

SURVEY

**Check the appropriate box.
If more than one box is correct,
check all that apply.**

The survey is doubled sided.

1. Are you:

- male
- female

2. How old are you?

- 61-70
- 71-80
- 81-90
- 91+

3. Do you work:

- paid full-time
- paid part-time
- volunteer full-time or part-time
- don't work or volunteer

4. Do you live in a:

- place you own
- rental
- another's home
- assisted living center, group home
- other _____

5. Do you drive?

- yes
- limited area and/or time
- no

6. Do you have email?

- yes
- no

**7. Do you access the internet? IF YES,
from where do you access it?**

- don't access the internet
- home
- work
- library
- senior center

8. What is your race/ethnicity?

- white
- black
- hispanic
- asian
- american-indian
- other _____

9. Do you live:

- alone
- with spouse
- with children
- with extended family
- with in-laws
- with a paid caregiver
- other _____

**10. How many people are in your
household (include yourself)?**

- 1
- 2
- 3
- ____

**11. What is your household's yearly
income?**

- \$0 - \$9,310
- \$9,311 - \$12,490
- \$12,491 - \$15,670
- \$15,671 - \$18,850
- \$18,851 +

ANSWER THE FOLLOWING QUESTIONS BASED ON YOUR EXPERIENCES FROM THE LAST 3 YEARS. For example, question #13 asks: **Have you had problems with your health insurance? So you should think about health insurance difficulties you had from 2001 - present. Please complete the rest of the survey like that.**

12. Do you have health coverage with:

- private health insurance
- veterans benefits
- medicare
- medicaid
- no health insurance
- other _____

13. Have you had problems with your health care insurance? If so what ?

- care was too costly
- over-billing
- lack of covered providers
- your insurance didn't cover it
- other _____
- none, no problems

14. Do you have questions about the new Medicare Prescription Drug Program (Drug Discount Cards)?

- yes
- no

15. Have you had problems with your neighbors (i.e. loud noise, trash, etc)

- yes
- no

16. If you receive government benefits (like social security, medicare, veterans benefits etc.) have you experienced difficulties like:

- not applicable
- being discouraged from applying
- eligibility for benefits
- agency was uncooperative
- benefit denied or cut unfairly
- lack of information about how to appeal a decision
- other _____
- none, no problems

17. Have you experienced utility problems (phone, water, power)?

- hard to get service
- disputes over billing
- utility was shut off
- very slow service
- other _____
- none, no problems

18. Have you experienced any of the following conditions in your home?

- lack of heat
- lack of hot water
- lack of electricity
- problems w/ mice, bugs, etc.
- unsanitary conditions
- broken appliances (ie. stove)
- other _____
- none, no problems

19. Did you pay to have work done to your home, and the work wasn't done to your satisfaction?

- yes
- no

**IF YOU DON'T
RENT PLEASE
CONTINUE TO #
21**

**20. Did you
have a
problem with a
landlord, like:**

- not applicable, don't rent
- dispute

about rent

- difficult terms of your lease
- didn't return security deposit
- being locked out
- threatened eviction or evicted
- harassed by the landlord
- other _____
- none, no problems

→ **21. Have you had a problem with a contract, like:**

- needing advice before signing
- feeling pressured to sign immediately
- signing without understanding
- person didn't follow the contract
- getting out of a contract
- not being able to get a refund
- other _____
- none, no problems

22. Have you had any of the following problems with telemarketers?

- deceitful about what they are offering or sending
- high pressure tactics (for example won't hang up until you buy)
- rude telemarketer
- keep calling after you ask them not to
- other _____

none, no problems

23. Have you had problems with sales people, such as:

- trying to sell you items you don't want
- over-charging
- aggressive door-to-door salespersons (for example won't leave your home until you buy)
- failing to deliver your purchase
- other _____
- none, no problems

24. Have you had a problem with a bill collector (like harassing phone calls, or repossession threats, etc) ?

- yes
- no

25. Did you get a loan only to find out later it had excessive fees or a high interest rate?

- yes
- no

26. Have you had any of the following problems with a credit card?

- can't pay credit card bill
- incorrect billing charges
- being charged for a credit card that has been cancelled
- extreme interest rates
- none, no problems

27. Have you filed for bankruptcy, or considered filing for bankruptcy?

- yes
- no

never abused

28. Have you needed advice regarding:

- divorce
- separation
- division of property
- child or grandchild custody
- enforcing alimony
- none

29. Have you suffered from any of the following:

- dehydration
- sudden weight loss
- unusual physical injury
- depression/social withdrawal
- anxiety/anger
- lost or stolen personal items (like cash, eyeglasses, etc.)
- wrong or missed medications
- unnecessary medical therapy
- lack of medical care
- none

30. Has anyone improperly used your money, property or assets? (such as stolen your money, made purchases without permission, or pressured you to give them property, etc)?

- yes
- no

31. Have you been:

- physically abused
- emotionally abused
- neglected
- financially abused

IF YOU ANSWERED "NEVER ABUSED" CONTINUE TO # 33

32. IF YOU have been abused, did you get help?
 yes
 no, why?

► 33. Do you need help with:

- planning your estate
- other estate issues
- making or changing a will
- setting up a trust
- deeding property
- creating a power of attorney
- creating a living will
- establishing advance plans for medical treatment (Health Care Power of Attorney, DNR)
- guardianship or conservator
- none

34. What is the best way to let a senior know about a new legal service?

- advertisement
- senior center
- website (which one?) _____
- email
- other _____

35. Have you heard of the following organizations in Utah that help people with legal questions?

- Adult Protective Services

- Bar Association clinics
- Legal Aid Society
- Utah Legal Services
- ombudsman
- free legal clinics

36. In the last 10 YEARS, have you received help from a lawyer, including simple advice?

- yes
- no

**IF YOU CHECKED
"NO" CONTINUE
TO QUESTION 39**

37. IF YES, did the lawyer:

- charge their normal fee
- give you a reduced rate
- give you service for free
- other _____

38. Was the information or advice you received:

- very helpful
- somewhat helpful
- not at all helpful

→39. If you needed legal help in the future, would you:

- do nothing and hope the problem goes away
- get referral to a lawyer from family or friend
- get referral to a lawyer from clergy/ church
- call a lawyer you know
- look in the phone book
- research the issue on the internet
- find a free legal clinic

- call Utah Legal Services
- call the bar association
- contact the court
- plan to represent yourself
- other _____

40. Have you thought about using a lawyer but didn't? IF YES, why?

- never thought about hiring a lawyer
- not sure the problem was legal
- the problem was minor
- didn't know where to start
- embarrassed
- lawyers are too expensive
- other _____

41. Please select 3 legal issues that concern you the most?

- estate planning (like wills, trusts)
- advance planning (living wills, medical power of attorney, etc.)
- family matters (like divorce, custody)
- government benefits (like SSI, Veterans, Medicare, Medicaid, etc.)
- housing issues (landlord issues, utility problems)
- where to live issues (planning to stay in your home or nursing home etc.)
- health insurance problems
- consumer problems (scams, exploitation, fraud)
- abuse
- other: _____

42. Please select 3 legal services that would help you the most?

- hotline where seniors can call and ask attorneys questions for free

- legal guidebook for seniors
- website with legal information
- free legal seminars
- free wills & estate planning service
- free consumer and fraud seminar
- low-cost or free attorneys
- other _____

43. Please feel free to write any additional comments.

**Thank you for your participation!!
PLEASE PLACE YOUR COMPLETED
SURVEY IN THE PREPAID ENVELOPE
PROVIDED FOR YOU, AND MAIL IT.**