

Project: LEGAL_NEEDS_17
10-17-17

INTRO

Phone Number: \$N

Callback Notes: <F6> Web Survey ID: <SRLID>

Choices

OK - CONTINUE	00	D	
Answering Machine	01		==> /INT01
Regular Busy	02		==> /INT02
No Answer	03		==> /INT03
Non-Residential Number	04		==> /INT04
Number Change	05		==> /TEL01
Cell Phone Refusal	06		==> /INT06
Non-Working, Disconnected, Fast Busy, Temporarily Out Of Service	07		==> /INT07
Language Barrier	08		==> /INT08
Disability Barrier	09		==> /INT09
FAX Machine	10		==> /INT10
Group Home	11		==> /INT11
Call Blocking, Technological Barrier	12		==> /INT15
(ADMIN ONLY) Duplicate Record / HH has Multiple Lines	75	I	==> /INT75

NTRO1

Hello my name is \$I. I am calling on behalf of the Oregon Law Foundation. We are conducting a survey about the legal needs of low-income Oregonians. The goal of this survey is to help the Oregon Law Foundation and other Legal Aid organizations in Oregon set priorities for legal service providers and raise funds to support legal services for those who can't afford them. You may have received a letter in the mail about this survey recently. To see whether you are eligible for the survey; may I verify that you are 18 years old, and ask you a few questions?

IWR NOTE: It is okay to conduct surveys with people in some group homes, like assisted living or residential care facilities.

IWR NOTE: If R says "I'm not low income", say: "There are many ways to define low income. I actually have two quick questions to see if you qualify for the survey."

IWR NOTE: The survey can be completed by you or someone else who is familiar with the legal experiences of the people in your household.

Choices

Yes - Continue with Survey	00	D	
Specific Callback	01		==> /INT50
Generic Callback	03		==> /INT55
Immediate Hang Up	05		==> /INT95
Soft Refusal	07		==> /INT57
Hard Refusal or Never Callback	09		==> /INT91
Language Barrier	10		==> /INT08
Disability Barrier	11		==> /INT09
Non-Residential Number	12		==> /INT04
No One Lives in the HH 18+ / Youth Cell Phone	13		==> /INT13
R said they completed web/paper survey	14		==> /INT42
RF phone survey, R said they will complete web/paper survey	15		==> /INT43

Q1

How many people, including yourself, currently live in your household? "Household" refers to all people living together in a unit and sharing income and expenses.

REFUSAL CONVERSION: Please remember, all of your responses are anonymous. It's common for people to prefer not to provide details about their household. In order to know if your household is eligible, and to properly categorize your answers, having this information is very important. Would you be willing to provide this information in this special instance?

Choices

1 person (R lives alone)	01	
2 people	02	
3 people	03	
4 people	04	
5 people	05	
6 people	06	
7 people	07	
8 people	08	
9 people	09	
10 or more people	10	
Don't Know	88	
Refused	99	

Q2_1

Is your total household income BELOW or ABOVE \$15,075? (Your best estimate is fine.)

REFUSAL CONVERSION: Please remember, all of your responses are anonymous. It's common for people to prefer not to provide details about their household. In order to know if your household is eligible, and to properly categorize your answers, having this information is very important. Would you be willing to provide this information in this special instance?

==> SKIP +1 IF NOT(Q1=01)

Choices

Below \$15,075	1
Above \$15,075	2
Don't Know	8
Refused	9

Q2_2

Is your total household income BELOW or ABOVE \$20,300? (Your best estimate is fine.)

REFUSAL CONVERSION: Please remember, all of your responses are anonymous. It's common for people to prefer not to provide details about their household. In order to know if your household is eligible, and to properly categorize your answers, having this information is very important. Would you be willing to provide this information in this special instance?

==> SKIP +1 IF NOT(Q1=02)

Choices

Below \$20,300	1
Above \$20,300	2
Don't Know	8
Refused	9

Q2_3

Is your total household income BELOW or ABOVE \$25,525? (Your best estimate is fine.)

REFUSAL CONVERSION: Please remember, all of your responses are anonymous. It's common for people to prefer not to provide details about their household. In order to know if your household is eligible, and to properly categorize your answers, having this information is very important. Would you be willing to provide this information in this special instance?

==> SKIP +1 IF NOT(Q1=03)

Choices

Below \$25,525	1
Above \$25,525	2
Don't Know	8
Refused	9

Q2_4

Is your total household income BELOW or ABOVE \$30,750? (Your best estimate is fine.)

REFUSAL CONVERSION: Please remember, all of your responses are anonymous. It's common for people to prefer not to provide details about their household. In order to know if your household is eligible, and to properly categorize your answers, having this information is very important. Would you be willing to provide this information in this special instance?

==> SKIP +1 IF NOT(Q1=04)

Choices

Below \$30,750	1
Above \$30,750	2
Don't Know	8
Refused	9

Q2_5

Is your total household income BELOW or ABOVE \$35,975? (Your best estimate is fine.)

REFUSAL CONVERSION: Please remember, all of your responses are anonymous. It's common for people to prefer not to provide details about their household. In order to know if your household is eligible, and to properly categorize your answers, having this information is very important. Would you be willing to provide this information in this special instance?

==> SKIP +1 IF NOT(Q1=05)

Choices

Below \$35,975	1
Above \$35,975	2
Don't Know	8
Refused	9

Q2_6

Is your total household income BELOW or ABOVE \$41,200? (Your best estimate is fine.)

REFUSAL CONVERSION: Please remember, all of your responses are anonymous. It's common for people to prefer not to provide details about their household. In order to know if your household is eligible, and to properly categorize your answers, having this information is very important. Would you be willing to provide this information in this special instance?

==> SKIP +1 IF NOT(Q1=06)

Choices

Below \$41,200	1
Above \$41,200	2
Don't Know	8
Refused	9

Q2_7

Is your total household income BELOW or ABOVE \$46,425? (Your best estimate is fine.)

REFUSAL CONVERSION: Please remember, all of your responses are anonymous. It's common for people to prefer not to provide details about their household. In order to know if your household is eligible, and to properly categorize your answers, having this information is very important. Would you be willing to provide this information in this special instance?

==> SKIP +1 IF NOT(Q1=07)

Choices

Below \$46,425	1
Above \$46,425	2
Don't Know	8
Refused	9

Q2_8

Is your total household income BELOW or ABOVE \$51,650? (Your best estimate is fine.)

REFUSAL CONVERSION: Please remember, all of your responses are anonymous. It's common for people to prefer not to provide details about their household. In order to know if your household is eligible, and to properly categorize your answers, having this information is very important. Would you be willing to provide this information in this special instance?

==> SKIP +1 IF NOT(Q1=08)

Choices

Below \$51,650	1
Above \$51,650	2
Don't Know	8
Refused	9

Q2_9

Is your total household income BELOW or ABOVE \$56,875? (Your best estimate is fine.)

REFUSAL CONVERSION: Please remember, all of your responses are anonymous. It's common for people to prefer not to provide details about their household. In order to know if your household is eligible, and to properly categorize your answers, having this information is very important. Would you be willing to provide this information in this special instance?

