# Civil Legal Needs Survey

#### **CONSENT**

The Bureau of Justice Statistics (BJS) within the U.S. Department of Justice is conducting a pilot survey of households across the United States to learn about people's experiences with civil justice needs, such as experiences with housing payments, employment, family disputes, income problems, government agencies, identity theft, and medical debt, and the best way to ask these questions. This survey will ask about these and other similar topics. We understand that your time is valuable and would appreciate the contribution of your unique insights and experiences. This survey takes about 15 minutes to complete, and your participation is voluntary.

You may choose to skip any question you don't wish to answer or end the survey at any time. Whether or not you decide to participate, there will be no impact on any rights or services you are entitled to.

BJS will not know who participated in this survey. Any information you provide will be kept strictly confidential. NORC at the University of Chicago is collecting these data on behalf of BJS, and they will not share any contact information with BJS. Under Title 34, U.S.C. Section 10134 the information you provide can only be used for statistical or research purposes and BJS and NORC at the University of Chicago are required by law to protect your privacy and confidentiality (Title 34 U.S.C. 10231). No personal identifying information will be released to the public.

You will receive a \$50 prepaid Mastercard card or code for your participation. Your contact information will be used by NORC to send you a prepaid code thanking you for your participation.

If you have any questions, please contact us at 1-XXX-XXXX or CLNS@norc.org.

Thank you for your help
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01 Please check this box to continue. By checking the box, I acknowledge that I have read the
above information, am at least 18 years old, and voluntarily agree to participate.
02 I do not agree to participate.

PROGRAMMER: IF FIRST BOX IS CHECKED PROCEED TO THE NEXT SCREEN; IF THE SECOND BOX IS CHECKED PROCEED TO THE END SCREEN.

## **BEGIN INSTRUMENT:**

**S1.** To begin with, the following questions ask about things that you may have experienced over the past 36 months from today, or since X DATE.

<b>S1</b> .	In the past 36 months, meaning since X DATE, have you:	Yes	No	Don't know	Prefer not to answer
a.	Owned, purchased, had a mortgage for, or sold a home?	0	0	0	0
b.	Rented a home, apartment, condo, or another rented living space?	0	0	0	0
c.	Had health insurance or attempted to get health insurance?	0	0	0	0
d.	Experienced a problem with medical debts or billing?	0	0	0	O
e.	Fallen behind on paying bills or had difficulties with debt?	0	0	0	0
f.	Attempted to obtain, maintain, or use government assistance, or other benefits such as food assistance, housing assistance, disability benefits, or income assistance?	0	0	0	0
g.	Had a job, been an employee, or worked for pay as a contractor?	0	0	0	0
h.	Been the parent or guardian of a child under the age of 18?	0	0	0	0
i.	Experienced a theft, break-in, or property damage or an attempted theft, break-in, or property damage?	0	0	0	0
j.	Experienced identity theft, fraud, or a breach of personal data?	0	0	0	0
k.	Experienced physical attacks, sexual violence, harassment, or stalking, or threats of violence or personal harm?	0	0	0	0

**S2.** The following question asks about things that you may have ever experienced.

S	2. Have you EVER:	Yes	No	Don't know	Prefer not to answer
а	Been arrested for, charged with, or convicted of a crime?	0	0	0	0

#### SKIP PATTERN PROGRAMMING:

[If no or prefer not to answer is selected, respondent is screened out of follow up questions.]

If yes or don't know to \$1a., then enable HN1b through and HN1c.

If yes or don't know to S1b., then enable HN1d through and HN1e.

If yes or don't know to S1c., then enable MH1b. and MH1c.

If yes or don't know to S1d., then enable MH1d. and MH1e.

If yes or don't know to S1e., then enable CF1d through CF1e.

If yes or don't know to S1f., then enable PT1b through PT1d.

If yes or don't know to S1g., then enable E1a through E1d.

If yes or don't know to S1h., then enable FC1b through FC1d.

If yes or don't know to S1i., then enable CVP1a. through CVP1d.

If yes or don't know to S1j., then enable IFD1a through IFD1d.

If yes or don't know to S1k., then enable CVV1a through CVV1d.

If yes or don't know to S2a., then enable Cj1i through Cj1j.

# SECTION 1. CIVIL JUSTICE QUESTIONS

The next few sections of the survey are about issues that people commonly experience in everyday life.

#### SECTION 1HN. HOUSING and YOUR NEIGHBORHOOD

[If respondent answers no or prefer not to answer to S1a and S1b, ask only HN1a]

The next questions are about issues you may have experienced related to housing and your neighborhood.

