

Complete This Survey and Have a Chance to Win a Walmart or Restaurant Gift Certificate

VIRGINIA LEGAL AID SOCIETY 2012 LEGAL NEEDS SURVEY: Form B

INTRODUCTION

Virginia Legal Aid Society (VLAS) provides legal help to low-income persons and families in Central, Southside, and Western Tidewater Virginia for no fee. Its mission is to resolve serious legal problems, promote economic and family stability, reduce poverty through effective legal assistance, and champion equal justice. VLAS uses legal skills to solve problems in health care, public benefits, housing, family relations, wills and powers of attorney, consumer purchases and borrowing, education, and employment.

We need to know about the kinds of problems you have and about what you do to solve them. We hope that you can take a few minutes to answer some questions for us. Your answers will be kept confidential.

To give our thanks for your completed survey, we would like to put your name in a drawing for one of the following prizes. Just fill out the information on the last page of the form so we can contact you.

Prizes: \$25 gift certificate for Walmart (ten will be given; drawing held April 2)

BEGINNING

We would like to ask you about problems that may have affected you or someone else in your household. If you answer **No** to the first question in any section, you can skip to the next section.

Section I. HEALTH CARE

1. In the past year, did you or someone in your household have problems with getting routine medical care; emergency treatment; treatment for drug, alcohol, or mental health problems; or nursing home or other long-term care? **Yes or No? (Circle one) If No, go to Section J.**

2. If yes, please circle any of the following that applies to you or anyone in your household in the last twelve months with these problems: we had a problem with access to health care because of:
 1. a long waiting list
 2. not having the right equipment or the right specialists
 3. discrimination based on race
 4. discrimination based on income
 5. discrimination based on not having insurance
 6. refusal to accept Medicaid
 7. Difficulty with transportation
 8. Lack of mental health services
 9. Could not afford the care
 10. Could not find a free clinic
 11. Another problem (please describe) _____

3. If you circled any of the above, which problem bothered you the most?
(Circle one: 1 2 3 4 5 6 7 8 9 10 11)

4. What, if anything, did you do about the problem that bothered you the most? (Circle one)

- a. Acted on my own
- b. Got help from a lawyer in private practice
- c. Got help from a legal aid lawyer or a paralegal
- d. Got help from someone else
- e. Did nothing

5. How satisfied were you with the results? (Circle one)

- 1. I was very satisfied with the results.
- 2. I was only somewhat satisfied
- 3. I was not satisfied because the person helping me did not follow through.
- 4. I was not satisfied because I did not have the money I needed to solve things.
- 5. I was not satisfied for other reasons. (Please explain) _____

6. If you answered "did nothing", why did you make that decision? (Circle one of the following)

- 1. I did nothing because I could not afford a lawyer.
- 2. I did nothing because I did not know about legal aid.
- 3. I did nothing because I did not want to use legal aid.
- 4. I did nothing because it was the easiest thing to do.
- 5. I did nothing for other reasons (please explain) _____

Section J. INSURANCE

7. In the past year, did you or someone in your household have problems with getting insurance you needed like life, automobile, homeowner's, or renter's insurance? **Yes or No? (Circle one) If No, go to Section K.**

8. If yes, please circle any of the following that applies to you or anyone in your household in the last twelve months who had this problem:

We had a problem with insurance because of:

- 1. Not being able to afford insurance.
- 2. Not understanding what insurance was needed.
- 3. Having a policy rejected or cancelled for no good reason.
- 4. Having a serious dispute about payments, claims, or what a policy is worth.
- 5. Another problem (describe) _____

9. If you circled any of the above, which problem bothered you the most?
(Circle one: 1 2 3 4 5)

10. What, if anything, did you do about the problem that bothered you the most? (Circle one)

- 1. Acted on my own
- 2. Got help from a lawyer in private practice
- 3. Got help from a legal aid lawyer or a paralegal
- 4. Got help from someone else
- 5. Did nothing