==> SKIP +1 IF NOT(Q1=09)

Choices

Below \$56,875	1
Above \$56,875	2
Don't Know	8
Refused	9

Q2_10

Is your total household income BELOW or ABOVE \$62,100? (Your best estimate is fine.)

REFUSAL CONVERSION: Please remember, all of your responses are anonymous. It's common for people to prefer not to provide details about their household. In order to know if your household is eligible, and to properly categorize your answers, having this information is very important. Would you be willing to provide this information in this special instance?

==> SKIP +1 IF NOT(Q1=10)

Choices

Below \$62,100	1
Above \$62,100	2
Don't Know	8
Refused	9

INT40

Sorry, but we need that information to continue. Thank you for your time today.

Residential Answering Machine - Should be used for voicemail or telephone answering machines, where the message confirms it is a residential household. Answering Machine (unknown if housing unit) - Should be used for telephone answering message (e.g. voicemail or a telephone answering machine) that does not conclusively indicate whether the number is for a residential household or not.

==> SKIP +1 IF NOT (Q1=88,99 OR Q2_1=8,9 OR Q2_2=8,9 OR Q2_3=8,9 OR Q2_4=8,9 OR Q2_5=8,9 OR Q2_6=8,9 OR Q2_7=8,9 OR Q2_8=8,9 OR Q2_9=8,9 OR Q2_10=8,9)

Choices

Don't Know / Refused Screening	40	D	==> /END
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INT41

It looks like your household is not eligible. (We're only surveying households at or below 125% of the federal poverty level.) Thank you for taking the time to consider doing this survey.

Residential Answering Machine - Should be used for voicemail or telephone answering machines, where the message confirms it is a residential household. Answering Machine (unknown if housing unit) - Should be used for telephone answering message (e.g. voicemail or a telephone answering machine) that does not conclusively indicate whether the number is for a residential household or not.

==> SKIP +1 IF NOT (Q2_1=2 OR Q2_2=2 OR Q2_3=2 OR Q2_4=2 OR Q2_5=2 OR Q2_6=2 OR Q2_7=2 OR Q2_8=2 OR Q2_9=2 OR Q2_10=2)

Choices

HH Not Eligible	41	D	==> /END
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INT42

Thank you for taking the time to do this survey.

R said they completed web/paper survey.

==> SKIP +1 IF NOT (NTRO1=14)

Choices

R Said They Completed Web / Paper Survey	42	DO	==> /END
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INT01

Please indicate what type of answering machine you have reached. If it is an obvious business answering machine, back-up and code the record out as "Non-Residential." Residential Answering Machine: Should be used for voicemail or telephone answering machines, where the message confirms it is a residential household. Answering Machine (unknown if housing unit): Should be used for telephone answering message (e.g. voicemail or a telephone answering machine) that does not conclusively indicate whether the number is for a residential household or not.

==> SKIP +1 IF NOT (INTRO=01)

Choices

Residential Answering Machine	01		==> /END
Answering Machine (Unknown if Housing Unit)	16		==> /END

INT02

Regular Busy Signal: Should be used when you get a regular (slow) busy signal.

==> SKIP +1 IF NOT (INTRO=02)

Choices

Regular Busy	02	D	==> /END
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INT03

No Answer: Should be used when you let the phone ring for 5+ times and no one picks up the phone and an answering machine does not come on. This can also be used when you reach a mailbox that is not set up yet or is full.

==> SKIP +1 IF NOT (INTRO=03)

Choices

No Answer	03	D	==> /END
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INT04

Sorry to have bothered you. We are surveying households only. Thank you for your time today.

Non-Residential: Should be used for dedicated business and non-residence lines (e.g., government offices). Should not be used for group quarters. If this is a home business, and a HH and business share the same telephone number, do not use this code; attempt to survey the HH.

==> SKIP +1 IF NOT (INTRO=04 OR NTRO1=12)

Choices

Non-Residential	04	D	==> /END
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INT06

TRY TO GET NEW PHONE NUMBER OR CALLBACK AT BETTER TIME

I'm sorry to have bothered you. Is there a better number I can reach you at, or may we call you at a better time (e.g., when you are not driving, or during off-peak hours)?

Number Change: Should be used if R is willing to provide another number to call them at. Enter new number on the next screen, then call them back immediately at that new number, or schedule a CB for a later time.

Cell Phone Refusal: Should be used if a R refuses to complete the survey specifically because they are on their cell phone and their location or activity does not allow them to complete an interview.

==> SKIP +1 IF NOT (INTRO=06)

Choices

Cell Phone Refusal	06	D	==> /END
Number Change	12		==> /TEL01

INT07

Non-working, Disconnected, Fast Busy, Temporarily Out Of Service: Should be used for non-working (e.g., technical problems, circuit overloads, bad lines), disconnected and temporarily out of service numbers, and fast busy signals.

==> SKIP +1 IF NOT (INTRO=07)

Choices

Non-working, Disconnected, Fast Busy, Temporarily Out Of Service	07	D	==> /END
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INT08

RECORD LANGUAGE IF KNOWN

We are only conducting the phone survey in English, but the web survey is available in Spanish. You can complete it at www.LegalNeedsSurvey2017.com. Log in with Survey ID number: <SRLID>.

Language Barrier: Should be used in cases in which no one in the HH speaks a language that the survey is being conducted in (i.e., English). We are not using translators for this survey. Please record the language you think the R was speaking.

==> SKIP +1 IF NOT (INTRO=08 OR NTR01=10)

Choices

Language Barrier	08	DO	==> /END
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INT09

Sorry to have bothered you. (We are not able to complete this survey with a TTY system.) Thank you for your time today.

Disability Barrier: Should be used when R have cognitive, mental, or physical disabilities that prevents them from answering and/or understanding questions and there is no one else in the HH that can complete the survey. This could include both permanent conditions (e.g., senility, blindness or deafness) and temporary conditions (e.g., pneumonia or drunkenness).

TTY Systems: A video phone that when called, you're connected to an Interpreting Center and are prompted with this type of message: Please wait until your call connects, you will hear ringing until you call connects. Then you're prompted to say who you are and an interpreter would connect you to the R. If you encounter this specific message and situation, it is okay to assume you're calling a deaf person using a TTY system and can omit leaving a message. Just code the call out as a Disability Barrier and leave a note about a possible or confirmed TTY system.

==> SKIP +1 IF NOT (INTRO=09 OR NTRO1=11)

Choices

Disability Barrier	09	D	==> /END
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INT10

Fax / Data Line: Should be used for dedicated fax or data lines. Lines that are used by a HH for both regular phone calls and data links are eligible, therefore, do not use this code and attempt to conduct an interview with those HHs if possible.

==> SKIP +1 IF NOT (INTRO=10)

Choices

Fax / Data Line	10	D	==> /END
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INT11

Receptionist: Sorry to have bothered you. Thank you for your time today. Resident: It's ok, we can still conduct the survey with you if you are interested in participating.

Group Home / Quarters: Should be used when R does not have their own individual line in places like prisons, sanitariums, military barracks, or college dormitories.

