

Supporting Attachments

Attachment A: Civil Legal Needs Survey Instrument	2
Attachment B: Cognitive Interview Protocol.....	31
Attachment C: Usability Interview Protocol.....	70
Attachment D: Organization Leader Recruitment Protocol and Project Summary	73
Attachment E: Cognitive Test Materials	79
Attachment F: Usability Test Materials	85
Attachment G: Informed Consent Form.....	91
Attachment H: IRB Letter	95

Attachment A: Civil Legal Needs Survey Instrument

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-XXX-XXXX or CLNS@norc.org.

Thank you for your help!

- ☐ 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.

S1.	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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Rented a home, apartment, condo, or another rented living space?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Had health insurance or attempted to get health insurance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Experienced a problem with medical debts or billing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Fallen behind on paying bills or had difficulties with debt?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Attempted to obtain, maintain, or use government assistance, or other benefits such as food assistance, housing assistance, disability benefits, or income assistance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Had a job, been an employee, or worked for pay as a contractor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Been the parent or guardian of a child under the age of 18?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Experienced a theft, break-in, or property damage or an attempted theft, break-in, or property damage?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Experienced identity theft, fraud, or a breach of personal data?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Experienced physical attacks, sexual violence, harassment, or stalking, or threats of violence or personal harm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

S2.	Have you EVER:	Yes	No	Don't know	Prefer not to answer
a.	Been arrested for, charged with, or convicted of a crime?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 S1a., 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.	<i>[Ask all]</i> Had problems with your neighbors over noise, property lines, fences, trees, litter, parking spots, or pets?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1a, ask HN1b]</i> Experienced problems in the process of purchasing (not renting) a home, including problems with financing, closing, inspections, warranties, or fees?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1a, ask HN1c]</i> Fallen behind on mortgage repayments or had to make special arrangements for payment with the lender?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1b, ask HN1d]</i> Had a landlord or other property manager fail to keep a home you were renting in good repair and condition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to S1b, ask HN1e]</i> Experienced disputes about rules, rent, or other terms of a lease with a landlord, public housing authority, or other property manager?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[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	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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.	<i>[Ask all]</i> Set-up or changed an advanced medical directive, health care power of attorney, or living will?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1c, ask MH1b]</i> Had problems getting or keeping health insurance (private, employer-sponsored, public, or government-funded)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1c, ask MH1c]</i> Had an insurance claim denied for coverage of medical care or a prescription drug?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1d, ask MH1d]</i> Been billed incorrectly for medical services, including but not limited to co-pays and deductibles?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to S1d, ask MH1e]</i> Had unpaid medical debt or had someone try to collect money for medical debt?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[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	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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.	<i>[Ask all]</i> Been harassed by or had disputes with creditors or collection agencies? <i>Please exclude harassment for and disputes over medical debt.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[Ask all]</i> 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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[Ask all]</i> Had problems with refinancing, repaying, or interest rates charged on a credit card or loan? <i>Please exclude problems paying a mortgage.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes to S1e, ask CF1d]</i> Had a utility (water, electricity, or gas) that was disconnected due to problems paying the bill?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes to S1e, ask CF1e]</i> Filed or needed to file for bankruptcy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[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	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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.	<i>[Ask all]</i> Had problems obtaining or regaining government-issued identification, licenses (including driver's license), permits, or documents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1f, ask PT1b]</i> Had problems claiming, keeping, or using state or federal disability benefits (including Social Security Disability Insurance [SSDI] and state disability insurance)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1f, ask PT1c]</i> 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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1f, ask PT1d]</i> Had problems claiming, keeping, or using subsidized housing or a Section 8 voucher?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[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	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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.	<i>[If yes or don't know to S1g, ask E1a]</i> Been fired, demoted, or denied a job opportunity for unfair or discriminatory reasons?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1g, ask E1b]</i> Expressed a workplace complaint that was not taken seriously or adequately dealt with?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1g, ask E1c]</i> Not received wages or benefits from an employer that you were owed for work performed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1g, ask E1d]</i> Been exposed to working conditions that were physically unsafe or unhealthy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[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	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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.	<i>[Ask All]</i> Experienced divorce or legal separation from a spouse?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1h, ask FC1b]</i> Experienced difficulties with custody or visitation arrangements for child(ren) (e.g., reaching an agreement or following an agreement)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1h, ask FC1c]</i> Experienced problems related to child support (e.g., collecting or paying child support)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1h, ask FC1d]</i> Had Child Protective Services (CPS) or another state agency focused on children and family safety get involved in a family situation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[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 <issue label> that you experienced.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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.	<i>[If yes or don't know to S1i, ask CVP1a]</i> Someone stole or tried to steal your car or other motor vehicle or any vehicle parts, such as a tire, battery or gas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1i, ask CVP1b]</i> 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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1i, ask CVP1c]</i> 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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1i, ask CVP1d]</i> 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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[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	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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.	<i>[If yes or don't know to S1j, ask IFD1a]</i> A company, government agency, or some other organization informed you that your personal information had been stolen or that your data had been breached?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1j, ask IFD1b]</i> An existing credit card, bank account, email/social media account, or other type of existing account was accessed by someone else without your permission?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1j, ask IFD1c]</i> Your personal information was used without your permission to open a new account or to apply for a benefit, job, or service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1j, ask IFD1d]</i> You were tricked or deceived out of money, goods, or services either in person, by telephone, or online?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[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 <issue label> that you experienced.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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.	<i>[If yes or don't know to S1k, ask CVV1a]</i> 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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1k, ask CVV1b]</i> 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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1k, ask CVV1c]</i> 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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1k, ask CVV1d]</i> 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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[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	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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
a.	[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)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[Ask all] Been arrested by police?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[Ask all] Been charged with a crime by prosecutors and appeared in court (for example, a misdemeanor or felony)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[Ask all] Been convicted of a crime?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	[Ask all] Served time in jail or prison (before a trial or after a conviction)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	[Ask all] Been on probation, parole, or supervised release (including electronic monitoring)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	[If yes or don't know to S2a, ask CJ1j] Tried to expunge, seal, or remove something from your criminal record?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[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	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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 is 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? *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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	How to deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Services that could help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Prices of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	People's experience of different services (e.g. reviews or recommendations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Documents needed to deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Somebody/thing to assist you deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	None of these	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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.	<i>[If yes to NP2a, ask NP3a]</i> Your rights or responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes to NP2b, ask NP3b]</i> How to deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes to NP2c, ask NP3c]</i> Services that could help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes to NP2d, ask NP3d]</i> Prices of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes to NP2e, ask NP3e]</i> People's experience of different services (e.g. reviews or recommendations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>[If yes to NP2f, ask NP3f]</i> Documents needed to deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	<i>[If yes to NP2g, ask NP3g]</i> Somebody/thing to assist you deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	A pamphlet, book or other printed material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Family, friends, neighbors, or acquaintances (<i>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.</i>)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	The opposing person or entity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Private lawyer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Legal aid, public defender, or pro bono lawyer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Court, tribunal, mediator, or arbitrator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Federal, state, or local government agency, department, or authority (<i>Not including the police</i>)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Medical, mental health, or social services professionals (<i>for example, doctor, nurse, therapist, counselor, social workers, or case managers</i>)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Your employer or trade union	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Financial, accounting, or banking services professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	Community, neighborhood, nonprofit, religious, or charitable organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	Insurance company representative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n.	Any other professional person or organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

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	<input type="radio"/>
2.	Too early to say	<input type="radio"/>
3.	Done with – issue continues, but all have given up trying to resolve it further	<input type="radio"/>
4.	Done with – issue resolved	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

[If (3) on NP8, then ask NP9]

NP9. When did you and everybody else give up all actions to try to resolve the issue <issue label>?
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	<input type="radio"/>
2.	Slightly satisfied	<input type="radio"/>
3.	Moderately satisfied	<input type="radio"/>
4.	Very satisfied	<input type="radio"/>
5.	Extremely satisfied	<input type="radio"/>