**HN1.** In the past 36 months, that is since X DATE, have you:

HN1.		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Had problems with your neighbors over noise, property lines, fences, trees, litter, parking spots, or pets?	0	0	0	0
b.	[If yes or don't know to S1a, ask HN1b] Experienced problems in the process of purchasing (not renting) a home, including problems with financing, closing, inspections, warranties, or fees?	0	0	0	0
c.	[If yes or don't know to S1a, ask HN1c] Fallen behind on mortgage repayments or had to make special arrangements for payment with the lender?	0	0	0	0
d.	[If yes or don't know to S1b, ask HN1d] Had a landlord or other property manager fail to keep a home you were renting in good repair and condition?	0	0	0	o
e.	[If yes or don't know to S1b, ask HN1e] Experienced disputes about rules, rent, or other terms of a lease with a landlord, public housing authority, or other property manager?	0	0	0	0

[If yes to any of HN1a-e then ask HN2(a-e) after each applicable affirmative response]

HN2(a-e). You responded that you <affirmative justiciable event from HN1a-HN1e; e.g., fallen behind on mortgage repayments or had to make special arrangements for payment with the lender>.
Please rate the seriousness of the housing or neighborhood issue <issue label> that you experienced.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

### SECTION 1MH. MEDICINE and HEALTH

[If respondent answers no or prefer not to answer to both S1c and S1d, ask only MH1a] The next questions are about issues you may have experienced related to medicine or health.

**MH1.** In the past 36 months, that is since X DATE, have you:

MH1.		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Set-up or changed an advanced medical directive, health care power of attorney, or living will?	0	0	0	0
b.	[If yes or don't know to S1c, ask MH1b] Had problems getting or keeping health insurance (private, employersponsored, public, or government-funded)?	0	0	0	0
c.	[If yes or don't know to S1c, ask MH1c] Had an insurance claim denied for coverage of medical care or a prescription drug?	0	0	0	0
d.	[If yes or don't know to S1d, ask MH1d] Been billed incorrectly for medical services, including but not limited to co-pays and deductibles?	0	0	0	o
e.	[If yes or don't know to S1d, ask MH1e] Had unpaid medical debt or had someone try to collect money for medical debt?	0	0	0	0

[If yes to any of MH1a-e then ask MH2(a-e) after each applicable affirmative response]

**MH2(a-e).** You responded that you *affirmative justiciable event from M1a-M1e; e.g., set-up or changed an advanced medical directive, healthcare power of attorney, or living will*>. Please rate the seriousness of the medical and health issue *issue label* that you experienced.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

### SECTION 1CF. CONSUMER and FINANCIAL

[If respondent answers no or prefer not to answer to S1e, ask only CF1a-c]

The next questions are about issues you may have experienced related to finances, debt, and other consumer issues.

**CF1.** In the past 36 months, that is since X DATE, have you:

		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Been harassed by or had disputes with creditors or collection agencies? Please exclude harassment for and disputes over medical debt.	0	0	0	0
b.	[Ask all] Had an error on your credit report, such as an unrecognized account, unrecognized debt reported to collections, incorrect listing of a late payment, or incorrect listing of a missed payment?	0	0	0	0
c.	[Ask all] Had problems with refinancing, repaying, or interest rates charged on a credit card or loan?  Please exclude problems paying a mortgage.	0	0	0	0
d.	[If yes to S1e, ask CF1d] Had a utility (water, electricity, or gas) that was disconnected due to problems paying the bill?	0	0	0	0
e.	[If yes to S1e, ask CF1e] Filed or needed to file for bankruptcy?	0	0	0	0

[If yes to any of CF1a-e then ask CF2(a-e) after each applicable affirmative response]

**CF2(a-e).** You responded that you *affirmative justiciable event from CF1a-CF1e; e.g., had a utility* (water, electricity, or gas) that was disconnected due to problems paying the bill. Please rate the seriousness of the consumer or financial issue *issue* label, that you experienced.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

#### SECTION 1PT. PUBLIC BENEFITS OR GOVERNMENT SERVICES

[If respondent answers no or prefer not to answer to S1f, ask only PT1a]

The next questions are about issues you may have had with obtaining government assistance, services, and benefits and other issues with government agencies.

