

EVALUATION ELEMENT

A. SKILLS DEMONSTRATED IN DAILY LIFE

These questions address the consumer's level of skill in tasks necessary for daily living. The response options for each question represent increasing skill. Select the level that best matches the behavior most often displayed by the consumer during the past 6 months, not the highest level he or she has demonstrated. If two adjacent answers apply, and they describe patterns that have been observed equally often, choose the higher level of performance. Do not adjust for age or other factors that might affect skill development. Behaviors during previous periods should not be considered.

When a question mentions **familiar settings**, it refers to a residence, school, day program, work-site or other setting the consumer frequents on a routine basis. All other situations are considered to be **unfamiliar**. The term **assistance** refers to help given to a consumer who is performing a task mostly on his/her own, and **supervision** applies to situations in which a consumer performs a task independently, but someone must check to make sure it is done correctly. A **reminder** is a prompt given to a consumer who knows how to perform a task, but may forget to do so.

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 relevant aspect of the consumer's life to provide an accurate and unbiased picture. In most cases, this will be someone who has directly observed the consumer's daily behavior for at least 1 week within the preceding 6 months.

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

- ⇒ If for any reason the question is not appropriate for the consumer, record *Question Does Not Apply (N)*.
- ⇒ 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 question.

1 **Using Hands**

- 1 = Does not use either hand
- 2 = Grasps objects with one hand
- 3 = Grasps objects with both hands
- 4 = Uses fingers of one hand to manipulate objects
- 5 = Uses fingers of both hands to manipulate objects

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

2 **Walking**

- 1 = Cannot walk
- 2 = Walks with support
- 3 = Walks alone at least ten (10) feet, but is unsteady
- 4 = Walks alone at least twenty (20) feet, but is unsteady
- 5 = Walks alone at least twenty (20) feet with good balance

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

3 **Using a Wheelchair**

- 1 = Sits in manual or motorized wheelchair, but cannot move it
- 2 = Uses manual or motorized wheelchair, but needs assistance
- 3 = Uses manual or motorized wheelchair independently, but has difficulty steering
- 4 = Uses manual or motorized wheelchair independently and smoothly in some situations
- 5 = Uses manual or motorized wheelchair independently and smoothly in nearly all situations

N= Question does not apply, e.g., does not use a wheelchair on a regular basis

Q= Current information not available

4 **Taking Prescription Medication**

- 1 = Requires assistance to take medication.
- 2 = Takes medication with supervision
- 3 = Takes medication when reminded
- 4 = Usually takes medication without reminders
- 5 = Always takes medication without reminders

N= Question does not apply, e.g., does not take medication, resides in a facility where not permitted

Q= Current information not available

5 **Eating**

- 1 = Does not feed self; must be fed completely
- 2 = Eats with fingers with assistance
- 3 = Eats with fingers without assistance
- 4 = Eats with at least one utensil, with spillage
- 5 = Eats with at least one utensil, without spillage

N= Question does not apply

Q= Current information not available

6 **Toileting**

- 1 = Not toilet or habit trained
- 2 = Habit trained only (toilets at preset intervals)
- 3 = Toilets when prompted
- 4 = Toilets without prompting, but needs assistance
- 5 = Toilets independently; does not require assistance

N= Question does not apply

Q= Current information not available

7 **Bladder and Bowel Control**

- 1 = No control of either bladder or bowel
- 2 = Wetting and/or soiling occur at least once a week during waking hours
- 3 = Wetting and/or soiling occur at least once a week at night
- 4 = Wetting and/or soiling occur no more than once a month
- 5 = Complete control of bladder and bowel

N= Question does not apply

Q= Current information not available

- 8 **Personal Care**
(Brushing teeth, washing, bathing/showering, hair care, use of deodorant, and care related to gender and age; e.g., shaving and menses. If the consumer can do some of these tasks, but not all, choose the answer that most accurately reflects how much support the consumer requires.)