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

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

1.	Not at all satisfied	<input type="radio"/>
2.	Slightly satisfied	<input type="radio"/>
3.	Moderately satisfied	<input type="radio"/>
4.	Very satisfied	<input type="radio"/>
5.	Extremely satisfied	<input type="radio"/>

[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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Emotional or mental health problem, stress, or loss of confidence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Increased drug (including nicotine), tobacco, or alcohol use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Social problem, such as a negative impact on relationships with family or friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Decrease in safety including being harassed, threatened, or assaulted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Loss or change of employment, missed work, or loss of occupational license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Having to work increased hours or an additional job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Having to move residences or loss of housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Loss of financial or economic security or going without food or utilities (like water, gas, and electricity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Missed or expelled/suspended from school or lost access to student loans or scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Police interaction, arrest, incarceration, or criminal record	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Serious Affirmative Event B	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Serious Affirmative Event C	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Serious Affirmative Event D	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Serious Affirmative Event E	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Serious Affirmative Event F	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g....	Sequence through last serious affirmative event	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Serious Affirmative Event B	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Serious Affirmative Event C	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Serious Affirmative Event D	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Serious Affirmative Event E	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Serious Affirmative Event F	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g....	Sequence through last serious affirmative event	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 5. SOCIODEMOGRAPHIC QUESTIONS

SD1. What is your age?

1.	18 – 24	<input type="radio"/>
2.	25 – 34	<input type="radio"/>
3.	35 – 49	<input type="radio"/>
4.	50 – 64	<input type="radio"/>
5.	65 or older	<input type="radio"/>

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

1.	American Indian or Alaska Native	<input type="checkbox"/>
2.	Asian	<input type="checkbox"/>
3.	Black or African American	<input type="checkbox"/>
4.	Hispanic or Latino	<input type="checkbox"/>
5.	Middle Eastern or North African	<input type="checkbox"/>
6.	Native Hawaiian or Pacific Islander	<input type="checkbox"/>
7.	White	<input type="checkbox"/>

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

1.	Never served in the military	<input type="radio"/>
2.	Only on active duty for training in the Reserves or National Guard	<input type="radio"/>
3.	Now on active duty	<input type="radio"/>
4.	On active duty in the past, but not now	<input type="radio"/>

SD4a. How many total people – adults and children – currently live in your household, including yourself? *A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.*

1. Number of people _____

SD4b. Of these people in the household, how many are children under 18 years of age?

1. Number of children (under 18 years of age) _____

SD5. In the past 36 months, how many times have you moved residences?

Include all moves from one residence to another, even moves within the same city, town, or community.

1.	0	<input type="radio"/>
2.	1	<input type="radio"/>
3.	2	<input type="radio"/>
4.	3	<input type="radio"/>
5.	4 or more	<input type="radio"/>

SD6. Which of the following best represents how you think of yourself?

1.	Gay or lesbian	<input type="radio"/>
2.	Straight, that is not gay or lesbian	<input type="radio"/>
3.	Bisexual	<input type="radio"/>
4.	I use a different term [free-text] _____	<input type="radio"/>
5.	I don't know	<input type="radio"/>

SD7. Are you male or female?

1.	Male	<input type="radio"/>
2.	Female	<input type="radio"/>

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?	<input type="radio"/>	<input type="radio"/>
b.	Are you deaf or do you have serious difficulty hearing?	<input type="radio"/>	<input type="radio"/>
c.	Are you blind or do you have serious difficulty seeing even when wearing glasses?	<input type="radio"/>	<input type="radio"/>
Because of a physical, mental, or emotional condition, do you:			
d.	Have serious difficulty concentrating, remembering, or making decisions?	<input type="radio"/>	<input type="radio"/>
e.	Have serious difficulty walking or climbing stairs?	<input type="radio"/>	<input type="radio"/>
f.	Have serious difficulty dressing or bathing?	<input type="radio"/>	<input type="radio"/>
g.	Have difficulty doing errands alone such as visiting a doctor's office or shopping?	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>
2.	\$20,000 - \$39,999	<input type="radio"/>
3.	\$40,000 - \$59,999	<input type="radio"/>
4.	\$60,000 - \$79,999	<input type="radio"/>
5.	\$80,000 - \$99,999	<input type="radio"/>
6.	\$100,000-\$149,999	<input type="radio"/>
7.	\$150,000 - \$199,999	<input type="radio"/>
8.	\$200,000 or more	<input type="radio"/>
9.	Prefer not to answer	<input type="radio"/>

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

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

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

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

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

So that 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 by checking the box, you acknowledge that you will be unable to receive your Mastercard prepaid code.

CODE_FNAME

First Name: _____

CODE_LNAME

Last Name: _____

CODE_EMAIL

Email Address: _____ (required)

CODE_PH

Telephone Number: _____

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-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

Attachment B: Cognitive Interview Protocol



<Following cognitive test informed consent>

Introduction to purpose and procedures of interview

On behalf of NORC and ABF, I would like to thank you for taking the time to speak with me today. I greatly appreciate it.

Purpose: The purpose of this interview is to get your feedback on some survey questions for this new Civil Legal Needs Survey (CLNS). The CLNS is a new survey that is being piloted by the Bureau of Justice Statistics to help understand individuals civil legal aid needs and also individuals' interactions with both the criminal and civil legal systems. Since this is a new survey, we want to ensure the questions make sense and understand what the questions mean to you. Your feedback will help us improve the questions and make them as clear as possible.

Procedure: I would like you to please answer these questions to the best of your knowledge and to know that there are no right or wrong answers. After some of the survey questions, I may stop and ask you follow-up questions to better understand your answer and the way you thought about the question. Most of my follow-up questions will ask what you thought about certain words or phrases or what you think a question is trying to ask.

As we are going through the survey, please feel free to tell me anything that comes to mind or to ask me anything you are unclear about. Feel free to tell me what you are thinking as you are answering these questions. We want your honest opinions about what you like and dislike and what you do and don't understand so we can improve this survey. I also want to remind you that you do not have to answer any questions you do not want to, and you can end the interview at any time. If I ask you a question you do not want to answer, you can just say "Pass."

Now, I will share my screen and pull up the survey questions for us to review. I ask that you read it on your own and then verbally tell me which of the response options you select. After you read the question in your head and tell me your response, I will likely follow up with a few questions about how you came to your answer or what a specific word means to you and then we will move on to the next question. If you do not understand a question, please let me know, and we can discuss it.

Do you have any questions before we begin? [LAUNCH SCREEN SHARE, AND CONFIRM PARTICIPANT CAN SEE THE SCREEN]

[PROTOCOL NOTE: For all questions – ask probes before hitting submit or closing out of the screen so that question(s) and answers are still visible to the respondent]

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-XXX-XXXX** or CLNS@norc.org.

Thank you for your help!

- ☐ **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.

PROBE: We will be surveying households once we fully implement the survey. If before this section we had asked the following question, how easy or difficult would it have been to understand? Could it be reworded to be clearer?

Question 1: Are you the adult age 18 or older in your household who will have the next birthday? A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.

[If no] Question 2: Please have the adult in your household who will have the next birthday complete the survey.

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.

S1.	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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Rented a home, apartment, condo, or another rented living space?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Had health insurance or attempted to get health insurance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Experienced a problem with medical debts or billing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Fallen behind on paying bills or had difficulties with debt?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Attempted to obtain, maintain, or use government assistance, or other benefits such as food assistance, housing assistance, disability benefits, or income assistance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Had a job, been an employee, or worked for pay as a contractor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Been the parent or guardian of a child under the age of 18?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Experienced a theft, break-in, or property damage or an attempted theft, break-in, or property damage?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Experienced identity theft, fraud, or a breach of personal data?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Experienced physical attacks, sexual violence, harassment, or stalking, or threats of violence or personal harm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: How easy or difficult were these questions to answer?