**PT1.** In the past 36 months, that is since X DATE, have you:

PT1.		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Had problems obtaining or regaining government- issued identification, licenses (including driver's license), permits, or documents?	0	0	0	0
b.	[If yes or don't know to S1f, ask PT1b] Had problems claiming, keeping, or using state or federal disability benefits (including Social Security Disability Insurance [SSDI] and state disability insurance)?	0	0	0	0
c.	[If yes or don't know to S1f, ask PT1c] Had problems claiming, keeping, or using food stamps or government food assistance, such as SNAP (Supplemental Nutrition Assistance Program), WIC (Special Supplemental Nutrition Program for Women, Infants and Children), or other government food assistance programs?	0	0	0	0
d.	[If yes or don't know to S1f, ask PT1d] Had problems claiming, keeping, or using subsidized housing or a Section 8 voucher?	0	0	0	0

[If yes to any of PT1a-d then ask PT2(a-d) after each applicable affirmative response]

**PT2(a-d).** You responded that you had issues with *<affirmative justiciable event from PT1a-PT1d; e.g., claiming, keeping, or using subsidized housing or a Section 8 voucher* >. Please rate the seriousness of the public benefits or government service issue *<issue label>* that you experienced.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

### SECTION 1E. WORK AND INCOME

[If respondent answers no or prefer not to answer to S1g, skip section 1E]
The next questions are about issues that you may have experienced related to work or income.

**E1.** In the past 36 months, that is since X DATE, have you:

E1.		Yes	No	Don't know	Prefer not to answer
a.	[If yes or don't know to S1g, ask E1a] Been fired, demoted, or denied a job opportunity for unfair or discriminatory reasons?	0	0	0	0
b.	[If yes or don't know to S1g, ask E1b] Expressed a workplace complaint that was not taken seriously or adequately dealt with?	0	0	0	0
c.	[If yes or don't know to S1g, ask E1c] Not received wages or benefits from an employer that you were owed for work performed?	0	0	0	0
d.	[If yes or don't know to S1g, ask E1d] Been exposed to working conditions that were physically unsafe or unhealthy?	0	0	0	o

[If yes to any of E1a-d then ask E2(a-d) after each applicable affirmative response]

**E2(a-d).** You responded that you <affirmative justiciable event from E1a-E1d; e.g., experienced difficulties collecting money owed to you >. Please rate the seriousness of the work or income issue <issue label> that you experienced.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

### SECTION 1FC. FAMILY and CHILDREN ISSUES

[If respondent answers no or prefer not to answer to S1h, ask only FC1a]

The next questions are about issues you may have experienced related to your family or children.

**FC1.** In the past 36 months, that is since X DATE, have you:

FC1.		Yes	No	Don't know	Prefer not to answer
a.	[Ask All] Experienced divorce or legal separation from a spouse?	0	0	0	0
b.	[If yes or don't know to S1h, ask FC1b] Experienced difficulties with custody or visitation arrangements for child(ren) (e.g., reaching an agreement or following an agreement)?	0	0	0	0
c.	[If yes or don't know to S1h, ask FC1c] Experienced problems related to child support (e.g., collecting or paying child support)?	0	0	0	0
d.	[If yes or don't know to S1h, ask FC1d] Had Child Protective Services (CPS) or another state agency focused on children and family safety get involved in a family situation?	0	0	0	0

[If yes to any of FC1a-d then ask FC2(a-d) after each applicable affirmative response]

**FC2(a-d).** You responded that you *affirmative justiciable event from FC1a-FC1d; e.g., experienced divorce or legal separation from a legal spouse>*. Please rate the seriousness of the family or child issue *also experienced*.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

## SECTION 2. CRIMINAL JUSTICE QUESTIONS

The following sets of questions ask about experiences that you may have had with being a victim of crime or other interactions with the criminal justice system. We understand that these questions are very sensitive. Please remember that your answers will be kept strictly confidential.

#### SECTION 2CVP. CRIMINAL VICTIMIZATION: PROPERTY

[If respondent answers no or prefer not to answer to S1i, **skip section 2CVP**]

The next questions are about property crime victimization that you may have experienced.