11. How satisfied were you with the results? (Circle one)

- 1. I was very satisfied with the results.
- 2. I was only somewhat satisfied

- 3. I was not satisfied because the person helping me did not follow through.
- 4. I was not satisfied because I did not have the money I needed to solve things.
- 5. I was not satisfied for other reasons. (Please explain) _____

12. If you answered "did nothing", why did you make that decision? (Circle one of the following)

- 1. I did nothing because I could not afford a lawyer.
- 2. I did nothing because I did not know about legal aid.
- 3. I did nothing because I did not want to use legal aid.
- 4. I did nothing because it was the easiest thing to do.
- 5. I did nothing for other reasons (please explain) _____

Section K. MORTGAGE FORECLOSURE

13. In the past year, did you or someone in your household experience or almost experience a foreclosure on a home mortgage? **Yes or No? (Circle one) If No, go to Section L**

14. If yes, please circle any of the following that applies to you or anyone in your household in the last twelve months: we had a problem with foreclosure because of:

- 1. Not enough income to pay mortgage
- 2. Problems with mortgage company's records
- 3. No notice from mortgage company
- 4. Mortgage company refused to modify the mortgage
- 5. Something else (explain) _____

15. If you circled any of the above, which problem bothered you the most?
(Circle one: 1 2 3 4 5)

16. What, if anything, did you do about the problem that bothered you the most? (Circle one)

- 1. Acted on my own
- 2. Got help from a lawyer in private practice
- 3. Got help from a legal aid lawyer or a paralegal
- 4. Got help from someone else
- 5. Did nothing

17. How satisfied were you with the results? (Circle one)

- 1. I was very satisfied with the results.
- 2. I was only somewhat satisfied
- 3. I was not satisfied because the person helping me did not follow through.
- 4. I was not satisfied because I did not have the money I needed to solve things.
- 5. I was not satisfied for other reasons. (Please explain) _____

18.. If you answered "did nothing", why did you make that decision? (Circle one of the following)

- 1. I did nothing because I could not afford a lawyer.
- 2. I did nothing because I did not know about legal aid.
- 3. I did nothing because I did not want to use legal aid.
- 4. I did nothing because it was the easiest thing to do.
- 5. I did nothing for other reasons (please explain) _____

Section L. CONSUMER LOANS

19. During the past twelve months, did you or anyone in your household have problems from a payday loan, a car title loan, or an internet loan? **Yes or No? (Circle one) If No, go to Section M.**

20. If yes, please circle any of the following that applies to you or anyone in your household in the last twelve months that had this problem:

We had a problem with a loan because of:

1. Not enough income to make payments
2. Problems with loan company's records
3. No notice from loan company
4. Loan company rolled my loan into another loan
5. High fees or high interest rate
6. Something else (explain) _____

21. If you circled any of the above, which problem bothered you the most?
(Circle one: 1 2 3 4 5 6)

22. What, if anything, did you do about the problem that bothered you the most? (Circle one)

1. Acted on my own
2. Got help from a lawyer in private practice
3. Got help from a legal aid lawyer or a paralegal
4. Got help from someone else
5. Did nothing

23. How satisfied were you with the results? (Circle one)

1. I was very satisfied with the results.
2. I was only somewhat satisfied
3. I was not satisfied because the person helping me did not follow through.
4. I was not satisfied because I did not have the money I needed to solve things.
5. I was not satisfied for other reasons. (Please explain) _____

24. If you answered "did nothing", why did you make that decision? (Circle one of the following)

1. I did nothing because I could not afford a lawyer.
2. I did nothing because I did not know about legal aid.
3. I did nothing because I did not want to use legal aid.
4. I did nothing because it was the easiest thing to do.
5. I did nothing for other reasons (please explain) _____

Section M. CONSUMER PURCHASES AND REPAIRS

25. During the past twelve months, did anyone in your household spend money to buy something, or to have some work done; find that you didn't get what you paid for; and the seller, repair person, or contractor failed to make things right? **Yes or No? (Circle one) If No, go to Section N.**