PROBE 2: Was there anything confusing about any of these questions?

PROBE 3: Were all of these questions worded clearly?

PROBE 4: These questions will screen you into other sections that will have more detailed questions, but could you think of any broad topics that might have been missed?

PROBE 5: Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

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

S2.	Have you EVER:	Yes	No	Don't know	Prefer not to answer
a.	Been arrested for, charged with, or convicted of a crime?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: Did you feel comfortable answering this question? Is there any way it could have been more comfortable for you?

PROBE 2: Was it clear that the time frame was different for this question?

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 S1a., 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.	<i>[Ask all]</i> Had problems with your neighbors over noise, property lines, fences, trees, litter, parking spots, or pets?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1a, ask HN1b]</i> Experienced problems in the process of purchasing (not renting) a home, including problems with financing, closing, inspections, warranties, or fees?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1a, ask HN1c]</i> Fallen behind on mortgage repayments or had to make special arrangements for payment with the lender?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1b, ask HN1d]</i> Had a landlord or other property manager fail to keep a home you were renting in good repair and condition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to S1b, ask HN1e]</i> Experienced disputes about rules, rent, or other terms of a lease with a landlord, public housing authority, or other property manager?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: How easy or difficult [was this]/[were these] question(s) to answer?

PROBE 2: Was there anything confusing about [this]/[any of these] question(s)?

PROBE 3: Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

[If asked any of HN1b-e] PROBE 4: Within the area of housing and your neighborhood, could you think of any experiences that are missing?

[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	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

Please keep these questions in mind as we move through the survey, as you will be asked about the seriousness of other events you report:

PROBE 1: Do these levels of seriousness make sense? Did this rating scale feel applicable to your experience?

[If no] PROBE 2: Would there be a different way to ask this question that made more sense?

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.	<i>[Ask all]</i> Set-up or changed an advanced medical directive, health care power of attorney, or living will?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1c, ask MH1b]</i> Had problems getting or keeping health insurance (private, employer-sponsored, public, or government-funded)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1c, ask MH1c]</i> Had an insurance claim denied for coverage of medical care or a prescription drug?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1d, ask MH1d]</i> Been billed incorrectly for medical services, including but not limited to co-pays and deductibles?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to S1d, ask MH1e]</i> Had unpaid medical debt or had someone try to collect money for medical debt?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: How easy or difficult were these question(s) to answer? Why?

PROBE 2: Was there anything confusing about [this]/[any of these] question(s)?

PROBE 3: Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

[After MH1a] PROBE 4: Did you understand the terms in this question (e.g. advanced medical directive, health care power of attorney, or living will)? If not, can you think of another way to phrase them?

[If asked any of MH1b-e] PROBE 5: Within the topic of medicine and health, can you think of anything that is missing?

[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	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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.	<i>[Ask all]</i> Been harassed by or had disputes with creditors or collection agencies? <i>Please exclude harassment for and disputes over medical debt.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[Ask all]</i> 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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[Ask all]</i> Had problems with refinancing, repaying, or interest rates charged on a credit card or loan? <i>Please exclude problems paying a mortgage.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes to S1e, ask CF1d]</i> Had a utility (water, electricity, or gas) that was disconnected due to problems paying the bill?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes to S1e, ask CF1e]</i> Filed or needed to file for bankruptcy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: How easy or difficult were these question(s) to answer? Why?

PROBE 2: Was there anything confusing about [this]/[any of these] question(s)?

PROBE 3: Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

PROBE 4: Within the topic of consumer and financial issues, can you think of anything that is missing?

[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	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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.	<i>[Ask all]</i> Had problems obtaining or regaining government-issued identification, licenses (including driver's license), permits, or documents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1f, ask PT1b]</i> Had problems claiming, keeping, or using state or federal disability benefits (including Social Security Disability Insurance [SSDI] and state disability insurance)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1f, ask PT1c]</i> 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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1f, ask PT1d]</i> Had problems claiming, keeping, or using subsidized housing or a Section 8 voucher?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: How easy or difficult were these question(s) to answer? Why?

PROBE 2: Was there anything confusing about [this]/[any of these] question(s)?

PROBE 3: Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

[If asked PT1b-d] PROBE 4: Within the topic of public benefits and government issues, can you think of anything that is missing?

[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	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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.	<i>[If yes or don't know to S1g, ask E1a]</i> Been fired, demoted, or denied a job opportunity for unfair or discriminatory reasons?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1g, ask E1b]</i> Expressed a workplace complaint that was not taken seriously or adequately dealt with?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1g, ask E1c]</i> Not received wages or benefits from an employer that you were owed for work performed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1g, ask E1d]</i> Been exposed to working conditions that were physically unsafe or unhealthy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: How easy or difficult were these questions to answer? Why?

PROBE 2: Was there anything confusing about any of these question(s)?

PROBE 3: Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

PROBE4: Within the topic of work and income issues, can you think of anything that is missing?

[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	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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.	<i>[Ask All]</i> Experienced divorce or legal separation from a spouse?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1h, ask FC1b]</i> Experienced difficulties with custody or visitation arrangements for child(ren) (e.g., reaching an agreement or following an agreement)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1h, ask FC1c]</i> Experienced problems related to child support (e.g., collecting or paying child support)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1h, ask FC1d]</i> Had Child Protective Services (CPS) or another state agency focused on children and family safety get involved in a family situation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: How easy or difficult were these question(s) to answer? Why?

PROBE 2: Was there anything confusing about [this]/[any of these] question(s)?

PROBE 3: Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

[If asked FC1b-d] PROBE 4: Within the topic of family and children issues, can you think of anything that is missing?

[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 <issue label> that you experienced.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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.	<i>[If yes or don't know to S1i, ask CVP1a]</i> Someone stole or tried to steal your car or other motor vehicle or any vehicle parts, such as a tire, battery or gas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1i, ask CVP1b]</i> 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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1i, ask CVP1c]</i> 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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1i, ask CVP1d]</i> 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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: How easy or difficult were these questions to answer? Why?

PROBE 2: Was there anything confusing about any of these question(s)?

PROBE 3: Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

PROBE 4: Did you have any experiences with property crime that you didn't see here?

[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	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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.	<i>[If yes or don't know to S1j, ask IFD1a]</i> A company, government agency, or some other organization informed you that your personal information had been stolen or that your data had been breached?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1j, ask IFD1b]</i> An existing credit card, bank account, email/social media account, or other type of existing account was accessed by someone else without your permission?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1j, ask IFD1c]</i> Your personal information was used without your permission to open a new account or to apply for a benefit, job, or service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1j, ask IFD1d]</i> You were tricked or deceived out of money, goods, or services either in person, by telephone, or online?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: How easy or difficult were these question(s) to answer? Why?

PROBE 2: Was there anything confusing about any of these question(s)?

PROBE 3: Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

PROBE 4: Did you have any experiences with identity theft, fraud or data breaches that you didn't see here?

[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 <issue label> that you experienced.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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.	<i>[If yes or don't know to S1k, ask CVV1a]</i> 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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1k, ask CVV1b]</i> 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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1k, ask CVV1c]</i> 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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1k, ask CVV1d]</i> 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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: Did you feel comfortable answering these questions? If not, do you have a suggestion on a different way for us to learn this information and understand these issues? Is there any way it could have been more comfortable for you?

PROBE 2: Was there anything confusing about any of these question(s)? Could they have been worded differently to be clearer?

PROBE 3: Did you have any experiences with violent crime that you didn't see here?

[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	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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
a.	[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)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[Ask all] Been arrested by police?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[Ask all] Been charged with a crime by prosecutors and appeared in court (for example, a misdemeanor or felony)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[Ask all] Been convicted of a crime?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	[Ask all] Served time in jail or prison (before a trial or after a conviction)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	[Ask all] Been on probation, parole, or supervised release (including electronic monitoring)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	[If yes or don't know to S2a, ask CJ1j] Tried to expunge, seal, or remove something from your criminal record?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: Is each question clear and asking about something different? If not, which ones were not clear or asked the same thing? Could they have been worded differently to be clearer?