**CVP1.** During the past 36 months, meaning since X date, have you experienced any of the following:

CVP1		Yes	No	Don't Know	Prefer not to answer
a.	[If yes or don't know to S1i, ask CVP1a] Someone stole or tried to steal your car or other motor vehicle or any vehicle parts, such as a tire, battery or gas.	0	0	0	0
b.	[If yes or don't know to S1i, ask CVP1b] Someone stole or attempted to steal something of yours? This could have been something you wear or carry, electronic equipment, or something in our home and happened while you were at home, work, school, or somewhere else?	o	0	0	0
c.	[If yes or don't know to S1i, ask CVP1c] Someone deliberately damaged or destroyed something belonging to you or anyone else in your household, such as breaking windows, slashing tires, or painting graffiti on walls?	0	0	0	0
d.	[If yes or don't know to S1i, ask CVP1d] Someone broke in or tried to break into your home or any other building on your property, such as a shed, garage, or storage room?	o	0	0	0

[If yes to any of CVP1a-d then ask CVP2(a-d) after each applicable affirmative response]

**CVP2(a-d).** You responded that you experienced that *<affirmative justiciable event from CVP1a-CVP1d;* e.g., someone illegally broke into or tried to break into your home or any other building on your property, such as a shed, garage, or storage building>. Please rate the seriousness of the property crime or theft issue *<*issue label> that you experienced.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

## SECTION 2IFD. IDENTITY THEFT, FRAUD, DATA BREACHES

[If respondent answers no or prefer not to answer to S1j, **skip section 2IFD**]

The next questions are about issues you may have experienced related to identity theft, fraud, or breaches of personal data.

**IFD1.** During the past 36 months, meaning since X date, have you experienced any of the following:

IFD1		Yes	No	Don't know	Prefer not to answer
a.	[If yes or don't know to S1j, ask IFD1a] A company, government agency, or some other organization informed you that your personal information had been stolen or that your data had been breached?	0	0	0	0
b.	[If yes or don't know to S1j, ask IFD1b] An existing credit card, bank account, email/social media account, or other type of existing account was accessed by someone else without your permission?	0	0	0	0
c.	[If yes or don't know to S1j, ask IFD1c] Your personal information was used without your permission to open a new account or to apply for a benefit, job, or service?	0	0	0	0
d.	[If yes or don't know to S1j, ask IFD1d] You were tricked or deceived out of money, goods, or services either in person, by telephone, or online?	0	0	0	0

[If yes to any of IFD1a-d then ask IFD2(a-d) after each applicable affirmative response]

**IFD2.** You responded that you experienced *affirmative justiciable event from IFD1a-IFD1d; e.g., Being tricked or deceived out of money, goods, or services either in person, by telephone, or online >. Please rate the seriousness of the identity theft, fraud, or data breach crime issue <i>afficiated in your experienced*.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

### SECTION 2CVV. CRIMINAL VICTIMIZATION: VIOLENCE

[If respondent answers no or prefer not to answer to S1k, **skip section 2CVV**]

The next questions are about violent crime victimization you may have experienced. Please remember that your answers will be kept strictly confidential and cannot be tied back to your personal information.

**CVV1.** During the past 36 months, meaning since X date, have you experienced any of the following:

CVV1		Yes	No	Don't Know	Prefer not to answer
a.	[If yes or don't know to S1k, ask CVV1a] Someone attacked or tried to attack you, with a weapon, by throwing something at you, by hitting or choking you, or using force against you in any other way?	0	0	0	0
b.	[If yes or don't know to S1k, ask CVV1b] Someone forced you to have sexual contact that you did not consent to and that you did not want to happen? Sexual contact includes someone touching your sexual body parts, unwanted sex, or making you do these kinds of things to them.	0	0	0	0
c.	[If yes or don't know to S1k, ask CVV1c] A current or former intimate dating partner or spouse or family member committed physical or sexual violence against you. This may be referred to as domestic or intimate partner violence.	0	0	0	0
d.	[If yes or don't know to S1k, ask CVV1d] Someone committed repeated unwanted contacts or behaviors either in-person or online that caused you substantial emotional distress or made you fear for your safety or the safety of someone you know? This may be referred to as stalking.	0	0	0	0

[If yes to any of CVV1a-d then ask CVV2(a-d) after each applicable affirmative response]

**CVV2(a-d).** You responded that you experienced that <affirmative justiciable event from CVV1a-CVV1d; e.g., someone threatened to, tried to, or actually hit you, knocked you down, or attacked you in any way>. Please rate the seriousness of the violent crime issue <issue label> that you experienced.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

## SECTION 2CJ. OTHER CRIMINAL JUSTICE SYSTEM CONTACT

The following questions ask about various interactions you may have had with the criminal justice system.