- 1 = Does not perform or assist with personal care activities
- 2 = Assists with personal care activities by performing helpful movements
- 3 = Performs personal care activities, but needs assistance
- 4 = Performs personal care activities independently when reminded
- 5 = Performs personal care activities independently without reminders

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

- 9 **Dressing**
(Putting on and removing clothing and shoes, fastening zippers, velcro tabs, and buttons. If the consumer can do some of these tasks, but not all, choose the answer that most accurately describes how much support the consumer requires.)

- 1 = Does not dress self
- 2 = Assists with dressing by performing helpful movements
- 3 = Dresses self, but needs assistance
- 4 = Dresses self independently, but needs reminders to complete
- 5 = Dresses self independently without reminders

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

- 10 **Safety Awareness**
(Following safety rules and avoiding hazardous situations. The phrase “all settings” includes both familiar and unfamiliar situations.)

- 1 = Requires constant supervision during waking hours to prevent injury/harm in all settings
- 2 = Requires someone nearby during waking hours to prevent injury/harm in all settings
- 3 = Requires constant supervision to prevent injury/harm in unfamiliar settings only
- 4 = Requires someone nearby to avoid injury/harm in unfamiliar settings only
- 5 = Does not require supervision to prevent injury/harm

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

- 11 **Focusing on Tasks and Activities**
(Visual or other kinds of direct attention to tasks requiring cognitive activity and response; TV watching not included. If the consumer shows different levels of skill in different situations, choose the answer that describes what the consumer does most frequently.)

- 1 = Focuses on a preferred task or activity for less than 1 minute
- 2 = Focuses on a preferred task or activity for between 1 and 5 minutes
- 3 = Focuses on a preferred task or activity for between 5 and 15 minutes
- 4 = Focuses on a preferred task or activity for between 15 and 30 minutes
- 5 = Focuses on a preferred task or activity for more than 30 minutes

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

12 **Verbal Communication**

(Use of words to ask for something or to indicate needs.)

- 1 = Does not use words to communicate
- 2 = Uses words to communicate, but speech is not easily understood by strangers
- 3 = Uses simple statements of one or two words (e.g. “I go” or “Give me”)
- 4 = Uses sentences of three words or more and has a limited vocabulary (30 words or less)
- 5 = Uses sentences of three words or more and has a vocabulary of more than 30 words

N= Question does not apply

Q= Current information not available

If the consumer does **not** use words to communicate (level 1), answer question 13. If the consumer does use words to communicate (levels 2 through 5), record *Question Does Not Apply (N)* and skip to question 14.

13 **Nonverbal Communication**

(Communication through means other than words, including the use of specialized devices that allow or facilitate communication.)

- 1 = Does not use signals, gestures, or signs to communicate
- 2 = Communicates through movement, smiling, making eye contact, etc.
- 3 = Communicates through simple gestures such as pointing, shaking head, or leading by the hand
- 4 = Uses signs/gestures and facial expressions to communicate, but does not understand those of other people
- 5 = Uses and understands signs/gestures and facial expressions in communication

N= Question does not apply

Q= Current information not available

14 **Social Interaction**

(Two-way communication with others using either verbal or nonverbal cues. The interaction may involve either peers, family members, or staff. If the consumer shows different levels of skill in different situations, choose the answer that describes what the consumer does most frequently.)

- 1 = Does not engage in interaction with others
- 2 = Does not initiate interaction with others
- 3 = Initiates interactions with others
- 4 = Initiates and maintains interactions in familiar situations/settings
- 5 = Initiates and maintains interactions in familiar and unfamiliar situations/settings

N= Question does not apply

Q= Current information not available

B. CHALLENGING BEHAVIORS

These questions capture the frequency and/or intensity of challenging behaviors. The response options for each question represent decreasing levels of challenging behaviors. Select the level that best matches the behavior most often displayed by the consumer during the past 12 months. Do not adjust for age or other factors that might affect these behaviors. Behaviors during previous periods should not be considered.

