

## PERSONAL OUTCOMES ELEMENT

### A. PHYSICAL AND SOCIAL ENVIRONMENT

These questions capture the quality of the consumer's school, work, and living environments. The response options for each question represent increasing levels of independence, well-being, inclusion, and/or productivity. Select the level that best describes the consumer's current situation, disregarding both past circumstances and any temporary fluctuations (e.g., being out of school on vacation) that may be occurring now.

In the questions below, the phrase **person with a disability** refers to someone other than the consumer who has a developmental disability or special need for support in a given setting. **Speaking the consumer's language** means being able to communicate about daily matters and engage in social interaction with the consumer.

Please use the best informant available for each question. It is important that the person(s) providing information for this section be sufficiently knowledgeable about the particular area of a consumer's life to provide an accurate and unbiased picture.

**If you are unable to provide a response to a question, please explain why.**

Record *Question Does Not Apply (N)* if for any reason the question is not appropriate.

If a knowledgeable person is not available to provide information, record *Current Information Not Available (Q)*

**These questions are written to be understood and answered by service coordinators. Do not read them to consumers, family members, or caregivers verbatim. Instead, use your own words to request the information that you need to answer the questions.**

### **School & Work**

Questions in this section do not apply to all consumers. If the consumer does not participate in the type of setting specified in a question, record Question Does not Apply (N) and proceed to the next one. Please Note:

Questions 1 through 3 apply only to consumers who attend school.  
Questions 4 through 6 apply only to consumers who work and/or attend a day program  
Questions 7 and 8 apply only to consumers who work for pay.

1. What type of school does the consumer attend?

- 1 = In-home instruction
- 2 = School with special education students only
- 3 = Integrated school with some integrated classes
- 4 = Integrated school with fully integrated academic classes

- N = Question does not apply
- O = Attends college, adult education classes, or trade school
- Q = Current information not available

**Examples of Coding Type of School**

Example 1: Consumer is home schooled: rate 1

Example 2: Consumer is sixteen and attends community college class held on grounds of residential facility: rate O

Example 3: Consumer attends Day Training Activity Center (DTAC) on grounds of residential facility: rate N

2. On a typical day, how much contact does the consumer have at school with students who do not have a disability?

- 1 = No contact
- 2 = Contact outside of academic classes only
- 3 = Some contact in academic classes, but not all day
- 4 = Contact all day (Fully included)

- N = Question does not apply
- Q = Current information not available

**Examples of Coding School Contact**

Example 1: Home schooled; one parent; no other students: rate 1

Example 2: Community college class at residential facility: rate 3

Example 3: DTAC at residential facility: rate N. Although DTAC will include other consumers, this is not a “school” situation.

3. On a typical day, how many people does the consumer interact with at school who speak the consumer's primary language (e.g., Spanish, English, Cambodian, etc.)?

- 1 = None
- 2 = At least one
- 3 = More than one but not all
- 4 = All

N = Question does not apply  
Q = Current information not available

### **Examples of Coding Primary Language Interaction**

Example 1: Home school: rate 2. One parent and no other students provides a limited environment. Level 4 would imply a wider variety of interactive opportunity.

Example 2: Community college class on grounds: rate 3 unless all consumers and staff are both verbal and speak consumer's primary language, then rate 4

Example 3: DTAC: rate N. Not a "school" environment

4. In what type of work or day program does the consumer participate most often?

- 1 = Day program
- 2 = Sheltered workshop / facility based employment
- 3 = Community based employment with supports by vendor agency
- 4 = Community based employment without supports by vendor agency

N = Question does not apply  
V = Volunteer or other unpaid work  
Q = Current information not available

### **Examples of Coding Work / Day Program**

Example 1: Home schooled: rate N

Example 2: Community college class on grounds: rate N

Example 3: DTAC on grounds: rate 1

5. On a typical day, how many people does the consumer interact with at the day program and/or work site who do not have a disability? (include both peers and staff.)

- 1 = None
- 2 = A few
- 3 = Most
- 4 = All

N = Question does not apply  
Q = Current information not available

6. On a typical day, how many people does the consumer interact with at the day program and/or work site who speak the consumer's primary language (e.g., Spanish, English, Cambodian)? (Include both peers and staff.)

- 1 = None
- 2 = At least one
- 3 = More than one but not all
- 4 = All

N = Question does not apply  
Q = Current information not available

7. In a typical week, how many hours is the consumer paid for work? (Please estimate if the consumer is paid for productivity.)

- 1 = Less than 10 hours
- 2 = 10 to 25 hours
- 3 = 26 to 39 hours
- 4 = 40 hours or more

N = Question does not apply  
Q = Current information not available

8. In a typical week, how much does the consumer earn per hour of work? (Please estimate if the consumer is paid for productivity.)