**CJ1.** In the past 36 months, that is since X DATE, have you:

CJ1		Yes	No	Don't know	Prefer not to answer
а.	[Ask all] Received a ticket from a police officer that required payment of a fine or a court appearance but no jail time (for example, a traffic or parking ticket; a payable offense)?	0	0	0	0
b.	[Ask all] Been arrested by police?	0	0	0	0
c.	[Ask all] Been charged with a crime by prosecutors and appeared in court (for example, a misdemeanor or felony)?	0	0	0	0
d.	[Ask all] Been convicted of a crime?	0	0	0	0
e.	[Ask all] Been required to pay a court fine, fee, judgment, or to participate in a program due to a criminal or juvenile case?	0	0	0	0
f.	[Ask all] Served time in jail or prison (before a trial or after a conviction)?	0	0	0	0
g.	[Ask all] Been on probation, parole, or supervised release (including electronic monitoring)?	0	0	0	0
h.	[If yes or don't know to CJ1e, ask CJ1h] Had problems related to paying a court fine, fee, or judgment or paying for a program required due to a criminal or juvenile case?	0	0	0	o
i.	[If yes or don't know to S2a, ask CJ1i] Had your criminal record included in a background check for housing, employment, loans, or education?	0	0	0	0
j.	[If yes or don't know to S2a, ask CJ1j] Tried to expunge, seal, or remove something from your criminal record?	0	0	0	0

[If yes to any of CJ1a-j then ask CJ2(a-j) after each applicable affirmative response]

CJ2. You responded that you experienced <affirmative justiciable event from CJ1a-CJ1j; e.g., Been arrested by police >. Please rate the seriousness of contact with the criminal justice system <issue label> that you experienced.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

### SECTION 3: NATURE OF THE ISSUE

#### Instructions <selection criteria>

[Directions for the selection of justiciable events for inclusion in the Nature of the Issue module(s): In the previous modules, participants rated the perceived seriousness of each justiciable event they reported experiencing in the prior 36 months. Only justiciable events that were rated as "moderately" or "extremely serious" qualify for selection for this module.

Each Nature of the Issue module will have tailored language linked to the randomly selected criminal or civil justice issue. Question stems will include the issue descriptor selected in the question stem (e.g., divorce or separation, if randomly selected as the civil justice issue).

The participant will first complete the module with language in NP1-NP15 reflecting the criminal justice event. After the participant completes all questions regarding this event, the module will restart and populate questions NP1-NP15 to include the language tailored for the randomly selected civil event.

If **no events qualify**, this module does not populate and the participant is instead, diverted to the Sociodemographic module.

If a participant reports **at least one qualifying** civil or criminal justiciable event in the previous modules, up to one qualifying criminal event and up to one qualifying civil event will be selected for inclusion.

If a qualifying event is reported **in only one of the two subsets** (defined as criminal or civil events), the module will only populate once (e.g., if no qualifying criminal event but at least one qualifying civil event is reported, the participant only completes one module specific to the civil event).

If a qualifying event in reported in **both subsets**, the module will populate twice, once with a criminal event and once with a civil event.

If a participant reports **multiple qualifying events within a subset** of events, the event upon which the module will focus will be randomly selected from all qualifying events within that subset. This means one criminal issue is randomly selected from a participant's qualifying criminal justice issues and one civil issue is randomly selected from a participant's qualifying civil justice issues. No more than one event per subset will be selected for the module for no more than one iteration of the Nature of the Legal Issue module per subset (two total).]

You reported that you experienced <serious criminal issue label, first round> <serious civil issue label, second round> within the past 36 months. The following questions aim to better understand what happened with that event.

NP1.	Approximately, what month and year did the issue <issue label=""> start?</issue>	Your best estimate is
	fine.	

1.	(MONTH/YEAR)			

**NP2.** Concerning this issue <issue label>, did you try or attempt to obtain information, advice, or help about:

NP2		Yes	No	Don't know	Prefer not to answer
a.	Your rights or responsibilities	0	0	0	0
b.	How to deal with the issue	0	0	0	0
c.	Services that could help	0	0	0	0
d.	Prices of services	0	0	0	0
e.	People's experience of different services (e.g. reviews or recommendations)	0	0	0	0
f.	Documents needed to deal with the issue	0	0	0	0
g.	Somebody/thing to assist you deal with the issue	0	0	0	0
h.	None of these	0	0	0	0

**NP3.** Concerning this issue <issue label>, were you successful in obtaining information, advice, or help on:

NP3		Yes	No	Don't know	Prefer not to answer
a.	[If yes to NP2a, ask NP3a] Your rights or responsibilities	0	0	0	0
b.	[If yes to NP2b, ask NP3b] How to deal with the issue	0	0	0	0
c.	[If yes to NP2c, ask NP3c] Services that could help	0	0	0	0
d.	[If yes to NP2d, ask NP3d] Prices of services	0	0	0	0
e.	[If yes to NP2e, ask NP3e] People's experience of different services (e.g. reviews or recommendations)	0	0	0	0
f.	[If yes to NP2f, ask NP3f] Documents needed to deal with the issue	0	0	0	0
g.	[If yes to NP2g, ask NP3g] Somebody/thing to assist you deal with the issue	0	0	0	0

**NP4.** Did you obtain any information, advice, or help from any of the following sources concerning this experience <issue label>?