In the questions below, the term **never** indicates that a behavior does not occur or that occurs so rarely that it is not possible to quantify it. **Injury** refers to harm to oneself or another that requires either first aid or treatment by a licensed medical care provider.

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 consumer's behavior to provide an accurate and unbiased picture. In most cases, this will be someone who has directly observed the consumer's daily behavior for at least 2 of the preceding 12 months.

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

- ⇒ Record *Question Does Not Apply (N)* if the consumer is too young to display a particular behavior, or if for any other 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 question.

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- 15 **Disruptive Social Behavior**
(Behavior that has a negative impact on social participation in group settings at school, day program, home, or work; the impact should be severe enough to interrupt or prevent participation in activities.)

- 1 = Disruptive behavior interferes with social participation almost every day
- 2 = Disruptive behavior interferes with social participation at least once a week, but not every day
- 3 = Disruptive behavior interferes with social participation at least once a month, but not every week
- 4 = Disruptive behavior interferes with social participation less than once a month
- 5 = Disruptive behavior never occurs

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

- 16 **Aggressive Social Behavior**
(Behavior that harms or has the potential of harming others.)

- 1 = Physical aggression resulting in injury occurred more than one time within the past 12 months
- 2 = Physical aggression resulting in injury occurred one time within the past 12 months
- 3 = The consumer has not caused injury within the past 12 months, but physical aggression occurs once a month or more
- 4 = The consumer has not caused injury within the past 12 months, but physical aggression occurs less than once a month
- 5 = Physical aggression never occurs

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

- 17 **Self-Injurious Behavior**
(Biting, scratching, or causing injury by putting inappropriate objects into ear, mouth, etc.)
- 1 = Self-injurious behavior causes injury requiring first aid or medical care almost every day
 - 2 = Self-injurious behavior causes injury requiring first aid or medical care at least once a week, but not every day
 - 3 = Self-injurious behavior causes injury requiring first aid or medical care at least once a month, but not every week
 - 4 = Self-injurious behavior occurs, but no apparent injury occurs
 - 5 = Self-injurious behavior never occurs
- N= Question does not apply
Q= Current information not available
- 18 **Destruction of Property**
(Intentional damage to physical property belonging to self or other; value of object must be \$25 or more)
- 1 = Has caused major damage (requiring replacement and/or substantial repair of object) more than once within the past 12 months
 - 2 = Has caused major damage (requiring replacement and/or substantial repair of object) once within the past 12 months
 - 3 = Has caused minor damage (requiring little or no repair of object) more than once within the past 12 months
 - 4 = Has caused minor damage (requiring little or no repair of object) once during the past 12 months
 - 5 = Intentional destruction of property never occurs
- N= Question does not apply
Q= Current information not available
- 19 **Running or Wandering Away**
(Leaving premises without authorization and/or supervision in such a way that safety is endangered; do not consider intentionality or volition)
- 1 = Running/wandering away occurs or is attempted almost every day
 - 2 = Running/wandering away occurs or is attempted at least once a week, but not every day
 - 3 = Running/wandering away occurs or is attempted at least once a month, but not every week
 - 4 = Running/wandering away occurs or is attempted less than once a month
 - 5 = Running/wandering away never occurs
- N= Question does not apply
Q= Current information not available
- 20 **Emotional Outbursts**
(Sustained and intense displays of negativity related to frustration, fear, or anger. Intervention refers to intervention by a staff member.)
- 1 = Outbursts occur at least once a week and usually require intervention
 - 2 = Outbursts occur at least once a week, but do not typically require intervention
 - 3 = Outbursts occur less than once a week and usually require intervention
 - 4 = Outbursts occur less than once a week, but do not typically require intervention
 - 5 = Emotional outbursts never occur
- N= Question does not apply
Q= Current information not available

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 question.

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

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

- 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)?

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

- 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

- 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, e.g., consumer does not work for pay
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

A = Consumer lives alone

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 question.

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- 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.

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 scared 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