PROBE 2: Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

PROBE 3: Did you have any contact with the criminal justice system that you didn't see here?

[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	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

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 is 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? *Your best estimate is fine.*

1. (MONTH/YEAR) _____

PROBE 1: Was it easy to recall this date? Why or why not?

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	How to deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Services that could help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Prices of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	People's experience of different services (e.g. reviews or recommendations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Documents needed to deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Somebody/thing to assist you deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	None of these	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: Were any of these types of information, advice, or help confusing? How could we clarify?

PROBE 2: Did you reach out for any types of information, advice, or help that you did not see here?

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.	<i>[If yes to NP2a, ask NP3a]</i> Your rights or responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes to NP2b, ask NP3b]</i> How to deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes to NP2c, ask NP3c]</i> Services that could help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes to NP2d, ask NP3d]</i> Prices of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes to NP2e, ask NP3e]</i> People's experience of different services (e.g. reviews or recommendations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>[If yes to NP2f, ask NP3f]</i> Documents needed to deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	<i>[If yes to NP2g, ask NP3g]</i> Somebody/thing to assist you deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: Was it clear that this question was different than the one before it?

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	A pamphlet, book or other printed material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: How easy or difficult was this question to answer? Could it have been phrased differently?

PROBE 2: Did you seek information, advice, or help from sources you looked at that you don't see here? Please don't include people or organizations as you will be asked about them next.

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Family, friends, neighbors, or acquaintances (<i>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.</i>)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	The opposing person or entity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Private lawyer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Legal aid, public defender, or pro bono lawyer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Court, tribunal, mediator, or arbitrator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Federal, state, or local government agency, department, or authority (<i>Not including the police</i>)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Medical, mental health, or social services professionals (<i>for example, doctor, nurse, therapist, counselor, social workers, or case managers</i>)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Your employer or trade union	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Financial, accounting, or banking services professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	Community, neighborhood, nonprofit, religious, or charitable organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	Insurance company representative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n.	Any other professional person or organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: How easy or difficult was this question to answer? Could it have been phrased differently?

PROBE 2: Did you know what a mediator or arbitrator is? What about a tribunal?

PROBE 3: Did how the people and organizations were grouped make sense to you? Are there any you would have separated out? Are there any you thought could be combined?

PROBE 4: Are there any people or organizations you sought information, advice, or help from that you did not see here?

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

PROBE 1: How easy or difficult was this question to answer?

PROBE 2: Did these reasons for not seeking out information, advice, or help feel relevant to your experience?

[If no] **PROBE 3:** How might you reword them? Are there any you would take away?

PROBE 4: Were all the reasons you did not seek out help here? Are there any you would add?

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

PROBE 1: How easy or difficult was this question to answer?

PROBE 2: Was it clear how this question was different from the one before it?

PROBE 3: Were all the reasons you did not seek out help from a private lawyer, public defender, pro bono attorney, or a legal aid attorney here? Are there any you would add?

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	<input type="radio"/>
2.	Too early to say	<input type="radio"/>
3.	Done with – issue continues, but all have given up trying to resolve it further	<input type="radio"/>
4.	Done with – issue resolved	<input type="radio"/>
5.	Don’t know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

PROBE 1: How easy or difficult was it to answer this question?

PROBE 2: *[If we had asked the question as follows instead, how would you respond?]*

NP8alternative <for cognitive testing>. Is the issue ongoing or resolved?

1.	Not Resolved	<input type="radio"/>
2.	Ongoing	<input type="radio"/>
3.	Partially Resolved	<input type="radio"/>
4.	Fully Resolved	<input type="radio"/>
5.	Don’t know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

[If (3) on NP8, then ask NP9]

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

1. (MONTH/YEAR) _____

PROBE 1: Was it easy to recall this date? Why or why not?

PROBE 2: Did you know all the information needed to answer this question?

[If no] PROBE 3: What weren’t you sure about?

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

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

1. (MONTH/YEAR) _____

PROBE 1: Was it easy to recall this date? Why or why not?

[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	<input type="radio"/>
2.	Slightly satisfied	<input type="radio"/>
3.	Moderately satisfied	<input type="radio"/>
4.	Very satisfied	<input type="radio"/>
5.	Extremely satisfied	<input type="radio"/>

PROBE 1: How easy or difficult was this question to answer?

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

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

1.	Not at all satisfied	<input type="radio"/>
2.	Slightly satisfied	<input type="radio"/>
3.	Moderately satisfied	<input type="radio"/>
4.	Very satisfied	<input type="radio"/>
5.	Extremely satisfied	<input type="radio"/>

[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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Emotional or mental health problem, stress, or loss of confidence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Increased drug (including nicotine), tobacco, or alcohol use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Social problem, such as a negative impact on relationships with family or friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Decrease in safety including being harassed, threatened, or assaulted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Loss or change of employment, missed work, or loss of occupational license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Having to work increased hours or an additional job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Having to move residences or loss of housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Loss of financial or economic security or going without food or utilities (like water, gas, and electricity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Missed or expelled/suspended from school or lost access to student loans or scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Police interaction, arrest, incarceration, or criminal record	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: How easy or difficult was this question to answer?

PROBE 2: Did how the impacts on your life were grouped make sense to you? Are there any you would have separated out? Are there any you thought could be combined?

PROBE 3: Are there any impacts you experienced that you did not see here?

[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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Serious Affirmative Event B	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Serious Affirmative Event C	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Serious Affirmative Event D	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Serious Affirmative Event E	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Serious Affirmative Event F	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g....	Sequence through last serious affirmative event	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: How easy or difficult was this question to answer?

PROBE 2: Could it have been presented or phrased differently to make it clearer?

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Serious Affirmative Event B	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Serious Affirmative Event C	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Serious Affirmative Event D	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Serious Affirmative Event E	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Serious Affirmative Event F	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g....	Sequence through last serious affirmative event	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROBE 1: Was it clear that this question was different from the one before it?

NATURE OF THE ISSUE SHORT DEBRIEF:

GENERAL PROBE 1: Did these questions feel tied together / make sense as a group?

GENERAL PROBE 2: Is there anything missing that would help us better understand your experience?

SECTION 5. SOCIODEMOGRAPHIC QUESTIONS

SD1. What is your age?

1.	18 – 24	<input type="radio"/>
2.	25 – 34	<input type="radio"/>
3.	35 – 49	<input type="radio"/>
4.	50 – 64	<input type="radio"/>
5.	65 or older	<input type="radio"/>

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

1.	American Indian or Alaska Native	<input type="checkbox"/>
2.	Asian	<input type="checkbox"/>
3.	Black or African American	<input type="checkbox"/>
4.	Hispanic or Latino	<input type="checkbox"/>
5.	Middle Eastern or North African	<input type="checkbox"/>
6.	Native Hawaiian or Pacific Islander	<input type="checkbox"/>
7.	White	<input type="checkbox"/>

PROBE 1: Did you have any trouble selecting a response(s)? Why?

PROBE 2: Would having examples listed for each category have helped you make a selection(s)?

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

1.	Never served in the military	<input type="radio"/>
2.	Only on active duty for training in the Reserves or National Guard	<input type="radio"/>
3.	Now on active duty	<input type="radio"/>
4.	On active duty in the past, but not now	<input type="radio"/>

SD4a. How many total people – adults and children – currently live in your household, including yourself? *A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.*

1. Number of people _____

SD4b. Of these people in the household, how many are children under 18 years of age?

1. Number of children (under 18 years of age) _____

SD5. In the past 36 months, how many times have you moved residences?

Include all moves from one residence to another, even moves within the same city, town, or community.