NP4		Yes	No	Don't know	Prefer not to answer
a.	A website, an "app," artificial intelligence (for example, Chat GPT), or social media (for example, TikTok, Facebook, or Twitter)	0	0	0	0
b.	A pamphlet, book or other printed material	0	0	0	0

**NP5.** Apart from the information you told me about in the last question, did you obtain information, advice, or help from any of these people or organizations concerning this experience <issue label>?

NP5		Yes	No	Don't know	Prefer not to answer
a.	No one else, I handled it on my own	0	0	0	0
b.	Family, friends, neighbors, or acquaintances (excluding people whose job is to advise on issues such as these; if there is overlap, please count these people in their professional capacity instead. For example, if you consulted a neighbor who is also a lawyer, you would select 'yes' for d. private lawyer and 'no' for this question.)	0	0	o	o
c.	The opposing person or entity	0	0	0	0
d.	Private lawyer	0	0	0	0
e.	Legal aid, public defender, or pro bono lawyer	0	0	0	0
f.	Court, tribunal, mediator, or arbitrator	0	0	0	0
g.	Federal, state, or local government agency, department, or authority ( <i>Not including the police</i> )	0	0	0	0
h.	Police	0	0	0	0
i.	Medical, mental health, or social services professionals (for example, doctor, nurse, therapist, counselor, social workers, or case managers)	0	0	0	0
j.	Your employer or trade union	0	0	0	0
k.	Financial, accounting, or banking services professional	0	0	0	0
I.	Community, neighborhood, nonprofit, religious, or charitable organization	0	0	0	0
m.	Insurance company representative	0	0	0	0
n.	Any other professional person or organization	0	0	0	0

# [If no to NP5b-n, ask NP6]

**NP6.** Do any of the following describe why you did not obtain information, advice, or help from any people or organizations (other than yourself) concerning this experience <issue label>?

NP6		Yes	No	Don't know	Prefer not to answer
a.	There was no dispute/the other side was right	0	0	0	0
b.	The issue resolved itself	0	0	0	0
c.	I did not need advice/knew enough myself	0	0	0	0
d.	It did not warrant the effort or expense	0	0	0	0
e.	I could not afford advice	0	0	0	0
f.	I did not know where to get advice/couldn't find advice	0	0	0	0
g.	Advisors were too difficult to access	0	0	0	0
h.	It would have damaged relationship with the other side	0	0	0	0
i.	It would have been too stressful	0	0	0	0
j.	I was scared of what the other side might do	0	0	0	0
k.	I believe it would have made no difference to the outcome	0	0	0	0
I.	I do not think I could win against this person or organization	0	0	0	0
m.	I have tried getting advice before and did not find it useful	0	0	0	0

[If no to NP5d and NP5e, ask NP7]

**NP7.** Do any of the following describe why you did not obtain information, advice, or help from a private lawyer, public defender, pro bono attorney, or a legal aid attorney concerning this experience <issue label>?

NP7		Yes	No	Don't know	Prefer not to answer
a.	There was no dispute/the other side was right	0	0	0	0
b.	The issue resolved itself	0	0	0	0
c.	I did not need advice/knew enough myself	0	0	0	0
d.	It did not warrant the effort or expense	0	0	0	0
e.	I could not afford advice	0	0	0	0
f.	I did not know where to get advice/couldn't find advice	0	0	0	0
g.	Advisors were too difficult to access	0	0	0	0
h.	It would have damaged relationship with the other side	0	0	0	0
i.	It would have been too stressful	0	0	0	0
j.	I was scared of what the other side might do	0	0	0	0
k.	I believe it would have made no difference to the outcome	0	0	0	0
l.	I do not think I could win against this person or organization	0	0	0	0
m.	I have tried getting advice before and did not find it useful	0	0	0	0

**NP8.** Is the issue ongoing or done with? "Done with" means that the issue has either been resolved or that it is still going on but you and everybody else have given up trying to resolve it further.