Survey Special Instructions: It is okay to conduct surveys with people in some group homes, like assisted living or residential care facilities for this survey. You may survey them if: they have their own phone line, are physically able to speak to you, and they are willing to take the survey. You do not need to use Refusal Conversions if the resident is hesitating. If you call a shared line or reach a receptionist, you do not need to conduct the survey with anyone and can use this INT code.

==> SKIP +1 IF NOT (INTRO=11)

Choices

Group Home	11	D	==> /END
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INT13

To verify, no one lives in your house (at anytime) that's 18 years of age or older that I could speak too?

No One Lives in HH 18+ / Youth Cell Phone: Use this code for housing units with no eligible Rs because no one who lives in the household (at any time) who is 18 years of age or older. Youth Cell Phone: Use this code if you reach a youth-only cell phone where it is not possible to speak to someone 18 on that line.

==> SKIP +1 IF NOT (NTRO1=13)

Choices

No One Lives in HH 18+ / Youth Cell Phone	13	D	==> /END
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INT15

Call Blocking: Used for call-screening, call-blocking, or other telecommunication technologies that create barriers to getting through to a number. You may be prompted to provide your name, receive an automated message saying something like: "The person you are trying to reach is not accepting calls at this time. Please try your call later." and then the phone goes to a busy signal. These numbers will be called back once more.

==> SKIP +1 IF NOT (INTRO=12)

Choices

Call Blocking	15	D	==> /END
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INT50

When would be a better time to callback?

Specific Callback: To be used when a R schedules a definite appointment to be called back at a specific time to complete the interview.

==> SKIP +1 IF NOT (NTRO1=01)

Choices

Specific Callback	50	D	==> /CB
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INT55

REFUSAL CONVERSION: It is really important that we hear from everyone. The information you provide will help us better understand the legal needs of low-income Oregonians. The goal of this survey is to help the Oregon Law Foundation and other Legal Aid organizations in Oregon set priorities for legal service providers and raise funds to support legal services for those who can't afford them. You may have received a letter in the mail about this survey recently. If now is not a good time, I would be happy to set up a callback for a better time.

Generic Callback: Should be used when the R is being fairly cooperative, might be willing to do the survey, but a Specific CB appointment time is not able to be confirmed. These numbers will be automatically called back in 1 to 3 days. REMINDER: Leave CB Notes.

==> SKIP +1 IF NOT (NTRO1=03)

Choices

Generic Callback	55	D	==> /END
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INT57

REFUSAL CONVERSION: It is really important that we hear from everyone. The information you provide will help us better understand the legal needs of low-income Oregonians. The goal of this survey is to help the Oregon Law Foundation and other Legal Aid organizations in Oregon set priorities for legal service providers and raise funds to support legal services for those who can't afford them. You may have received a letter in the mail about this survey recently. If now is not a good time, I would be happy to set up a callback for a better time.

Soft Refusal: Should be used when the R provides a temporary reason for not participating, (such as being too busy), is uncertain as to the usefulness of participating, or expresses a lack of interest about the survey topic. For example, this code could be used if the R has not heard the entire introduction and/or automatically says something vague like "not interested," and just hangs up before you start or get through an adequate RF Conversion. These numbers will be automatically called back in 1 to 3 days. REMINDER: Leave CB Notes.

==> SKIP +1 IF NOT (NTRO1=07)

Choices

Soft Refusal	57	D	==> /END
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INT75

(ADMIN USE ONLY) Duplicate Record / HH Has Multiple Lines

==> SKIP +1 IF NOT (INTRO=75)

Choices

Duplicate Record / HH has Multiple Lines (please specify)	75 DO	==> /END
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INT91

REFUSAL CONVERSION: It is really important that we hear from everyone. The information you provide will help us better understand the legal needs of low-income Oregonians. The goal of this survey is to help the Oregon Law Foundation and other Legal Aid organizations in Oregon set priorities for legal service providers and raise funds to support legal services for those who can't afford them. You may have received a letter in the mail about this survey recently. If now is not a good time, I would be happy to set up a callback for a better time.

RF PHONE SURVEY, OFFER WEB: You can also complete the survey online by going to www.LegalNeedsSurvey2017.com and logging in with the Survey ID number provided to you in the letter (Web Survey ID: <SRLID>). To get to the right web page, make sure you type that web address in the navigation bar and not in the Google, Yahoo, Bing or other search space.

SURVEY PURPOSE: We are conducting a survey about the legal needs of low-income Oregonians. The goal of this survey is to help the Oregon Law Foundation and other Legal Aid organizations in Oregon set priorities for legal service providers and raise funds to support legal services for those who can't afford them. You may have received a letter in the mail about this survey recently.

CONTACTS: Survey Questions: Contact the Assistant Director of the Oregon Law Foundation, Bill Penn at 503-431-6344 or bpenn@osbar.org

Questions about the validity of the study or the SRL: Dr. Debi Elliott, the Director of the Survey Research Laboratory at Portland State University, at 503-725-5198 or visit the Survey Research Lab website at www.srl.pdx.edu

Questions about rights as a research subject or privacy protection: PSU Human Subjects Research Review Committee at 503-725-4288 or 1-877-480-4400

ADDITIONAL NOTES:

How their phone number was selected: Your number was randomly selected from Oregon households.

How their address was selected: Your address was randomly selected from Oregon households.

Who is sponsoring this survey? Portland State University is collaborating with the Oregon Law Foundation to conduct this survey.

Hard Refusal - Should be used if you introduced the survey (hitting the key points of the intro screen(s), tried to do a refusal conversion once communicating the main and relevant points, and the R insists and says again they don't want to participate (thus refusing twice). It can also be used if someone is very insistent with their refusal or angry, and you do not think they can be convinced to complete the survey. These are final refusals and will likely be not be called back.

Never Callback - Should only be used if R says "take me off your list," "don't ever call me again," or is acting very inappropriately or irately. These are final refusals and will be not be called back.

EXAMPLES OF BRIEF NOTES:

- Doesn't do surveys
- Too busy
- Angry or irate
- Not available during calling times
- Not interested
- Declined CB
- Second RF
- Rude, foul language

==> SKIP +1 IF NOT (NTRO1=09)

Choices

Hard Refusal (RECORD BRIEF NOTES)	91	O	==> /END
Never Callback	92		==> /END
RF Phone Survey, Will Complete Web / Paper Survey	43		==> /INT43

INT43

Thank you for taking the time to consider doing this survey. You can complete the survey online by going to www.LegalNeedsSurvey2017.com and logging in with the Survey ID number provided to you in the letter (Web Survey ID: <SRLID>). To get to the right web page, make sure you type that web address in the navigation bar and not in the Google, Yahoo, Bing or other search space.

IWR NOTE: The survey can be completed by you or someone else who is familiar with the legal experiences of the people in your household.

RF Phone Survey, Will Complete Web / Paper Survey: Use this code when a R refuses to complete the phone survey, but say that they will complete web or paper survey.

==> SKIP +1 IF NOT (NTRO1=15 OR INT91=43)

Choices

RF Phone Survey, Will Complete Web / Paper Survey	43 DO	==> /END
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INT95

Immediate Hang Up: Should be used if the R didn't say anything (other than hello) and hung up on you as you were introducing the survey. No screener was completed (if applicable) and it is unknown if the person answering the phone was a HHM and eligible to complete the survey. These records will be automatically called back in a few days.

