question 16. **[Gen. Satis.]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 17. **[Enjoyable]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 18. **[Hopeful Conditions]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 19. **[Sufficient Resources]:** If the respondent asks for further clarification, respond:

*Resources refers to places, money, people, skills, knowledge, etc. that help to get something you want or need to live on.*

Question 20. **[Resources Future]:** If the respondent asks for further clarification, respond:

*Resources refers to places, money, people, skills, knowledge, etc. that help to get something you want or need to live on.*

Question 21. **[Meaning]:** If the respondent asks for further clarification, respond:

*Things that bring meaning to your life are typically those things that have a purpose that matters to you. Some examples might be reading or taking a class, going to a self-help group, or planting vegetables in your garden.*

Question 22. **[Program Life]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 23. **[Prg. Enjoyable]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 24. **[Pgm. Hopeful]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 25. **[Pgm. Worry Less]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 26. **[Pgm. Basic Rights]:** If the respondent asks for further clarification, respond:

*Basic human rights are rights that all people have just because they are people. Examples include the right to food, safety, shelter, and happiness.*

Question 27. **[Pgm. Consumer Rights]:** If the respondent asks for further clarification, respond:

*Mental health consumer rights are rights that people with mental illness have to ensure they are receiving proper treatment and care during services, from staff, fellow consumers, professionals, and non-consumers. These rights include rights to services, treatment, care, medication, and legal issues.*

Question 28. **[Pgm. Meaningful]:** If the respondent asks for further clarification, respond:

*Meaningful activities are those things that bring meaning to your life and typically have a purpose that matters to you. Some examples might be reading or taking a class, going to a self-help group, or planting vegetables in your garden.*

## WELL-BEING MODULE

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Question 1. **[Gen. Satis.]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 2. **[Respect]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 3. **[Ask People]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 4. **[Opinions Count]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 5. **[Trust Decisions]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 6. **[Contributions]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 7. **[Pgm. Contributions]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 8. **[Personal Growth]**: If the respondent asks for further clarification, respond:

*Person growth refers to growth in your own private well being. For example, you are happier, more at peace, more able to do the things you want to do.*

Question 9. **[Respect from Others]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 10. **[Personal Power]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 11. **[Decisions]**: If the respondent asks for further clarification, respond:

*Mental health services are any kinds of care that try to improve your mental health; often this means the more traditional kinds of care such as therapy.*

Question 12. **[Control Daily Routine]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 13. **[Change Imp. Things]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 14. **[Self-Sufficient]:** If the respondent asks for further clarification, respond:

*Self-sufficient means being independent and able to take care of yourself.*

Question 15. **[Knowledgeable]:** If the respondent asks for further clarification, respond:

*Mental health issues refer to problems, questions, and disagreements about mental health and how it is treated.*

Question 16. **[Choices]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 17. **[Independently]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 18. **[Positive Changes]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 19. **[Active in Decisions]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 20. **[Control Daily Routine]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 21. **[Changes]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 22. **[Self-Sufficient]:** If the respondent asks for further clarification, respond:

*Self-sufficient means being independent and able to take care of yourself.*

Question 23. **[Change Pgm.]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 24. **[Pgm. Planning]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 25. **[Progress Toward Recovery]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 26. **[Know Problems]:** If the respondent asks for further clarification, respond:

*Psychiatric problem refers to something that bothers you in a mental or emotional way that matches a symptom or an illness recognized by psychiatrists.*

Question 27. **[Do Something]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 28. **[Recovery]:** If the respondent asks for further clarification, respond:

*Recovery refers to growth and improvement in your health and well-being. This can include a lessening of symptoms, or improved control of your symptoms, or both.*

Question 29. **[Understand Recovery]:** If the respondent asks for further clarification, respond:

*Recovery refers to growth and improvement in your health and well-being. This can include a lessening of symptoms, or improved control of your symptoms, or both.*

Question 30. **[Personal Growth]:** If the respondent asks for further clarification, respond:

*Personal growth refers to growth in your own private well being. For example, you are happier, more at peace, more able to do the things you want to do.*

Question 31. **[Positive Changes]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 32. **[Life Ups and Downs]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 33. **[Emotional Cope]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 34. **[Satis. Choices]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 35. **[Recovery Hope]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 36. **[Pgm. Cope]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 37. **[Pgm. Ustd. Recovery]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

# PROGRAM SATISFACTION MODULE

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Question 1. **[Gen. Satis.]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 2. **[Facilities]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 3. **[Physically Safe]**: If the respondent asks for further clarification, respond:

*Physically safe means being safe from physical threats like cold or rain, being hit or beaten, or being kept from food or sleep.*

Question 4. **[Services Useful]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 5. **[Employment]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 6. **[Housing]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 7. **[Education]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 8. **[Recreation]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 9. **[Transportation]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 10. **[Kind of Information]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 11. **[Info. When Needed]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 12. **[Human Rights]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 13. **[Staff Respectful Bkgd.]**: If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 14. **[Members Respectful Bkgd]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 15. **[Staff Sexual Orientation]:** If the respondent asks for further clarification, respond:

*Sexual orientation refers to a label that indicates whether you tend to be attracted to people of your own sex, people of the opposite sex, or both.*

Question 16. **[Members Sexual Orientation]:** If the respondent asks for further clarification, respond:

*Sexual orientation refers to a label that indicates whether you tend to be attracted to people of your own sex, people of the opposite sex, or both.*

Question 17. **[Staff Gender]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 18. **[Members Gender]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 19. **[Staff Confid.]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 20. **[Staff Competent]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 21. **[Staff Ignore]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 22. **[Safe Talking]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 23. **[Get Along]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 24. **[Members Considerate]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 25. **[Recommend]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 26. **[Accept Criticism]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*



Question 27. **[Staff See Strengths]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 28. **[Few Power Struggles]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 29. **[Focus on Needs]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 30. **[Positive Opinions]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 31. **[Negative Opinions]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 32. **[Increase Know.]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 33. **[Positive Difference]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 34. **[Cope]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 35. **[Self-Sufficient]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 36. **[Difference in Life]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 37. **[Socializing]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 38. **[Hide Diagnosis]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 39. **[Need Help]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 40. **[Emotional Support]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 41. **[Pressured]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 42. **[Get Back]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 43. **[Butter Up Want]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 44. **[Butter Up Need.]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 45. **[Want Something]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 46. **[Threatens Housing]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 47. **[Threatens Money]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 48. **[Threatens Hosp.]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 49. **[Threatens Meds.]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*

Question 50. **[Threatens]:** If the respondent asks for further clarification, respond:

*Please answer with whatever this means to you.*