1.	Ongoing	0
2.	Too early to say	0
3.	Done with – issue continues, but all have given up trying to resolve it further	0
4.	Done with – issue resolved	0
5.	Don't know	0
6.	Prefer not to answer	0

NP9.	When did you and everybody else give up all actions to try to resolve the issue <issue label="">?</issue>
	Your best estimate will be fine.

Your best estimate will be fine.

1. (MONTH/YEAR) \_\_\_\_\_\_

[If (4) on NP8, then ask NP10]

**NP10.** When did the issue <issue label> end? Your best estimate will be fine.

1. (MONTH/YEAR) \_\_\_\_\_

[If (1) on NP8, then ask NP11]

**NP11.** Are you satisfied with how things are going so far (as you try to resolve the issue) <issue label>?

1.	Not at all satisfied	0
2.	Slightly satisfied	0
3.	Moderately satisfied	0
4.	Very satisfied	0
5.	Extremely satisfied	0

## [If (3) or (4) on NP8, then ask NP12]

### **NP12.** Were you satisfied with the outcome <issue label>?

1.	Not at all satisfied	0
2.	Slightly satisfied	0
3.	Moderately satisfied	0
4.	Very satisfied	0
5.	Extremely satisfied	0

[Programming: Code stem as criminal if the nature of the issue is a criminal issue sequence. Code stem as civil if the nature of the issue is a civil issue sequence.]

**NP13.** Serious <criminal> <civil> issues can impact people's lives in different ways. Did your experience with <issue label> result in any of the following?

NP13		Yes	No	Don't know	Prefer not to answer
a.	Physical health problem or injury	0	0	0	0
b.	Emotional or mental health problem, stress, or loss of confidence	0	0	0	0
c.	Increased drug (including nicotine), tobacco, or alcohol use	0	0	0	0
d.	Social problem, such as a negative impact on relationships with family or friends	0	0	0	0
e.	Decrease in safety including being harassed, threatened, or assaulted	0	0	0	0
f.	Loss or change of employment, missed work, or loss of occupational license	0	0	0	0
g.	Having to work increased hours or an additional job	0	0	0	0
h.	Having to move residences or loss of housing	0	0	0	0
i.	Loss of financial or economic security or going without food or utilities (like water, gas, and electricity)	0	0	0	0
j.	Missed or expelled/suspended from school or lost access to student loans or scholarships	0	0	0	0
k.	Police interaction, arrest, incarceration, or criminal record	0	0	0	0

[Directions for populating questions NP14 and NP15: All qualifying (i.e., those rated as moderately or extremely serious) criminal and civil justice events reported by the participant, excluding the event that the module is referencing, will be presented as cause and consequence response options.

If the participant only reported one qualifying event across both subsets (e.g. this module will only populate once), questions NP14 and NP15 will be skipped in programming and not be presented to the respondent.]

**NP14.** In considering the <serious criminal issue label, first round> <serious civil issue label, second round> and the other events that you reported experiencing in the last 36 months. Which of the following would you consider a **cause** of your experience with <serious criminal issue label, first round> <serious civil issue label, second round> event?

		Yes	No	Don't know	Prefer not to answer
a.	Serious Affirmative Event A	0	0	0	0
b.	Serious Affirmative Event B	0	0	0	0
c.	Serious Affirmative Event C	0	0	0	0
d.	Serious Affirmative Event D	0	0	0	0
e.	Serious Affirmative Event E	0	0	0	0
f.	Serious Affirmative Event F	0	0	0	0
g	Sequence through last serious affirmative event	0	0	0	0

**NP15.** In considering the <serious criminal issue label, first round> <serious civil issue label, second round> and the other events that you reported experiencing in the last 36 months. Which of the following would you consider a **consequence** of your experience with <serious criminal issue label, first round> <serious civil issue label, second round> event?