1.	0	<input type="radio"/>
2.	1	<input type="radio"/>
3.	2	<input type="radio"/>
4.	3	<input type="radio"/>
5.	4 or more	<input type="radio"/>

SD6. Which of the following best represents how you think of yourself?

1.	Gay or lesbian	<input type="radio"/>
2.	Straight, that is not gay or lesbian	<input type="radio"/>
3.	Bisexual	<input type="radio"/>
4.	I use a different term [free-text] _____	<input type="radio"/>
5.	I don't know	<input type="radio"/>

SD7. Are you male or female?

1.	Male	<input type="radio"/>
2.	Female	<input type="radio"/>

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?	<input type="radio"/>	<input type="radio"/>
b.	Are you deaf or do you have serious difficulty hearing?	<input type="radio"/>	<input type="radio"/>
c.	Are you blind or do you have serious difficulty seeing even when wearing glasses?	<input type="radio"/>	<input type="radio"/>
Because of a physical, mental, or emotional condition, do you:			
d.	Have serious difficulty concentrating, remembering, or making decisions?	<input type="radio"/>	<input type="radio"/>
e.	Have serious difficulty walking or climbing stairs?	<input type="radio"/>	<input type="radio"/>
f.	Have serious difficulty dressing or bathing?	<input type="radio"/>	<input type="radio"/>
g.	Have difficulty doing errands alone such as visiting a doctor's office or shopping?	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>
2.	\$20,000 - \$39,999	<input type="radio"/>
3.	\$40,000 - \$59,999	<input type="radio"/>
4.	\$60,000 - \$79,999	<input type="radio"/>
5.	\$80,000 - \$99,999	<input type="radio"/>
6.	\$100,000-\$149,999	<input type="radio"/>
7.	\$150,000 - \$199,999	<input type="radio"/>
8.	\$200,000 or more	<input type="radio"/>
9.	Prefer not to answer	<input type="radio"/>

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

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

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

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

GENERAL COGNITIVE INTERVIEW QUESTIONS TO DRAW FROM DURING THE SESSION DURING DEBRIEF

Debrief on content:

1. Did you feel that the reference period (36 months, or three years) was too long?
2. Did you think it was easy to respond to the 'seriousness' questions? Did you understand what the levels of 'seriousness' meant?
3. Which questions were particularly hard to answer?
4. Were there any questions that did not feel were appropriate or applicable?
5. Which section/questions would produce the information that is the most interesting to you?
6. Are there any important topics that do not currently appear on the survey that you would recommend including? If so, why?

Debrief on functionality:

1. Are there any other improvements to the survey that you would recommend that we make?
2. How long should we give people to complete the CLNS before following up with them?
3. In your opinion, what mode of communication would be most effective in following up to remind respondents to complete the CLNS? Phone call, text, email, or regular mail?

Thank you so much for the time you've dedicated to reviewing and improving the CLNS instrument. If you think of anything else you'd like to note about the survey, please don't hesitate to reach back out to me via phone or email.

[GO TO INSTRUCTIONS FOR THE \$50 STIPEND]

Thank you again.

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

So that NORC may send your Mastercard electronic 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 by checking the box, you acknowledge that you will be unable to receive your Mastercard prepaid card or code.

CODE_FNAME

First Name: _____

CODE_LNAME

Last Name: _____

CODE_EMAIL

Email Address: _____ (required)

CODE_PH

Telephone Number: _____

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-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

Attachment C: Usability Interview Protocol



Hello, my name is _____ and I'm with NORC/ABF and here to talk with you about the Bureau of Justice Statistics' **Civil Legal Needs Survey** that you just completed. Thank you for completing the survey and for making yourself available to talk with me today.

<Complete the usability testing informed consent>

This call/video session will take about 60 minutes, and you will receive a \$50 prepaid Mastercard code or card. We'll go through the major sections of the survey, and for each section, I'll ask you if there were any particular issues you encountered such as:

- problems opening the survey,
- problems selecting more than one option,
- inputting a free text response,
- display issues,
- the compatibility of the instrument with your device,
- closing out of the survey, and
- coming back to where you left off.

This feedback will help us make sure that the web survey is easy to use. I will pull up the survey to help guide us. In the future, 5,000 people will be asked to complete the survey, so your comments are very valuable to us.

Please remember, participating in this debriefing interview is completely voluntary, and you can stop at any time.

Do you have any questions before we begin? [LAUNCH SCREEN SHARE, AND CONFIRM PARTICIPANT CAN SEE THE SCREEN]

General Questions:

1. How long did it take you to complete the survey?
2. Did you use a computer or a mobile phone to complete the survey?
 - a. If computer, what internet browser did you use?
 - b. If mobile phone, what kind of mobile phone do you have (e.g., Apple, Samsung, Google)?
3. Did you have any problems opening the survey? Did you have any problems moving from one section to another?
4. Did you have any problems completing the survey? (probe to determine problem or problems)

Questions for each module: <Scroll through the survey as you ask these questions for each section>

5. Are there any questions that you think did not display properly (e.g., screen seemed to cut off, not obvious to scroll for more response options)? (probe to determine problems)
6. Did you need anyone else to help you with moving forward and back within the survey?

Wrap up questions:

7. Did you experience any other technical difficulties completing the survey?
8. Is there any other feedback on the web survey that you'd like to share?

Attachment D: Organization Leader Recruitment Protocol and Project Summary

Attachment D: Organization recruitment materials and project summary

Initial email to organizational leader to recruit potential respondents for CLNS cognitive testing:



Dear [ORGANIZATIONAL LEADER],

You may have heard that NORC at the University of Chicago (NORC) and the American Bar Foundation (ABF) are working with the Bureau of Justice Statistics in the U.S. Department of Justice on a Civil Legal Needs Survey (CLNS). The attached document summarizes the project and our work. The CLNS is intended to understand the breadth and types of civil legal needs experienced by persons living in the United States and the intersectionality of their interactions across the criminal and civil justice systems.

A survey has been drafted, and we would like to test the questions with respondents. Respondents would complete the programmed web survey and provide NORC and ABF with their feedback. While the survey has been developed by subject matter experts, it is important that we talk with persons who are experiencing civil and/or criminal legal needs to confirm that the survey questions are comprehensive and asking about the correct topics. **I am reaching out to request your assistance in identifying clients in your organization who could assist with this testing.**

Respondents would be asked to either:

- Participate in an 80-minute cognitive test interview during which they complete the survey while on a video conference call with an interviewer, providing feedback about the survey's content as they complete it
- Participate in the usability test and debriefing interview by completing the web survey independently and then meet with the interviewer for a 60-minute debriefing session to share their feedback about their experience using the survey platform and how it functioned.

If you are willing and able to assist in identifying potential respondents for the CLNS pretest activities, please let us know. Respondents will receive a \$50 incentive should they participate in either the cognitive test or usability test. We would ask you to identify 25 potential respondents and provide the name and contact information for each. This information would be shared only within the NORC/ABF team and not be released in any report.

<For organizations with clients involved in the criminal justice system>

We are looking for a group of individuals with current or recent past interaction with the criminal justice system to provide feedback on the survey to ensure we capture a wide range of experiences. Specifically, we are looking for individuals who are representative of different experiences and vary across age, race and ethnicity, and sex.

<For organizations with clients involved in the civil legal system>

We are looking for a group of individuals with current or recent past involvement with the civil legal system to provide feedback on the survey to ensure we capture a wide range of experiences. Specifically, we are looking for individuals who are representative of different experiences and vary across age, race and ethnicity, and sex.

<For organizations with clients known to be involved in both the criminal and civil justice systems>

We are looking for a group of individuals with current or recent past involvement in both the criminal and civil justice systems to provide feedback on the survey to ensure we capture a wide range of experiences. Specifically, we are looking for individuals who are representative of different experiences and vary across age, race and ethnicity, and sex.

Please let us know if there are any questions.

We are grateful for your support!