==> SKIP +1 IF NOT (NTRO1=05)

Choices

Immediate Hang Up	95	D	==> /END
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SECT1

Thank you. It looks like you are eligible to take the survey. Just to let you know, this survey will take 15 to 35 minutes, depending on how many items are relevant for your household. It is completely voluntary and anonymous, and you can skip any question you don't want to answer, or stop at any time. First, a few questions about housing.

Choices

Press Enter to Continue	0	D
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Q3

In the past 12 months, have you or anyone in your household rented a house, apartment or room?

Choices

No	0
Yes	1
Don't Know	8
Refused	9

Q4

READ OPTIONS 01-11 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

In the last 12 months, did you or anyone in your household experience any of the following?

==> SKIP TO Q6 IF Q3=0,8,9

Choices

Evicted or threatened with eviction from a house, apartment, or room you were renting	01
Dispute with a landlord or public housing authority about rules, practices, or the terms of a lease	02
Landlord failed to provide decent, safe, and clean housing maintained in good repair, including functioning water, sewer, and heat; floors, walls, roof and windows free of mold, lead paint, insects, mice, rats, and pesticides	03
Landlord acted aggressively including entering without notice, shutting off utilities, locking out a tenant, destroying or taking a tenant's property, etc. or threatened to take those actions	04
Difficulty getting a security deposit back or landlord made excessive claims for damages when moving out	05
Landlord denied reasonable accommodations for a disability or other medical condition	06
Housing problems because of being a victim of domestic violence, sexual assault, or stalking	07
Issues getting or keeping subsidized housing or a section 8 voucher	08
Treated unfairly by a landlord for asking for repairs, complaining, or exercising rights as a tenant	09
Could not afford rent increases	10
Could not find an affordable place to live	11
None of the Above	77 X
Don't Know	88 X
Refused	99 X

Q5

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

==> SKIP TO Q6 IF Q4=77,88,99

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

Q6

In the past 12 months, have you or anyone in your household owned a home or had a mortgage?

Choices

No	0
Yes	1
Don't Know	8
Refused	9

Q7

READ OPTIONS 1-5 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

In the last 12 months, did you or anyone in your household experience any of the following?

==> SKIP TO Q9 IF Q6=0,8,9

Choices

Experienced misleading or dishonest mortgage lending practices, including misleading terms or conditions of a loan or loan payment schedule	1
Told by a lender that extra financial products needed to be purchased in order to get a mortgage	2
Home went into foreclosure	3
Fell several payments behind on a mortgage	4
Trouble with tax liens or other government liens	5
None of the Above	7X
Don't Know	8X
Refused	9X

Q8

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

==> SKIP TO Q9 IF Q7=7,8,9

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

Q9

In the past 12 months, have you or anyone in your household owned, purchased or rented a mobile or manufactured home?

Choices

No	0
Yes	1
Don't Know	8
Refused	9

Q10

READ OPTIONS 1-6 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

In the last 12 months, did you or anyone in your household experience any of the following?

==> SKIP TO Q12 IF Q9=0,8,9

Choices

Trouble purchasing or owning a mobile or manufactured home, including problems with financing, warranties, or fees	1	
Dispute with a mobile or manufactured home park about rules, practices, or the terms of a lot lease	2	
Mobile or manufactured home park failed to maintain the water system, sewer system, buildings, roads, or grounds	3	
Evicted or required to relocate to another mobile or manufactured home park	4	
The mobile or manufactured home park in which you were living closed	5	
Could not afford lot rent increases	6	
None of the Above	7	X
Don't Know	8	X
Refused	9	X

Q11

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

==> SKIP TO Q12 IF Q10=7,8,9

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

Q12**In the past 12 months, have you or anyone in your household been homeless?****Choices**

No	0
Yes	1
Don't Know	8
Refused	9

Q13

READ OPTIONS 01-09 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

In the last 12 months, did you or anyone in your household experience any of the following?

==> SKIP TO FAMILY IF Q12=0,8,9

Choices

Stopped or talked to by the police (no order, citation, arrest, threat of arrest) because of panhandling, camping, sleeping outside, urinating/defecating outside, seeking water, or for being homeless. This does not involve an order, citation, arrest or threat of arrest.	01
Given a citation, park exclusion, or other document because of panhandling, camping, sleeping outside, urinating/defecating outside, or seeking water, or for being homeless	02
Arrested or threatened with arrest by the police because of panhandling, camping, sleeping outside, urinating/defecating outside, or seeking water, or for being homeless	03
Difficulty getting an ID, police taking ID, or needed an ID for services	04
Had problems with social service agencies because of being homeless	05
Mistreatment by private businesses because of being homeless	06
Had problems accessing public transportation or being excluded from public transportation because of being homeless	07
Turned away from a homeless shelter because they don't take families, pets, or people of different gender identities	08
Turned away from transitional housing because they don't take families, pets, or people of different gender identities	09
None of the Above	77X
Don't Know	88X
Refused	99X

Q14

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

==> SKIP TO FAMILY IF Q13=77,88,99

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

FAMILY

Next, a few questions about family issues. Please remember that all information that you provide is confidential and private. You can skip any question you do not want to answer.

Choices

Press Enter to Continue

0

D

Q15

READ OPTIONS 01-12 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

In the last 12 months, did you or anyone in your household experience any of the following?

Choices

Experienced domestic violence, abuse, stalking, or sexual assault from a current or former household member or intimate partner	01
Experienced abuse, stalking, or sexual assault from someone OTHER THAN a current or former household member or intimate partner	02
Filed for or needed to file for a divorce or legal separation	03
Difficulties collecting spousal support payments, excluding child support payments	04
Difficulties paying spousal support	05
Trouble with or trouble reaching agreement on custody or visitation arrangements for children	06
Problems collecting child support payments or setting up or changing a child support obligation	07
Difficulties paying child support	08
Had an open case with DHS Child Welfare (CPS)	09
Problems with being appointed the guardian of a child	10
Aged out of foster care and did not have an adequate plan for housing or other needed support	11
Problems with paternity of a child	12
None of the Above	77 X
Don't Know	88 X
Refused	99 X

Q16

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

==> SKIP TO FINANCIAL IF Q15=77,88,99

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

FINANCIAL

Next, a few questions about financial issues.

Choices

Press Enter to Continue

0

D

Q17

READ OPTIONS 01-11 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

In the last 12 months, did you or anyone in your household experience any of the following?

Choices

Problems getting credit because of identity theft	01
Experienced a door-to-door, internet, or other scam	02
Problems with companies that offer debt reduction or "credit repair" services	03
Problems with terms for repayment or interest rates charged by a lender, excluding mortgages	04
Problems related to paying a fine or judgment resulting from a criminal or juvenile case	05
Harassed by creditors or collection agencies, including being threatened with criminal prosecution or jail	06
Problems with taxes including tax debts or trouble getting the federal Earned Income Tax Credit or tax refunds	07
Problems with buying, paying for, repossession, defects, or warranties of a car, truck, or motorcycle	08
Filed for or needed to file for bankruptcy	09
Wages garnished	10
Utilities such as water, sewer, electricity, gas, or phone disconnected	11
None of the Above	77 X
Don't Know	88 X
Refused	99 X

Q18

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

==> SKIP TO Q19 IF Q17=77,88,99

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

Q19**(Next) Are you or anyone in your household 65 years of age or older?****Choices**

No	0
Yes	1
Don't Know	8
Refused	9

Q20**Do you or does anyone in your household have a disability?****Choices**

No	0
Yes	1
Don't Know	8
Refused	9

Q21

READ OPTIONS 1-6 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

In the last 12 months, did you or anyone in your household experience any of the following?

