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

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

Please Turn to the Next Page  2
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
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

32. IF YOU ANSWERED “NEVER ABUSED” CONTINUE TO #33
- [ ] 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.

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