Thank you,

<name>, <affiliation>

CLNS Project Team

Phone call to organizational leader to identify CLNS cognitive pretest respondents when unresponsive to email outreach

If voicemail:

Hello, my name is _____ and I'm calling on behalf of NORC at the University of Chicago and the American Bar Foundation. NORC and ABF are working on a survey for the Bureau of Justice Statistics called the Civil Legal Needs Survey, and we were hoping you might assist in identifying people who have recently experienced civil or criminal justice events and could give feedback on the draft survey. I would appreciate if you could call me back at <phone> to talk about this further.

If answering phone:

Hello, may I please speak with (INSERT ORGANIZATIONAL LEADER NAME)?

Hello, my name is _____ and I'm calling from NORC/American Bar Foundation. I'm calling to follow up on my email about the Bureau of Justice Statistics project we are working on to develop a civil legal needs survey. Did you receive the email? <If yes> Would you like additional information, or would you like to help?

No, I did not receive that email, or Yes, but I would like additional information.

Ok, let me give you some background on the Civil Legal Needs Survey. The Civil Legal Needs Survey is being conducted on behalf of the U.S. Department of Justice's Bureau of Justice Statistics (BJS) by a team of researchers from NORC at the University of Chicago (NORC) and the American Bar Foundation. The survey is intended to understand the breadth and types of civil legal needs experienced by persons living in the United States and the intersectionality of their interactions across the criminal and civil justice systems. It was developed in consultation with experts in civil legal needs surveys and the intersection of civil and criminal justice. We are currently working with organizations who serve people experiencing civil and/or criminal justice events to identify justice affected people who could complete the survey and provide feedback. They will receive a \$50 incentive for their time. We're asking organizations if they could recommend up to 25 clients.

<For organizations with clients involved in the criminal justice system>

We are looking for a group of individuals with current or recent past interaction with the criminal justice system to provide feedback on the survey to ensure we capture a wide range of experiences. Specifically, we are looking for individuals who are representative of different experiences and vary across age, race and ethnicity, and sex.

<For organizations with clients involved in the civil legal system>

We are looking for a group of individuals with current or recent past involvement with the civil legal system to provide feedback on the survey to ensure we capture a wide range of experiences. Specifically, we are looking for individuals who are representative of different experiences and vary across age, race and ethnicity, and sex.

<For organizations with clients known to be involved in both the criminal and civil justice systems>

We are looking for a group of individuals with current or recent past involvement in both the criminal and civil justice systems to provide feedback on the survey to ensure we

capture a wide range of experiences. Specifically, we are looking for individuals who are representative of different experiences and vary across age, race and ethnicity, and sex.

Are you interested in assisting in identifying potential respondents who could complete and give feedback on the Civil Legal Needs Survey? Is there someone else in your organization who could help identify potential respondents? <if yes>, what is name and email address of the alternate person?

For telephone interviewer, follow up with the appropriate script below based on whether they can help, cannot help, or can recommend another person to help.

No, I cannot participate, and I do not know of anyone else in my organization who could help.

No problem at all.

Would you mind telling me the reason you don't feel comfortable sharing this information with us?

For telephone interviewer: Do your best to deal with the issue they raise by offering information

- *You may offer to have a senior member of the team call them back if it would be helpful*
- *If the issue can be addressed, resume appropriate script above*
- *If issue cannot be addressed, document the reason in the call log spreadsheet*
- *If unsure whether they meet our definition of an organizational leader, let them know we are just at the information collection stage at this time, and ask if there is anyone else who would be a better recommended contact.*

Thank you

I cannot help, but someone else can.

Thank you. What is the name and email address of the person within your organization who I should contact? Please confirm the name and email address.

Thank you for your time. We will follow up with <the alternative person> and share more information about the project.

Yes, I can assist in identifying respondents for the cognitive interview.

Great! To assist in identifying cognitive interview respondents, we would need you to:

- Identify 25 adults who have experienced civil and/or criminal justice events within the last three years
- Provide names, phone numbers, and email addresses for those identified potential respondents. This information can be shared with us via phone or email

Potential respondent names and contact information will not be shared with anyone outside of the survey's research team. Participation of those identified will also be voluntary.

Thank you for your time. We will follow up with you via email to get your list of potential respondents.



Project Summary

Civil Legal Needs Survey

Many Americans experience a wide variety of civil legal needs in core areas of daily life, including housing, employment, finances, family issues, domestic violence, and more. These needs are widespread, with 150 to 250 million new civil justice problems emerging each year. Importantly, civil justice problems can coincide with, or cause, additional issues in the criminal justice system. Currently, there is no reliable, systematic way to collect data about how civil and criminal issues overlap or move from system to system. To better understand this process, the U.S. Department of Justice's Bureau of Justice Statistics (BJS) funded NORC at the University of Chicago (NORC) and the American Bar Foundation (ABF) to conduct a study to explore this issue. As part of this project a survey called the Civil Legal Needs Survey or CLNS will be conducted. The CLNS has questions that ask about experiences with civil legal needs.

Project Goals

The goals of CLNS is to:

1. Draft a web-based survey which will ask questions about civil issues and how they overlap with the criminal system.
2. Randomly select addresses across the continental U.S. and ask households to complete the CLNS.
3. Receive feedback on the CLNS questions.
4. Update the CLNS web survey based on feedback from the household participants.
5. Draft a public facing report that describes the activities and the results.

NORC at the University of Chicago

Jeanette Husseman, PhD

Co-Principal Investigator

husseman-jeanette@norc.org

John Roman, PhD

Co-Principal Investigator

roman-john@norc.org

American Bar Foundation

Rebecca Sandefur, PhD

Co-Principal Investigator

rsandefur@abfn.org

With funding from:

Bureau of Justice Statistics

The CLNS will be shared with an address-based sample of 5,000 addresses in the U.S. with the request that an adult aged 18 years and older complete the survey and provide feedback. Participants will receive a stipend for their time.

Information from the CLNS will inform a larger, national survey on civil legal needs in the U.S.



AMERICAN BAR
FOUNDATION

Attachment E: Cognitive Test Materials

Attachment F: Cognitive Test Materials

Cognitive interview session invitation email



Dear [RESPONDENT NAME],

On behalf of The Bureau of Justice Statistics (BJS) within the U.S. Department of Justice, NORC at the University of Chicago and the American Bar Foundation are working to develop a survey that asks about people's experiences with civil justice needs and the potential interaction with the criminal justice system. This includes experiences such as issues with housing payments, employment, family disputes, income problems, government agencies, identity theft, and medical debt, and the best way to ask these questions. The survey is called the Civil Legal Needs Survey (CLNS).

The draft survey was developed with input from academics, researchers, and subject matter experts. We are now moving into the testing phase where we invite a small number of people to participate in a cognitive interview to provide comments on the survey questions and response options.

We received your name from [ORGANIZATION] as someone who might help us with the testing of this survey. Your participation is completely voluntary, and you can stop the interview at any time. Your name will not be shared in any reports or published material.

We now invite you to participate in the following cognitive interview activities for which you will receive a \$50 Mastercard prepaid card or code upon completion:

- Join a Zoom or Teams video conference session
- Complete the CLNS survey during the session and provide feedback to the interviewer in real-time

We hope that you will be able to participate at one of the following times:

- Date 1
- Date 2
- Date 3

If the above dates do not work with your schedule, please let me know and I will look for additional times.

Please let us know if there are any questions by responding to this email or calling 1-XXX-XXX-XXXX.

Thank you,
<name>, <affiliation>
CLNS Project Team

<SUID>

Phone call to prompt cognitive test non-responders

If voicemail:

Hello, my name is _____ and I'm calling on behalf of the American Bar Foundation and the NORC at the University of Chicago. We received your information from [ORGANIZATION] We are working on a survey for the Bureau of Justice Statistics called the Civil Legal Needs Survey and we recently sent an invitation for you to participate in our cognitive test to provide feedback on the survey questions. I would appreciate if you could call me back at <phone> to talk about this further.