==> SKIP TO Q23 IF NOT(Q19=1 OR Q20=1)

Choices

State or federal disability benefits or services denied, reduced or terminated	1
Denied reasonable accommodation to city, county, state or other government programs, activities or services	2
Denied or limited access to a store, theater, or other business open to the public because of a disability or denied reasonable accommodation to the establishment	3
Guardian or other person mishandled Social Security, Supplemental Security Income, settlement trust, or other income or benefits	4
Problems involving an elderly or disabled person being taken advantage of or abused	5
Lived in a mental health or long-term care facility, but preferred to live at home or in some other community setting	6
None of the Above	7 X
Don't Know	8 X
Refused	9 X

Q22

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

==> SKIP TO Q23 IF Q21=7,8,9

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

Q23

(Next) Have you or has anyone in your household ever served in the military or military reserves?

Choices

No	0
Yes	1
Don't Know	8
Refused	9

Q24

READ OPTIONS 1-4 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

In the last 12 months, did you or anyone in your household experience any of the following?

==> SKIP TO Q26 IF Q23=0,8,9

Choices

Problems getting an old job back after military discharge or returning from deployment	1
Problems with military discharge status or the stated reason for separation from the military	2
Denied Veterans Administration (VA) disability, housing, educational, job training or other service-related benefits	3
Denied or unable to access medical care for military service-related physical or mental health conditions	4
None of the Above	7 X
Don't Know	8 X
Refused	9 X

Q25

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

==> SKIP TO Q26 IF Q24=7,8,9

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

Q26**(Next) Are you or is anyone in your household a tribal member or descended from a tribal member?****Choices**

No	0
Yes	1
Don't Know	8
Refused	9

Q27

READ OPTIONS 01-08 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

In the last 12 months, did you or anyone in your household experience any of the following?

==> SKIP TO EMPLOY IF Q26=0,8,9

Choices

Problems with ESTATE PLANNING OR WILLS related to Indian trust assets (allotment, IIM account, land buy-back program, etc.)	01
Problems PROTECTING Indian trust assets from creditors (allotment, IIM account, land buy-back program, etc.)	02
Problems protecting Indian trust property in federal or tribal probate	03
Denied services from the Bureau of Indian Affairs or the Indian Health Service	04
Benefits (such as SSI) reduced or denied due to a tribal per capita payment, tribal settlement funds, or a land buy-back payment	05
Unable to be represented by an attorney in a family or civil (not criminal) case in tribal court	06
Involved in a legal case in state court regarding the placement or adoption of an Indian child or children	07
Eligible for membership in a tribe, but didn't know how to apply, didn't know how to get the documentation needed to apply for enrollment, or needed to open adoption records to prove your eligibility for enrollment	08
None of the Above	77 X
Don't Know	88 X
Refused	99 X

Q28

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

==> SKIP TO EMPLOY IF Q27=77,88,99

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

EMPLOY**Next, a few questions about employment.****Choices**

Press Enter to Continue	0	D
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Q29

READ OPTIONS 01-10 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

In the last 12 months, did you or anyone in your household experience any of the following?**Choices**

Employer did not pay wages that were due, did not pay for earned overtime, denied benefits that were part of a work arrangement, or withheld money from paycheck	01
Denied payments for medical, mental health or vocational help for a job-related injury (Worker's Compensation)	02
Exposed to working conditions that were physically unsafe or unhealthy	03
Unfairly terminated from a job	04
Denied reasonable accommodation for a disability or other medical condition necessary to perform a job	05
Work problems because of being a victim of domestic violence, sexual assault, or stalking	06
Denied unemployment benefits or had them stopped early	07
Workplace grievance that was not taken seriously or inadequately dealt with	08
Sexually harassed, treated unfairly, or intimidated by a supervisor or coworker	09
Subjected to unreasonable workplace rules	10
N/A - No one in household is employed	66 X
None of the Above	77 X
Don't Know	88 X
Refused	99 X

Q30

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

==> SKIP TO Q31 IF Q29=66,77,88,99

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

Q31**(Next) Do you or does anyone in your household work on a farm in agriculture or forestry?****Choices**

No	0
Yes	1
Don't Know	8
Refused	9

Q32**Do you live in a farmworker labor camp or other employer provided housing?**

==> SKIP TO Q35 IF Q31=0,8,9

Choices

No	0
Yes	1
Don't Know	8
Refused	9

Q33

READ OPTIONS 01-08 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

In the last 12 months, did you or any member of your household experience any of the following?**Choices**

Fresh drinking water not provided at work	01
Denied bathrooms	02
Could not shower, wash hands, or wash clothing	03
Employer-provided housing was unsafe, unsanitary, or in bad condition	04
Denied employer-provided housing or work due to having a spouse or children, or being female	05
Not given information about terms of work (for example, how long it will last, how much you will be paid) or boss changed the terms after work started	06
Not given training about pesticides, heat, accidents, sexual harassment, and who to ask for help	07
Denied rest breaks or lunch breaks	08
None of the Above	77 X
Don't Know	88 X
Refused	99 X

Q34

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

==> SKIP TO Q35 IF Q33=77,88,99

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

Q35**(Next) At any time in the past 12 months, did you or anyone in your household attend school? Please include preschool, kindergarten through twelfth grade, community college, college, and university.****Choices**

No	0
Yes	1
Don't Know	8
Refused	9

Q36

READ OPTIONS 01-07 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

In the last 12 months, did you or anyone in your household experience any of the following?

==> SKIP TO Q38 IF Q35=0,8,9

Choices

Suspended or permanently removed from school	01
Involved in a truancy hearing or proceeding, regularly absent from school, or could not complete school for some other reason	02
Attended school with building(s) or grounds that are unsafe	03
Attended a school where students are not protected well from threats or bullying	04
Denied access to special educational services, or had problems getting or keeping an Individualized Education Plan (IEP) or a 504 plan	05
Denied access to bilingual education or English Language Learner (ELL) services	06
Received notices in a language that could not be understood	07
None of the Above	77 X
Don't Know	88 X
Refused	99 X

Q37

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

==> SKIP TO Q38 IF Q36=77,88,99

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

Q38

READ OPTIONS 1-4 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

(Next) In the last 12 months, did you or anyone in your household experience any of the following?

Choices

Denied or terminated from federal Supplemental Security Income (SSI), Social Security Disability, Income (SSDI), Social Security Survivors benefits, or Social Security Retirement Income (SSRI)	1
Told to pay back an overpayment for SSI, SSDI, Social Security Survivors benefits, Oregon Supplemental Nutrition Assistance Program (SNAP), Oregon Temporary Assistance for Needy Families (TANF), or other government benefit	2
Public benefit problems because of being a victim of domestic violence, sexual assault, or stalking	3
Not approved for income, food, disability, housing or other state government assistance, or had them reduced or terminated	4
None of the Above	7X
Don't Know	8X
Refused	9X

Q39

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

==> SKIP TO HEALTH IF Q38=7,8,9

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

HEALTH

Next, a few questions about health care services and coverage.