26. If yes, please circle any of the following that applies to you or anyone in your household in the past twelve months that had this problem: We had a problem with a purchase or repair because of:

1. Poor quality of materials or design
2. Seller or contractor could not, or refused to, correct the problem
3. Seller or contractor refused to give my money back
4. Another purchase or repair problem (describe) _____

27. If you circled any of the above, which problem bothered you the most?

(Circle one: 1 2 3 4)

28. What, if anything, did you do about the problem that bothered you the most? (Circle one)

1. Acted on my own
2. Got help from a lawyer in private practice
3. Got help from a legal aid lawyer or a paralegal
4. Got help from someone else
5. Did nothing

29. How satisfied were you with the results? (Circle one)

1. I was very satisfied with the results.
2. I was only somewhat satisfied
3. I was not satisfied because the person helping me did not follow through.
4. I was not satisfied because I did not have the money I needed to solve things.
5. I was not satisfied for other reasons. (Please explain) _____

30. If you answered "did nothing", why did you make that decision? (Circle one of the following)

1. I did nothing because I could not afford a lawyer.
2. I did nothing because I did not know about legal aid.
3. I did nothing because I did not want to use legal aid.
4. I did nothing because it was the easiest thing to do.
5. I did nothing for other reasons (please explain) _____

Section N. IMMIGRATION STATUS

31. During the past twelve months, did you or anyone in your household experience harassment or abuse because of your immigration status? **Yes or No? (Circle one) If No, go to Section O.**

32. If yes, please circle any of the following that applies to you or anyone in your household in the last twelve months that had this problem: Who did this?

1. Law enforcement officer
2. Other government official
3. Employer or potential employer
4. Business customer service person
5. Landlord
6. Someone else: (describe) _____

33. What kind of harassment or abuse?

1. Verbal harassment: angry or mean words
2. Silent abuse: refusal to help
3. Stealing money or cheating you out of money
4. Physical harassment: touching, pushing, violence
5. Sexual harassment
6. Something else: (describe) _____

34. What, if anything, did you do?

1. Acted on my own
2. Got help from a lawyer in private practice
3. Got help from a legal aid lawyer or paralegal
4. Got help from someone else
5. Did nothing

35. How satisfied were you with the results? (Circle one)

1. I was very satisfied with the results.
2. I was only somewhat satisfied
3. I was not satisfied because the person helping me did not follow through.
4. I was not satisfied because I did not have the money I needed to solve things.
5. I was not satisfied for other reasons. (Please explain) _____

36. If you answered "did nothing", why did you make that decision? (Circle one of the following)

1. I did nothing because I could not afford a lawyer.
2. I did nothing because I did not know about legal aid.
3. I did nothing because I did not want to use legal aid.
4. I did nothing because it was the easiest thing to do.
5. I did nothing for other reasons (please explain) _____

37. Does anyone living in your household usually speak a language other than English while at home?
Circle Yes or No

38. If yes, what language:

1. Spanish
2. Chinese
3. Vietnamese
4. Korean
5. Other: _____

39. Did you or anyone in your household have a serious problem like one of the following because of a difficulty with speaking or reading English? If yes, please circle all of those that apply:

1. not being able to protect your rights
2. finding it difficult to deal with government agencies
3. having trouble getting work, housing, education, health care, or benefits
4. another problem (explain) _____

40. Is there anyone in your household who was born outside the United States, as a citizen of another country? Circle **Yes** or **No**

41. If yes, in the past year, what kinds of immigration problems did that person have? (Circle all that apply)

1. Becoming a citizen
2. Becoming legal or getting a green card
3. Bringing a family member to the United States legally
4. Getting political asylum
5. Threatened deportation
6. Something else (describe): _____

42. Did anyone in your household have any other serious problems because of being an immigrant? If yes, check all that apply:

1. not getting benefits because you couldn't get information about them
2. not getting benefits because you were afraid to apply
3. something else: (explain) _____

