

Interviewer says:

1. I'm going to read a list of different situations we all encounter in our daily lives; they may happen at home, work, school or elsewhere. Please tell me "yes" or "no." Say "yes" if you were involved in any of these situations in the past month and you needed more information to understand something. (Interviewer notes "yes" answers.)
 - a. Managing your household budget or personal finances
 - b. Parenting concerns such as raising children
 - c. Medical or health education issues
 - d. Relationships with family or friends
 - e. Concerns about shopping or buying things
 - f. Planning a vacation or recreation activity
 - g. Learning something new
 - h. Job-related concerns
 - i. Governmental concerns and issues
 - j. Neighborhood and community concerns
 - k. Housing concerns
 - l. Transportation concerns
 - m. School-related concerns
 - n. Concerns related to discrimination or race relations
 - o. Legal matters
 - p. Safety or crime concerns
 - q. Concerns about current events or news
 - r. Religious concerns
2. Thinking about these situations (Interviewer reads "yes" situations), which ONE was the most important to you?
3. Picture yourself back in this situation, and briefly tell me what was involved. (Interviewer makes notes about the situation.)
4. Now I want you to think back to the situation again. When a situation makes us stop and think about it, there may be different reasons why. We are going to look at which reasons fit your situation. Did you hope to find an answer that would help you:
 - a. Understand the situation better
 - b. Understand other people better
 - c. Plan what to do or when to do it
 - d. Get better at doing something
 - e. Accomplish something you wanted to
 - f. Get motivated to do something
 - g. Keep going when it seemed hard to go on
 - h. Get out of a bad situation
 - i. Calm down, ease worries

OVER

- j. Avoid a bad situation
 - k. Take your mind off things
 - l. Feel reassured or hopeful
 - m. Feel good about yourself
 - n. Make contact with others
 - o. Feel not alone
 - p. Find happiness or pleasure
5. People use different ways to try to get answers to their questions. I'm going to read a list of ways. Please tell me which ones you used to find an answer to your situation.
(Interviewer notes the "yes" answers.)
- a. Your own thinking or experience
 - b. The media (TV, magazines, newspaper, etc.)
 - c. Internet search tools (Google, Yahoo, etc.)
 - d. Authorities or professionals (doctors, lawyers, etc.)
 - e. Family members
 - f. Co-workers
 - g. Friends or neighbors
 - h. Social services agencies
 - i. Businesses
 - j. Religious leaders
 - k. People in government
 - l. Libraries
 - m. Schools or colleges
6. If you answered yes to more than one of the ways, which was the MOST useful?
(Interviewer notes answer.)
7. Thinking about all the sources you used, including yourself, would you say you got a complete answer, a partial answer, or no answer to your question?
(Interviewer notes answer.)
8. If the person did NOT get a COMPLETE answer, Interviewer asks this question:
What do you think prevented you from getting a complete answer so far?
(Interviewer notes answer.)
- a. The complexity and uncertainty of the situation
 - b. The time was not right to get an answer
 - c. Your own emotions or motivation stood in the way
 - d. Your lack of resources stood in the way
 - e. Someone else stood in the way who was either unwilling, unable, or unqualified
 - f. You got an answer, but it wasn't adequate or useful