Choices

Press Enter to Continue	0	D
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Q40

READ OPTIONS 01-09 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

In the last 12 months, did you or anyone in your household experience any of the following?**Choices**

Billed incorrectly for medical services including co-pays and deductibles	01
Health insurance would not cover medically-needed procedures, services, medical equipment, prescriptions, transportation services, or mental health services	02
Denied an interpreter or had to rely on a friend or family member for help with interpretation to communicate with a health care provider	03
Denied personal care services or unfairly restricted in the amount of personal care services that could be received	04
Unable to get or keep a health insurance policy from a private insurer	05
Problems with the care provided by a nursing home or other long-term care facility	06
Unable to get or keep Oregon Health Plan, Medicaid, Medicare, the State Children's Health Insurance Program (sCHIP), or other government-funded health insurance	07
Problems with someone trying to collect money for debts from medical, mental health, or other health care services	08
Not informed about financial assistance for health care or that free care might be available from a hospital or at home	09
None of the Above	77 X
Don't Know	88 X
Refused	99 X

Q41

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

==> SKIP TO Q42 IF Q40=77,88,99

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

Q42

READ OPTIONS 1-5 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

(Next) In the last 12 months, did you or anyone in your household experience any of the following?

Choices

Stopped by the police without a good reason or unfairly arrested	1	
Afraid to call the police after experiencing a crime	2	
Verbally or physically threatened, treated roughly, or assaulted by the police	3	
Not enough police in your neighborhood, police did not respond quickly to a 911 call, or police did not take reports of problems seriously	4	
Needed to expunge or remove something from a criminal record	5	
None of the Above	7	X
Don't Know	8	X
Refused	9	X

Q43

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

==> SKIP TO IMMIGRATE IF Q42=7,8,9

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

IMMIGRATE

Next, a few questions about immigration. As a reminder, your answers are confidential and private - your name will never be linked to your answers. You can skip anything you don't want to answer. This information will be used to better understand how to help Oregonians who have issues with immigration.

Choices

Press Enter to Continue	0	D
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Q44

Were you or was anyone in your household born outside the United States?

Choices

No	0
Yes	1
Don't Know	8
Refused	9

Q45

READ OPTIONS 01-13 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

In the last 12 months, did you or anyone in your household experience any of the following?

==> SKIP TO DISCRIM IF Q44=0,8,9

Choices

Needed help with becoming a citizen, legally living or working in the U.S., DACA status, or bringing a family member to the U.S.	01
Had Temporary Protected Status (TPS) and needed to apply to travel	02
Left the U.S. and had trouble getting back in	03
Needed to plan for the care of children or family member due to fear of being held or deported by ICE (Immigration and Customs Enforcement)	04
Detained or deported by immigration authorities	05
Given bad immigration advice by a notario or someone other than a lawyer	06
Denied access to an attorney or interpreter while involved in a removal proceeding	07
Problems related to not having a driver's license	08
Problems related to not having a Social Security Number (SSN), or getting or renewing an Individual Taxpayer Identification Number (ITIN)	09
Afraid to go to work, school, medical provider, or store because of ICE	10
Afraid to complain to a landlord or employer because of ICE	11
Afraid to call police or go to court because of ICE	12
Afraid to ask for or receive government benefits because of ICE	13
None of the Above	77 X
Don't Know	88 X
Refused	99 X

Q46

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

==> SKIP TO DISCRIM IF Q45=77,88,99

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

DISCRIM

In this section, we ask about issues related to being discriminated, denied services, harassed, or treated unfairly. These types of treatment can come up in many situations, including employment, housing, credit and financing, education, and encounters with law enforcement. It can also occur when trying to get services from government agencies or private businesses.

Choices

Press Enter to Continue	0	D
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Q47

READ OPTIONS 01-16 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

In the last 12 months, did you or anyone in your household experience discrimination, denial of services, harassment, or unfair treatment because of any of the following?

Choices

Race or ethnicity	01
Language spoken or written	02
Religion	03
Gender	04
Marital status	05
Having children live in your household	06
Sexual orientation or LGBTQ status	07
Age	08
Veteran or military status	09
Homeless status	10
Sensory, mental, or physical disability or use of a trained guide dog or service animal	11
Criminal or juvenile record	12
Credit history	13
Immigration status	14
Status as a victim of domestic violence or sexual assault	15
Anything else? [please specify]	16 O
None of the Above	77 X
Don't Know	88 X
Refused	99 X

Q47A

You mentioned that you or someone in your household experienced discrimination based on religion. Would you mind telling us what religion that is?

==> SKIP +1 IF NOT(Q47=03)

Choices

Yes [please specify]	1	DO
Refused	9	

Q48

READ OPTIONS 01-12 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

Did discrimination, denial of services, harassment, or unfair treatment occur in any of the following situations?

==> SKIP TO HELP TO Q47=77,88,99

Choices

Rental Housing	01	
Home Ownership	02	
Mobile or Manufactured Housing	03	
Credit, banks and debt	04	
Employment	05	
Education	06	
Law Enforcement and Policing	07	
Government Services, for example public transportation, maintenance and accessibility of sidewalks, parks, libraries, or streets	08	
Governmental Assistance, for example, state or federal income, food, disability or other assistance from government programs	09	
Health Care	10	
Shopping, including stores and restaurants	11	
Anything else? [please specify	12	O
None of the Above	77	X
Don't Know	88	X
Refused	99	X

Q49

READ OPTIONS 1-5

How much did the issue(s) negatively affect you or anyone in your household?

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

HELP

In this section, we ask about the types of help you looked into or tried to get for the issues you or any member of your household experienced.

==> SKIP TO Q57(Q3=0,8,9 OR Q4=77,88,99) AND (Q6=0,8,9 OR Q7=7,8,9) AND (Q9=0,8,9 OR Q10=7,8,9) AND (Q12=0,8,9 OR Q13=77,88,99) AND (Q15=77,88,99) AND (Q17=77,88,99) AND ((Q19=0,8,9 AND Q20=0,8,9) OR Q21=7,8,9) AND (Q23=0,8,9 OR Q24=7,8,9) AND (Q26=0,8,9 OR Q27=77,88,99) AND (Q29=66,77,88,99) AND (Q31=0,8,9 OR Q33=77,88,99) AND (Q35=0,8,9 OR Q36=77,88,99) AND (Q38=7,8,9) AND (Q40=77,88,99) AND (Q42=7,8,9) AND (Q44=0,8,9 OR Q45=77,88,99) AND (Q47=77,88,99)

Choices

Press Enter to Continue	0	D
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Q50

At any time while you were dealing with ANY of the problems you identified throughout this survey, did you do research or look for information about the problem?

Choices

No	0
Yes	1
Don't Know	8
Refused	9

Q51

READ OPTIONS 01-15 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

For which kinds of problem(s) did you do research or look for information?