Section O. COURT-ORDERED PROGRAMS

43. During the past twelve months, did you or anyone in your household have problems with being able to take part in a court or agency ordered program such as anger management classes, parenting classes, drug or alcohol related programs or mental health programs? **Yes or No? (Circle one) If No, go to Section P.**

44. If yes, please circle any of the following that applies to you or anyone in your household in the last twelve months that had this problem:

We had a problem with the program because of:

1. Lack of child care
2. Lack of transportation
3. A physical or mental disability
4. Something else (describe) _____

45. If you circled any of the above, which problem bothered you the most?
(Circle one: 1 2 3 4)

46. What, if anything, did you do about the problem that bothered you the most? (Circle one)

1. Acted on my own
2. Got help from a lawyer in private practice
3. Got help from a legal aid lawyer or a paralegal
4. Got help from someone else
5. Did nothing

47. How satisfied were you with the results? (Circle one)

1. I was very satisfied with the results.
2. I was only somewhat satisfied
3. I was not satisfied because the person helping me did not follow through.
4. I was not satisfied because I did not have the money I needed to solve things.
5. I was not satisfied for other reasons. (Please explain) _____

48. If you answered "did nothing", why did you make that decision? (Circle one of the following)

1. I did nothing because I could not afford a lawyer.
2. I did nothing because I did not know about legal aid.
3. I did nothing because I did not want to use legal aid.
4. I did nothing because it was the easiest thing to do.
5. I did nothing for other reasons (please explain) _____

Section P. ABOUT YOU:

Just a few more questions about your background.

49. How old were you on your last birthday?

1. Under 18
2. 18-29
3. 30-39
4. 40-49
5. 50-59
6. 60-65
7. 66 or older

50. Gender: Male Female (Circle one)

51. How many adults and children currently live in your household including yourself?
Number of residents _____

52. How many of your household members are:

1. Under 18? _____
2. 18 to 64? _____
3. 65 and older? _____

53. Is this a single parent household? Circle **Yes** or **No**

54. If yes, what is the gender of the single parent? (Circle one) 1. **Male** 2. **Female**

55. Which of the following best describes most of your household members:

1. White
2. Black or African-American
3. Hispanic or Latino
4. Native American or Alaskan Native
5. Asian or Pacific Islander
6. Something else: (describe) _____

56. Please circle the income category that most closely describes your **household** income in the 2011:

1. \$0-\$10,000
2. \$10,001-\$20,000
3. \$20,001-\$30,000
4. \$30,001-\$40,000
5. \$40,001-\$50,000
6. More than \$50,000

57. During the past 12 months, has your household been without telephone service for 1 month or more?
(Circle one) **Yes** or **No**

55. Which type of phone service do you use most often? (Circle one)

1. Our own cell phone (not a smartphone)
2. Our own smartphone
3. Our own land line
4. Phone of a relative or friend

56. If a cell phone or smartphone, are your phone minutes in your contract (Circle one)

1. limited
2. unlimited

57. How often do you use the Internet for information? (Circle one)

1. Often
2. Not often
3. Seldom or never

58. How often do you use email? (Circle one)

1. Often
2. Not often
3. Seldom or never

59. When you do use the Internet or check email, how are you most likely to get access? (Circle one)

1. Through a computer in my home
2. Through a computer in someone else's home or a workplace
3. Through a computer in a library
4. Through a Smartphone
5. Other (describe) _____

60. Finally, please identify the county, city, or town where you live. _____

Thank you very much for your assistance. We appreciate the time you took to answer these questions.

If you would like additional information about legal aid, please call 1-866-534-5243 (866-LEGL-AID), or visit our website, www.vlas.org.

WOULD YOU LIKE TO TAKE PART IN OUR DRAWING FOR WALMART GIFT CARDS AND RESTAURANT GIFT CARDS?

IF SO, PLEASE FILL IN YOUR CONTACT INFORMATION BELOW, AND TURN IN THIS SHEET WITH YOUR SURVEY

Name: _____

Address: _____

Phone: _____

Email: _____

Thank you for your time!