If answering phone:

Hello, may I please speak with (NAME)?

Hello, my name is _____ and I'm calling from NORC/American Bar Foundation. I'm calling to follow up on my email about the Bureau of Justice Statistics project we are working on to develop a civil legal needs survey. Did you receive the email? <If yes> Would you like additional information, or would you like to help?

No, I did not receive that email, or Yes, but I would like additional information.

Ok, let me give you some background on the Civil Legal Needs Survey. The Civil Legal Needs Survey is being conducted on behalf of the U.S. Department of Justice's Bureau of Justice Statistics (BJS) by a team of researchers from NORC at the University of Chicago (NORC) and the American Bar Foundation. The survey is intended to understand the breadth and types of civil legal needs experienced by persons living in the United States and the intersectionality of their interactions across the criminal and civil justice systems. It was developed in consultation with experts in civil legal needs surveys and the intersection of civil and criminal justice. We are currently working with organizations who serve people experiencing civil and/or criminal justice events to identify people who could complete the survey and provide feedback. They will receive a \$50 incentive for their time.

At this time, we are asking a small number of people to complete the survey online with an interviewer from NORC/ABF during which feedback will be provided on the survey questions and answers. The cognitive interview feedback session will take about 80 minutes. We would like to invite you to participate in a cognitive interview at a time that is convenient to you. <If no, go to "yes but I cannot participate. If yes, "yes, and I would like to participate.>

Yes, but I cannot participate.

Ok, thank you for letting me know. Would you be able to let me know why you are not able to participate? This information is also helpful for our testing purposes.

Thank you

Yes, and I would like to participate:

Great! Are you available at any of these days or times?

-DATE

-DATE

-DATE

If not, can you please provide us with some dates and times that you are available, and I will check with the team's availability? If needed, what is the best way to reach you in the future – phone or email? *<Confirm phone number and/or email address.>* Thanks so much for your time.

Cognitive test meeting invitation



Dear [Respondent name],

Thank you for agreeing to meet with us on <DATE> at <TIME> to talk about the Civil Legal Needs Survey (CLNS).

The <ZOOM/TEAMS> link to join the session is: <LINK>

During the session our plan is that you will complete the web survey and let our interviewer, <NAME>, know if anything should be changed. This might be the way a question is worded or if your answer isn't on the list of options.

The session should take about 80 minutes. If you are no longer able to make the interview at the date and time listed above, please contact us at <INTERVIEWER EMAIL> or via phone at <INTERVIEWER PHONE>.

Your feedback on the survey questions is very important in making sure that we are asking the right questions in the right way. You will receive a \$50 pre-paid Mastercard card or code for your time.

Thank you,

<name>, <affiliation>
CLNS Project Team

<SUID>

Cognitive test thank you email with stipend:



Dear [Respondent name],

Thank you for completing the Civil Legal Needs Survey (CLNS).

If requested a code:

Please find the link to your \$50 Mastercard code below.

Code link:

This code can be used at any retailer that accepts Mastercard.

If you experience any difficulties using the code, please contact 1-XXX-XXX-XXXX or CLNS@norc.org.

If requested a physical card:

We have mailed you a \$50 Mastercard to:

<ADDRESS>

It should arrive within 7 business days. If you do not receive it after that time period or experience any difficulties using the card, please contact 1-XXX-XXX-XXXX or CLNS@norc.org.

Thank you,

<name>, <affiliation>

CLNS Project Team

<SUID>

Attachment F: Usability Test Materials

Usability test invitation email



Dear [RESPONDENT NAME],

On behalf of The Bureau of Justice Statistics (BJS) within the U.S. Department of Justice, NORC at the University of Chicago and the American Bar Foundation are working to develop a survey that asks about people's experiences with civil justice needs and the potential interaction with the criminal justice system. This includes experiences such as issues with housing payments, employment, family disputes, income problems, government agencies, identity theft, and medical debt, and the best way to ask these questions. The survey is called the Civil Legal Needs Survey (CLNS).

The draft survey was programmed for people to complete on the web. We are now inviting a small number of people to complete the survey and let us know how well the web survey does or does not work.

We received your name from [ORGANIZATION] as someone who might help us with the testing of this survey. Your participation is completely voluntary, and you can stop the interview at any time. Your name will not be shared in any reports or published material.

We now invite you to participate in the following usability test activities for which you will receive a \$50 Mastercard prepaid card or code upon completion:

- Complete the 15-minute CLNS survey.
- As you are completing the survey, **please make note of specific questions where you encounter challenges**. Specifically, we are interested in:
 - difficulty opening the survey
 - display issues
 - loss of responses/data after closing the survey
 - ease of navigating through the survey
- Following the survey, an interviewer will join you, and you will participate in a 60-minute debriefing phone or video call. During this time, you will be asked about any technical issues encountered while answering questions or advancing through the survey.

We hope that you will be able to participate at one of the following times:

- Date 1
- Date 2
- Date 3

If the above dates do not work with your schedule, please let me know and I will look for additional times.

Please let us know if there are any questions by responding to this email or call 1-XXX-XXX-XXXX.

Thank you,
<name>, <affiliation>
CLNS Project Team

<SUID>

Phone call to prompt usability test non-responders

If voicemail:

Hello, my name is _____ and I'm calling on behalf of the American Bar Foundation and the NORC at the University of Chicago. We received your information from [ORGANIZATION]. We are working on a survey for the Bureau of Justice Statistics called the Civil Legal Needs Survey and we recently sent an invitation for you to participate in our usability test and to provide feedback on the web survey. I would appreciate if you call me back at <INTERVIEWER PHONE> to talk about this further.

If answering phone:

Hello, may I please speak with (NAME)?

Hello, my name is _____ and I'm calling from NORC/American Bar Foundation. I'm calling to follow up on my email about the Bureau of Justice Statistics project we are working on to develop a civil legal needs survey. Did you receive the email? <If yes> Would you like additional information, or would you like to help?

No, I did not receive that email, or Yes, but I would like additional information.

Ok, let me give you some background on the Civil Legal Needs Survey. The Civil Legal Needs Survey is being conducted on behalf of the U.S. Department of Justice's Bureau of Justice Statistics (BJS) by a team of researchers from NORC at the University of Chicago (NORC) and the American Bar Foundation. The survey is intended to understand the breadth and types of civil legal needs experienced by persons living in the United States and the intersectionality of their interactions across the criminal and civil justice systems. It was developed in consultation with experts in civil legal needs surveys and the intersection of civil and criminal justice. We are currently working with organizations who serve people experiencing civil and/or criminal justice events to identify people who could complete the survey and provide feedback. They will receive a \$50 incentive for their time.

At this time, we are asking a small number of people to complete the survey online and then provide us with their feedback. The survey will take about 15 minutes to complete, and the feedback session will take about 60 minutes. We would like to invite you to participate at a time that is convenient for you. <If no, go to "yes but I cannot participate. If yes, "yes, and I would like to participate.">

Yes, but I cannot participate.

Ok, thank you for letting me know. Would you be able to let me know why you are not able to participate? This information is also helpful for our testing purposes.

Thank you

Yes, and I would like to participate:

Great! Are you available at any of these days or times?

-DATE

-DATE

-DATE

If not, can you please provide us with some dates and times that you are available, and I will check with the team's availability? If needed, what is the best way to reach you in the future – phone or email? *<Confirm phone number and/or email address.>* Thanks so much for your time.

Usability test meeting invitation



Dear [Respondent name],

Thank you for agreeing to meet with us on <DATE> at <TIME> to talk about the Civil Legal Needs Survey (CLNS).

The link to the survey is: [INSERT HYPERLINK]

The <ZOOM/TEAMS> link to join the session is: <LINK>

During the session our plan is that you will let our interviewer, <NAME>, know what worked well and what didn't work well as you completed the CLNS web survey. This might be how a question is displayed on the screen or where a button is placed.