		Yes	No	Don't know	Prefer not to answer
a.	Serious Affirmative Event A	0	0	0	0
b.	Serious Affirmative Event B	0	0	0	0
c.	Serious Affirmative Event C	0	0	0	0
d.	Serious Affirmative Event D	0	0	0	0
e.	Serious Affirmative Event E	0	0	0	0
f.	Serious Affirmative Event F	0	0	0	0
g	Sequence through last serious affirmative event	0	0	0	0

# **SECTION 5. SOCIODEMOGRAPHIC QUESTIONS**

# **SD1.** What is your age?

1.	18 – 24	0
2.	25 – 34	0
3.	35 – 49	0
4.	50 – 64	0
5.	65 or older	0

# **SD2.** What is your race and/or ethnicity? *Select all that apply.*

1.	American Indian or Alaska Native	
2.	Asian	
3.	Black or African American	
4.	Hispanic or Latino	
5.	Middle Eastern or North African	
6.	Native Hawaiian or Pacific Islander	
7.	White	

# **SD3.** Have you ever served on active duty in the U. S. Armed Forces, Reserves, or National Guard?

1.	Never served in the military	0
2.	Only on active duty for training in the Reserves or National Guard	0
3.	Now on active duty	0
4.	On active duty in the past, but not now	0

	ourself? A household includes all the people who occupy a housing unit (such operating their usual place of residence.	as a house or
1. N	lumber of people	
SD4b. C	Of these people in the household, how many are children under 18 years of age	2?
1. N	lumber of children (under 18 years of age)	
	ne past 36 months, how many times have you moved residences? Il moves from one residence to another, even moves within the same city, towr	a, or community.
1.	0	0
2.	1	0
3.	2	0
4.	3	0
5.	4 or more	0
SD6. V	Vhich of the following best represents how you think of yourself?	
1.	Gay or lesbian	0
2.	Straight, that is not gay or lesbian	0
3.	Bisexual	0
4.	I use a different term [free-text]	0
5.	I don't know	0
<b>SD7.</b> A	are you male or female?	
1.	Male	0
2.	Female	0

**SD4a.** How many total people – adults and children – currently live in your household, including

SD8.

		Yes	No
a.	Do you have any type of health condition, mental health condition, or disability that has lasted or is expected to last for 6 months or more?	0	0
b.	Are you deaf or do you have serious difficulty hearing?	0	0
c.	Are you blind or do you have serious difficulty seeing even when wearing glasses?	0	0
Beca	use of a physical, mental, or emotional condition, do you:		
d.	Have serious difficulty concentrating, remembering, or making decisions?	0	0
e.	Have serious difficulty walking or climbing stairs?	0	0
f.	Have serious difficulty dressing or bathing?	0	0
g.	Have difficulty doing errands alone such as visiting a doctor's office or shopping?	0	0

**SD9**. Which category represents the total combined income of all members of your household during the past 12 months? This includes money from jobs, net income from businesses, farm or rent, pensions, dividends, interest, Social Security payments, and any other money income received by members of this household who are 15 years of age or older. A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.

1.	<\$19,999	0
2.	\$20,000 - \$39,999	0
3.	\$40,000 - \$59,999	0
4.	\$60,000 - \$79,999	0
5.	\$80,000 - \$99,999	0
6.	\$100,000-\$149,999	0
7.	\$150,000 - \$199,999	0
8.	\$200,000 or more	0
9.	Prefer not to answer	0

# **SD10.** What is the highest degree or level of school you have completed? *Select only one answer.*

1.	Less than high school	0
2.	Some high school	0
3.	High school graduate (Diploma or equivalent)	0
4.	Some college (No degree)	0
5.	Associate's degree (e.g., AA, AS)	0
6.	Bachelor's degree (e.g., BA, BS, AB)	0
7.	Master's degree (e.g., MA, MS, Mend, MSW, MBA)	0
8.	Professional school degree (e.g., MD, DDS, DVM, LLB, JD)	0
9.	Doctorate degree (e.g., PhD., EdD)	0

# **SD11.** Please provide the state or ZIP Code where you are currently living.

1.	State <drop down="" menu=""></drop>	
2.	Zip Code <five digits=""></five>	

## INCENT\_SCRN

Thank you, that concludes the survey! NORC will send you a \$50 prepaid Mastercard card or code to thank you for your time. Prepaid codes sent by e-mail can only be used online.

MASTERCARD	CODE
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	t NORC may send your Mastercard prepaid code by email, please enter the following information Check this box ONLY if you do not want to provide your name or e-mail address, and be checking the box, you acknowledge that you will be unable to receive your Mastercare prepaid code.		
CODE_FNAME First Name:		-	
CODE_LNAME Last Name:			
CODE_EMAIL			
Email Address:		(required)	
CODE_PH			
Telephone Num	nber:		

### END\_SCREEN

Thank you for your participation. Your prepaid code will be emailed to you within 1-2 business days. If you have any questions about the study, please contact NORC at 1-XXX-XXXX or CLNS@norc.org. If you have questions about your rights as a study participant, you may contact the NORC Institutional Review Board at 1-866-309-0542.

**END**