==> SKIP +1 IF NOT(Q50=1)

Choices

Rental housing	01	
Home ownership	02	
Mobile or manufactured housing	03	
Family and relationships	04	
Credit, Debt, and Fraud	05	
Aging or disability	06	
Veterans and military service members	07	
Tribal members or descendants	08	
Employment	09	
Education	10	
Crime and policing	11	
Government assistance and benefits	12	
Health care	13	
Discrimination and harassment	14	
Anything else? [please specify]	15	O
Don't Know	88	X
Refused	99	X

Q52

At any time while you were dealing with any of the problems you identified in this survey, did you TRY to get help from a lawyer?

Choices

No	0
Yes	1
Don't Know	8
Refused	9

Q52A

Why not?

==> SKIP +1 IF NOT(Q52=0)

Choices

Please specify:	1	DO
Refused	9	

Q53**Did you GET help from a lawyer for any of the problems you identified in this survey?****Choices**

No	0
Yes	1
Don't Know	8
Refused	9

Q53A**Why not?**

==> SKIP +1 IF NOT(Q53=0)

Choices

Please specify:	1	DO
Refused	9	

Q54

READ OPTIONS 01-15 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

For which kinds of problem(s) did you GET or TRY to get help from a lawyer?

==> SKIP +1 IF NOT(Q52=1 OR Q53=1)

Choices

Rental housing	01	
Home ownership	02	
Mobile or manufactured housing	03	
Family and relationships	04	
Credit, Debt, and Fraud	05	
Aging or disability	06	
Veterans and military service members	07	
Tribal members or descendants	08	
Employment	09	
Education	10	
Crime and policing	11	
Government assistance and benefits	12	
Health care	13	
Discrimination and harassment	14	
Anything else? [please specify]	15	O
Don't Know	88	X
Refused	99	X

Q55

READ OPTIONS 01-08 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

Where did you get legal help from?

==> SKIP +1 IF NOT(Q53=1)

Choices

Legal aid, such as Legal Aid Services of Oregon, Oregon Law Center, or Center Nonprofit Legal Services	01	
Other nonprofit legal provider	02	
Paid private attorney	03	
Volunteer or unpaid attorney	04	
Notary public	05	
Social or human service organization	06	
Disability service provider	07	
Anything else? [please specify]	08	O
Don't Know	88	X
Refused	99	X

Q56

READ OPTIONS 1-6 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

What kind of legal help did you receive or are you receiving?

==> SKIP +1 IF NOT(Q53=1)

Choices

Referred to legal information online	1	
Got assistance filling out a legal documents or forms	2	
Got legal advice	3	
A lawyer negotiated with the other person or people involved in a legal issue or case	4	
A lawyer represented me in court	5	
Got some other kind of legal help (What would that be?)	6	O
Don't Know	8	X
Refused	9	X

Q57**(Next) In the last 12 months, did you or anyone in your household need to go to civil or family, not criminal, court or an administrative hearing or need to file something with a civil or family court?****Choices**

No	0
Yes	1
Don't Know	8
Refused	9

Q58

READ OPTIONS 01-07 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

In the last 12 months, did you or anyone in your household experience any of the following?

==> SKIP TO LEGAL IF Q57=0,8,9

Choices

Denied a waiver of court fees and charges	01	
Not provided an interpreter to help communicate in court	02	
Denied reasonable accommodation or limited access to court	03	
Denied an attorney	04	
Trouble understanding court rules and procedures	05	
No transportation to a court or hearing	06	
Family or work obligations prevented getting to a court or hearing	07	
None of the Above	77	X
Don't Know	88	X
Refused	99	X

Q59

READ OPTIONS 1-5

How much did the issue(s) negatively affect your or anyone in your household's ability to present your case in court?

==> SKIP TO LEGAL IF Q58=77,88,99

Choices

Not at all	1
Slightly	2
Moderately	3
Very	4
Extremely	5
Don't Know	8
Refused	9

LEGAL

In this section, we ask about experiences with or thoughts about the civil legal system.

Choices

Press Enter to Continue	0	D
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Q60

READ OPTIONS 1-5

How often do you think you and your family, friends and neighbors are able to use the courts to protect yourself or enforce your rights?

Choices

Not at all	1
Rarely	2
Some of the time	3
Most of the time	4
All of the time	5
Don't Know	8
Refused	9

Q61

READ OPTIONS 1-5

How often do you think you and your family, friends and neighbors are treated fairly in the civil legal system?

Choices

Not at all	1
Rarely	2
Some of the time	3
Most of the time	4
All of the time	5
Don't Know	8
Refused	9

Q62

READ OPTIONS 1-5 UNTIL STOPPED

How often do you think the civil legal system can help you and your family, friends and neighbors solve important problems such as those you identified in this survey?

Choices

Not at all	1
Rarely	2
Some of the time	3
Most of the time	4
All of the time	5
Don't Know	8
Refused	9

Q63

READ OPTIONS 01-11 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

If you had a legal problem, which of the following ways of getting legal information or help would be useful to you?

Choices

Visiting a web site	01
Reading printed materials (for example, booklets, fact sheets, pamphlets)	02

Viewing online videos	03
Attending an in-person group legal training	04
Calling a legal information hotline	05
Getting questions answered online by a lawyer	06
Talking to a lawyer by phone or in person	07
Having a lawyer check forms, letters, or documents that you prepared yourself	08
Having a lawyer prepare forms, letters, or documents for you to file or send yourself	09
Having a lawyer take care of the problem for you or go to court for you	10
Anything else? [please specify]	11 O
Don't Know	88 X
Refused	99 X

Q64

READ OPTIONS 01-16 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

Which of the following legal information, advice, or assistance sources are you familiar with?

Choices

Legal aid, such as Legal Aid Services of Oregon, Oregon Law Center, or Center Nonprofit Legal Services	01
ACLU	02
St. Andrew Legal Clinic	03
Northwest Workers Justice Project (NWJP)	04
Oregon State Bar Lawyer Referral Service and Modest Means Program	05
Oregon State Bar Legal Information Website	06
OregonLawHelp.org	07
Oregon Judicial Department legal information web pages	08
Courthouse Family Law Facilitators	09
Community Alliance of Tenants Renters Rights Hotline	10
Youth, Rights & Justice	11
Fair Housing Council of Oregon	12
Disability Rights Oregon	13
Immigration Counseling Services	14
Catholic Charities Immigration Legal Services	15
Ecumenical Ministries of Oregon, SOAR Immigration Legal Services	16
None of these	77 X
Don't Know	88 X
Refused	99 X

Q65

READ OPTIONS 1-7 UNTIL STOPPED

If you needed a lawyer, how much could you afford?

Choices

Less than \$100	1
\$100 to \$249	2
\$250 to \$499	3
\$500 to \$999	4
\$1,000 to \$1,999	5
\$2,000 or more	6
Nothing, could not afford	7
Don't Know	8
Refused	9

DEMO

Finally, a few questions about you and your household for descriptive purposes only. All of your responses are completely confidential and will be combined with all other participants to summarize the characteristics of the people who completed this survey. This information will help the Oregon Law Foundation better understand the legal needs of Oregonians, especially underserved groups.