The session should take about 60 minutes, and the survey itself should take about 15 minutes to complete. If you are no longer able to make the interview at the date and time listed above, please contact us at <INTERVIEWER EMAIL> or via phone at <INTERVIEWER PHONE>.

When completing the survey, you encounter difficulties advancing through the survey or need additional assistance, please reach out to CLNS@norc.org.

Your feedback on how the survey functions is very important in making sure future people have a smooth experience answering the questions. You will receive a \$50 prepaid Mastercard code or card for your time.

Thank you,

<name>, <affiliation>
CLNS Project Team

<SUID>

Usability test thank you email with stipend:



Dear [Respondent name],

Thank you for completing the Civil Legal Needs Survey (CLNS).

If requested a code:

Please find the link to your \$50 Mastercard code below.

Code link:

This code can be used at any retailer that accepts Mastercard.

If you experience any difficulties using the code, please contact 1-XXX-XXX-XXXX or CLNS@norc.org.

If requested a physical card:

We have mailed you a \$50 Mastercard to:

<ADDRESS>

It should arrive within 7 business days. If you do not receive it after that time period or experience any difficulties using the card, please contact 1-XXX-XXX-XXXX or CLNS@norc.org.

Thank you,

<name>, <affiliation>

CLNS Project Team

<SUID>

Attachment G: Informed Consent Form



Consent for Cognitive Interview or Usability Testing

What is the research about?

NORC and the American Bar Foundation (ABF) are conducting a research study that involves interviewing individuals who have had experiences with the civil or criminal justice systems for the Bureau of Justice Statistics (BJS). BJS is authorized to conduct this data collection under Title 34, United States Code, Section 10132.

As part of the study, we are interviewing up to 60 people about the types of experiences with civil and criminal issues and the impact they have had on their lives.

What will I be asked to do?

If you agree, you will participate in *[insert <an hour and 20 minute> for cognitive tests OR insert <a 1-hour interview> for usability testing]* over a video call with a NORC or ABF interviewer. We ask that you take this interview in a private location where you can't be overheard. With your permission, we would like to audio record the interview to ensure that we have a complete record as we review participants' responses for our research. The interview will ask questions about the types of civil and criminal experiences you may have had in the past three years, how those issues might be related, and the types of help you might have sought. As part of the interview, *[insert <I will also talk to you about your thoughts on the survey questions. This is to help us make improvements to the questions so that that all respondents understand what the survey questions are asking> for cognitive tests OR insert <I will also talk to you about your thoughts on the survey platform and your experiencing using it. Your feedback will help us make improvements to the survey, so it works as smoothly as possible going forward> for usability tests]*. You will receive a card or code to a \$50 pre-paid MasterCard upon completion of the interview to help cover costs associated with data and internet usage.

How will my responses be used?

By law, we can only use and release the information we collect for statistical or research purposes under Title 34, U.S.C. Section 10134. Your responses will be combined with the responses we get from other participants and be used to help BJS develop a standardized survey instrument that will help us better understand the relationship between the civil and criminal justice systems.

What are the possible benefits and risks?

There are no known benefits to you for taking part in the interview, but your participation is vital to making this study successful and helping BJS develop a survey instrument that will collect reliable and accurate data.

Some of the interview questions might make you feel upset or uncomfortable, such as those asking about being a victim of crime, which describe the types of crime. The goal of this wording is to ensure that BJS is collecting accurate data by making sure people who respond to the survey understand what is being asked. We will provide a list of resources you can reach out to if you need assistance.

Do I have to take part in this study?

Participating in the interview is completely voluntary. It is entirely up to you whether you participate in the interview. You can skip any questions you do not want to answer, and you can stop the interview at any time. No one will be notified of your participation, and no one will be upset whether you do this or not.

How will my information be protected?

The Bureau of Justice Statistics, NORC, and ABF are required by federal law to protect your privacy and confidentiality (Title 34 U.S.C. 10231). The information you share in the interview and the digital audio recording will remain confidential, and nobody outside the BJS/NORC/ABF study team will know what you, specifically, told us. The interview does not ask for any personally identifying information about you. The exception to our promise of confidentiality includes if you disclose that you plan to seriously harm yourself or a specific person or plan to commit a future crime (28 CFR 22.20). When we write up the study findings, your information will be combined with information from other people who participate in the study. You will not be identified in any published or presented materials. Your contact information and the digital audio recording will be destroyed at the end of the study. It is a federal crime with serious consequences for anyone on the project team to release your confidential information.

What if I have questions?

If you have any questions about the study, you can contact John Roman (the lead researcher) at CLNS@norc.org or 1-XXX-XXX-XXX. If you have any questions about your rights as a research participant, contact the NORC Office of Research Protection at 1-866-309-0542. If you would like to speak with someone at the Bureau of Justice Statistics, please contact AskBJS@usdoj.gov.

Documentation of Decision

Do you have any questions for me about the study or anything that we have just talked about? Please let me know which box best matches your decision:

- ☐ I agree to do the interview, and it is **OK** to make a digital audio recording of it.
- ☐ I agree to do the interview, but it is **not OK** to make a digital audio recording of it.
- ☐ I do not want to do the study.

[FOR THE INTERVIEWER TO COMPLETE] I have explained this study to and answered questions of the potential participant whose study ID number is at the top of this form.

Signature of Research Team Member Obtaining Consent

Date

Printed Name of Research Team Member Obtaining Consent

RESOURCES

If you are concerned about any of the topics covered in this survey, or if you would like more information on these issues, you are encouraged to contact the following organizations:

- Rape, Abuse & Incest National Network (RAINN): call a victim's assistance hotline available 24/7 at 800-656-HOPE (4673) or chat live visit <https://hotline.rainn.org/online/>.
- National Domestic Violence: call hotline at 800-799-7233, TTY 800-787-3224, or to receive real-time, one-on-one support through live chat available 24/7 visit <http://www.thehotline.org/what-is-live-chat/>
- Office for Victims of Crime: for help for victims visit <https://ovc.ojp.gov/help-for-victims/overview>, and to search a directory of crime victim services visit: <https://ovc.ojp.gov/directory-crime-victim-services/search>

Attachment H: IRB Letter

Institutional Review Board Certification Expedited Approval

Principal Investigator/Project Director: Jeanette Hussemann

Department: Economics, Justice, and Society

IRB Protocol Number: 25-04-2190

Protocol Title: Access to Justice Design and Testing Program

Approval Date: April 29, 2025

For projects that are federally-funded, the research protocol and accompanying documents have been approved under the expedited review procedure in accordance with HHS Regulations at 45 CFR 46.110 expedited review categories, by the NORC Institutional Review Board (IRB00000967), under its Federalwide Assurance #FWA00000142.

Projects that are not federally-funded are classified consistent with the expedited categories, but are reviewed and approved in keeping with the principles of the Belmont Report.

Expedited Category/Categories: 7

7. Research on individual or group characteristics or behavior (including, but not limited to, research on perception, cognition, motivation, identity, language, communication, cultural beliefs or practices, and social behavior) or research employing survey, interview, oral history, focus group, program evaluation, human factors evaluation, or quality assurance methodologies. (NOTE: Some research in this category may be exempt from the HHS regulations for the protection of human subjects - 45 CFR 46.101(b)(2) and (b)(3). This listing refers only to research that is not exempt.)

Findings/Determinations: 1. Department of Justice - Expedited - This certifies that the research protocol and consent documents described above have been approved under DOJ regulations at 28 CFR 46 and the expedited review procedure in accordance with DOJ Regulations at 28 CFR 46.110 under expedited review categories, by the NORC Institutional Review Board (IRB00000967).

Any amendments or other changes to this protocol must be submitted for review by the IRB, and all adverse events must be reported to the IRB.



Micah Sjoblom