- 1 = Consumer is paid less than minimum wage
- 2 = Consumer is paid minimum wage
- 3 = Consumer is paid more than minimum wage
- 4 = Consumer is a salaried employee

N = Question does not apply

Q = Current information not available

### **Community & Social Life**

9. During the past 6 months, about how often did the consumer participate in community outings for personal errands, recreation, entertainment, or church?

1 = Once a month or less

2 = More than once a month, but not every week

3 = At least once a week, but not every day

4 = Almost every day

N = Question does not apply

Q = Current information not available

10. How many friends does the consumer have?

(Friends include individuals with whom the consumer maintains an ongoing relationship by initiating contact, sharing confidences, and/or engaging in special activities; may include family members, but not paid staff or support persons.)

1 = None

2 = One

3 = Two or three

4 = More than three

N = Question does not apply

Q = Current information not available

## **Out-of-Home Living**

This section applies only to consumers living in an out-of-home setting (i.e., any setting other than a family residence). If the consumer lives at home with family, record Question Does Not Apply (N) for each question below and proceed to the next section.

11. Including the consumer, how many people with disabilities live in the household? (Include both peers and staff.)

- 1 = Five or more people with disabilities
- 2 = Three or four people with disabilities
- 3 = One or two people with disabilities
- 4 = Consumer is the only person with a disability

N = Question does not apply  
A = Consumer lives alone  
Q = Current information not available

12. How many times has the consumer moved from one residence to another in the last 2 years?

- 1 = Three times or more
- 2 = Twice
- 3 = Once
- 4 = Consumer has not moved

N = Question does not apply  
Q = Current information not available

13. On a typical day, how many people who live at the consumer's household speak the consumer's primary language (e.g., Spanish, English, Cambodian)? (Include both peers and staff.)

- 1 = None
- 2 = At least one
- 3 = More than one but not all
- 4 = All

N = Question does not apply  
Q = Current information not available

## B. HEALTH & SAFETY

These questions capture the extent to which the consumer is safe and has access to needed health care services. The response options for each question represent increasing levels of care. For each question, select the response option that most accurately describes the consumer's situation during the preceding 12 months. *(Please note change in time frame from the previous section.)*

Please use the best informant available for each question. It is important that the person(s) providing information for this section be sufficiently knowledgeable about the particular area of a consumer's life to provide an accurate and unbiased picture.

**If you are unable to provide a response to a question, please explain why.**

Record *Question Does Not Apply (N)* if for any reason the question is not appropriate

If a knowledgeable person is not available to provide information, record *Current Information Not Available (Q)*.

Record *Consumer Refused Care (X)* if care was made available, but consumer refused it.

**These questions are written to be understood and answered by service coordinators. Do not read them to consumers, family members, or caregivers verbatim. Instead, use your own words to request the information that you need to answer the questions.**

14. Did the consumer see a physician, nurse practitioner, or physician's assistant for medical care (including check-ups) during the past 12 months?

- 1 = No, but medical care was needed
- 2 = Yes, but needs were not met
- 3 = Yes, but needs were only partially met
- 4 = Yes, and needs were fully met

N = Question does not apply, e.g., medical care was neither needed or sought

X = Consumer refused care

Q = Current information not available

15. Did the consumer see a dentist for dental care (including check-ups) during the past 12 months?

- 1 = No, but dental care was needed
- 2 = Yes, but needs were not met
- 3 = Yes, but needs were only partially met
- 4 = Yes, and needs were fully met

N = Question does not apply, e.g., dental care was neither needed or sought  
X = Consumer refused care  
Q = Current information not available

16. Does the consumer currently have a medical and/or dental condition for which appropriate care is not being provided, although it should be?

- 1 = Yes, and problems are life threatening
- 2 = Yes, and problems are serious enough to affect well-being
- 3 = Yes, but problems are not serious enough to affect well-being
- 4 = No

N = Question does not apply  
X = Consumer refused care  
Q = Current information not available



### C. CONSUMER SURVEY

These questions capture the consumer's own feelings about his or her life. The consumer must provide the information in this section without someone else interpreting the response. If the consumer is not able or willing to provide any of this information, indicate why below.

If the consumer did not answer any of the questions in this section, indicate why by selecting one of the responses below. You should also put the appropriate response next to all questions in this section.

X = The consumer is not able to respond without interpretation and/or cannot understand the questions.

Q = The consumer is not available to respond at this time.

R = The consumer chooses not to respond to any of the questions.

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Begin by explaining that the purpose of the questionnaire is to find out how the consumer feels about his or her life. Make sure the consumer understands that he or she should describe feelings and impressions that are current (within the previous month or two), not those that may have occurred at an earlier time.

These questions should be read aloud. Fill in the name of the pertinent person, place, or agency as needed, using terms the consumer would recognize (e.g., "Do you like going to the Lauren Training Center?") You may paraphrase the question if the consumer asks for clarification or repeat the question as needed.