Choices

Press Enter to Continue	0	D
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Q66

READ OPTIONS 1-5 UNTIL STOPPED

Which of the following categories best represents your age?

Choices

18 to 24 years	1
25 to 34 years	2
35 to 44 years	3
45 to 64 years	4
65 years or older	5
Don't Know	8
Refused	9

Q67

DO NOT READ OPTIONS; SELECT ALL THAT APPLY

How do you identify your gender?

Choices

Male	0	
Female	1	
Transgender	2	
Other [please specify]	3	O
Prefer to not disclose	9	X

Q68

READ OPTIONS 1-7; SELECT ALL THAT APPLY

What racial or ethnic background best describes you? Please select all that apply.**Choices**

Black or African American	1	
Hispanic or Latino	2	
Asian	3	
Native American or Indian, or Alaska Native	4	
Native Hawai'ian or Other Pacific Islander	5	
White or Caucasian	6	
Other [please specify]	7	O
Don't Know	8	X
Refused	9	X

Q69

DO NOT READ OPTIONS; SELECT ONLY ONE

What is the primary language spoken in your home?**Choices**

English	1	
Spanish	2	
Vietnamese	3	
Russian	4	
Other [please specify]	5	O
Don't Know	8	
Refused	9	

Q70**Is the language spoken in the home where you grew up Mam, Kanjobal [Can-job-al], Mixteco Bajo [baho], Mixteco Alto, Trique [Tree-keh], Zapoteco [Zap-o-tec-o], Quechua [Keh-chwa] or another native language that is not Spanish?****Choices**

No	0
Yes	1
Don't Know	8
Refused	9

Q71

READ OPTIONS 1-5

How easy or difficult is it for you to speak English?**Choices**

Very difficult	1
Difficult	2
Neither easy nor difficult	3
Easy	4
Very easy	5
Don't Know	8
Refused	9

Q72

READ OPTIONS 1-7 UNTIL STOPPED; SELECT ONLY ONE

Which of the following best describes your highest level of education?**Choices**

Less than a high school diploma	1	
High school graduate, GED, or alternate credential	2	
Some college, but no degree	3	
Associate's degree, 2-year degree	4	
Bachelor's degree, 4-year degree	5	
Graduate or professional degree	6	
Other [please specify]	7	O
Don't Know	8	
Refused	9	

Q73

READ OPTIONS 1-6 UNTIL STOPPED

What is your current relationship status?**Choices**

Married	1	
Living with a partner	2	
Widowed	3	
Divorced	4	
Separated	5	
Never married	6	
Don't Know	8	
Refused	9	

Q74

READ OPTIONS 01-08 UNTIL STOPPED

Which of the following best describes your current employment status?

IWR NOTE: If you work from home or are self-employed, please select either 'Employed full-time' or 'Employed part-time' to describe your employment status.

IWR NOTE: If you are a student, please answer the question based only on your current employment status.

Choices

Unemployed and looking for work	01	
Unemployed and not looking for work	02	
Employed full-time	03	
Employed part-time	04	
Retired	05	
Providing care at home to a family member	06	
Homemaker or manage your home	07	
Other [please specify]	08	O
*****	\$	
Don't Know	8	
Refused	9	

Q75**Do you currently live in an assisted living facility or other long-term care facility?****Choices**

No	0
Yes	1
Don't Know	8
Refused	9

Q76**How many children 17 years of age or younger live in your household?**

IWR NOTE: This would include ANY child living in the household, even if they are not yours.

Choices

None	0
One child	1
Two children	2
Three children	3
Four children	4
5 or more children	5
Don't Know	8
Refused	9

Q77**Are you or is anyone in your household a single parent?****Choices**

No	0
Yes	1
Don't Know	8
Refused	9

Q78**Is there someone temporarily living in your home who has no regular place to live?****Choices**

No	0
Yes	1
Don't Know	8
Refused	9

Q79**Do you or does anyone in your household have a juvenile or criminal record?****Choices**

No	0
Yes	1
Don't Know	8
Refused	9

Q80

READ OPTIONS 1-4 PAUSING AFTER EACH TO ALLOW FOR YES OR NO; SELECT ALL THAT APPLY

How do you access the internet?**Choices**

Desk top or laptop computer	1	
On a cell phone	2	
On a tablet	3	
Other [please specify]	4	O
Never access the internet	7	X
Don't Know	8	X
Refused	9	X

Q81**Do you have access to a computer printer?****Choices**

No	0
Yes	1
Don't Know	8
Refused	9

Q82**Do you have any additional comments or thoughts you would like to share?****Choices**

No	0	D
Yes	1	O

INT99

Time Spent on Survey: \$T

Thank you for taking the time to complete this survey. Have a nice (day/evening).

Survey Questions: Contact the Assistant Director of the Oregon Law Foundation, Bill Penn at 503-431-6344 or bpenn@osbar.org

Complete Survey (RF most of demo Qs) Code: Leave notes about what happened. Including an estimate of what percent of the demographic questions they skipped, why the R was refusing, and if they stayed on the line until the end of the survey or not.

Choices

COMPLETE SURVEY	CO	D
COMPLETE SURVEY (RF most demo Qs)	C1	O

IWR_NOTES

*****HANG UP, ANSWER NEXT QUESTION*****

BRIEF INTERVIEWER NOTES: Record any unusual circumstances that significantly impacted the data quality, or the time it took to complete the survey. Consider things the R said that might bias or effect their answers, how much difficulty they had understanding the questions, if their level of language fluency impacted their comprehension, if they were extremely distracted, not taking the survey seriously, etc.

Choices

No Comments	0	D	==> /END
Add BRIEF Notes:	1	O	==> /END

F9 SPECIAL STUDY INFORMATION

PURPOSE: We are conducting a survey about the legal needs of low-income Oregonians. The goal of this survey is to help the Oregon Law Foundation and other Legal Aid organizations in Oregon set priorities for legal service providers and raise funds to support legal services for those who can't afford them. You may have received a letter in the mail about this survey recently.

REFUSAL CONVERSION: It is really important that we hear from everyone. The information you provide will help us better understand the legal needs of low-income Oregonians. The goal of this survey is to help the Oregon Law Foundation and other Legal Aid organizations in Oregon set priorities for legal service providers and raise funds to support legal services for those who can't afford them. You may have received a letter in the mail about this survey recently. If now is not a good time, I would be happy to set up a callback for a better time.

CONTACTS:

Survey Questions: Contact the Assistant Director of the Oregon Law Foundation, Bill Penn at 503-431-6344 or bpenn@osbar.org

Questions about the validity of the study or the SRL: Dr. Debi Elliott, the Director of the Survey Research Laboratory at Portland State University, at 503-725-5198 or visit the Survey Research Lab website at www.srl.pdx.edu

Questions about rights as a research subject or privacy protection: PSU Human Subjects Research Review Committee at 503-725-4288 or 1-877-480-4400

ADDITIONAL NOTES:

How their phone number was selected: Your number was randomly selected from Oregon households.

How their address was selected: Your address was randomly selected from Oregon households.

Who is sponsoring this survey? Portland State University is collaborating with the Oregon Law Foundation to conduct this survey.