**Do not read the response options to the consumer. Instead, allow the consumer to respond naturally. Listen carefully to the consumer's response, requesting clarification as needed.**

- If a particular question is not appropriate for this consumer do not read it. Record *Question Does Not Apply (N)* and move on to the next question.
  - Record *Not Sure (X)* if the consumer is unsure or does not understand the question.
  - Record *Consumer Chooses not to Answer R* if the consumer prefers not to answer a particular question.
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**Insert the name of the place the consumer lives in each question below. If the consumer lives in a residence within a facility, use the name of the residence.**

Questions 17 and 18 apply only to consumers who do not live at home. Question 19 applies only to **adult** consumers who do not live at home.

17. Some people like where they live and others don't. When you think about how you feel most of the time . . .

Do you like living at \_\_\_\_\_?

0 = Negative Response

1 = Ambivalent or Mixed Response

2 = Positive Response

N = Question does not apply

X = Consumer is not sure or does not understand

Q = The consumer is not available to respond at this time

R = Consumer chooses not to answer

18. Some people like the people who help them at home and others don't. When you think about how you feel most of the time . . .

Do you like the people who help you at \_\_\_\_\_?

0 = Negative Response

1 = Ambivalent or Mixed Response

2 = Positive Response

N = Question does not apply

X = Consumer is not sure or does not understand

Q = The consumer is not available to respond at this time

R = Consumer chooses not to answer

19. Some people wish they could live some place else. Others want to stay where they are. When you think about how you feel most of the time . . .

Do you want to keep living at \_\_\_\_\_?

0 = Negative Response

1 = Ambivalent or Mixed Response

2 = Positive Response

N = Question does not apply

X = Consumer is not sure or does not understand

Q = The consumer is not available to respond at this time

R = Consumer chooses not to answer

**Insert the name of the school, job or day program the consumer attends most often in each question below. Volunteer jobs are included.**

Questions 20 and 21 apply only to consumers who attend a school, day program, and or work-site. Question 22 applies only to **adult** consumers who attend a school, day program, and or work-site.

20. Some people like their school (or day program or job) and others don't. When you think about how you feel most of the time...

Do you like going to \_\_\_\_\_?

0 = Negative Response

1 = Ambivalent or Mixed Response

2 = Positive Response

N = Question does not apply

X = Consumer is not sure or does not understand

Q = The consumer is not available to respond at this time

R = Consumer chooses not to answer

21. Some people like the people who help them at their school (or day program or job) and others don't. When you think about how you feel most of the time . . .

Do you like the people who help you at \_\_\_\_\_?

0 = Negative Response

1 = Ambivalent or Mixed Response

2 = Positive Response

N = Question does not apply

X = Consumer is not sure or does not understand

Q = The consumer is not available to respond at this time

R = Consumer chooses not to answer

22. Some people wish they could go to another school (or day program or job). Others want to stay where they are. When you think about how you feel most of the time.

Do you want to keep going to \_\_\_\_\_?

0 = Negative Response

1 = Ambivalent or Mixed Response

2 = Positive Response

N = Question does not apply

X = Consumer is not sure or does not understand

Q = The consumer is not available to respond at this time

R = Consumer chooses not to answer

23. We all feel sad or unhappy sometimes. Talking to other people about what happened can help us feel better.

Who do you talk to when you are sad or unhappy? (Ask "Who Else?" after the first name is given. Do not repeat a second time.)

0 = Consumer does not name anyone

1 = Consumer names one person

2 = Consumer names more than one person.

N = Question does not apply

X = Consumer is not sure or does not understand

Q = The consumer is not available to respond at this time

R = Consumer chooses not to answer

24. We all feel afraid or scarred sometimes. Some people feel like that a lot of the time. Others feel safe most of the time.

Do you feel safe or afraid most of the time?

0 = Afraid

1 = Ambivalent or Mixed Response (e.g., maybe; it depends; sometimes)

2 = Safe

N = Question does not apply

X = Consumer is not sure or does not understand

Q = The consumer is not available to respond at this time

R = Consumer chooses not to answer

25. We all feel sad or unhappy sometimes. Some people feel like that a lot of the time. Others feel happy most of the time.

Are you happy or sad most of the time?

0 = Sad

1 = Ambivalent or Mixed Response (e.g., maybe; it depends; sometimes)

2 = Happy

N = Question does not apply

X = Consumer is not sure or does not understand

Q = The consumer is not available to respond at this time

R = Consumer chooses not to answer

26. We all have times when we need something or want to do something different. Sometimes we speak up and sometimes we keep quiet about it.

Do you tell people what you want most of the time?

0 = Negative Response

1 = Ambivalent or Mixed Response (e.g., maybe; it depends; sometimes)

2 = Positive Response

N = Question does not apply

X = Consumer is not sure or does not understand

Q = The consumer is not available to respond at this time

R = Consumer chooses not to answer