

**APPENDIX B:**

**MASSACHUSETTS LEGAL NEEDS SURVEY QUESTIONNAIRE**

SCHULMAN, RONCA, AND BUCUVALAS, INC.  
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NEW YORK, NEW YORK 10016

STUDY NO. 9660  
9/18/2002

MASSACHUSETTS LEGAL NEEDS STUDY

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KEY ID #: \_\_\_\_\_

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**ALL INTERVIEWERS**

DATE: \_\_\_\_\_ TIME INTERVIEW BEGAN: \_\_\_\_\_ A.M./P.M.

TIME INTERVIEW ENDED: \_\_\_\_\_ A.M./P.M.

INTERVIEWER: \_\_\_\_\_ ID #: \_\_\_\_\_

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**INTRODUCTION TO RESPONDENT**

A. Hello, I'm \_\_\_\_\_ calling on behalf of an organization called MLAC [Massachusetts Legal Assistance Corporation]. [This is not a telemarketing call.] We are conducting a short study about important issues facing people in your community. Could I speak to the male or female head of household?

- |                                    |   |                               |
|------------------------------------|---|-------------------------------|
| YES, SPEAKING.....                 | 1 | <b>GO TO D1</b>               |
| NEW RESPONDENT COMES TO PHONE..... | 2 | <b>GO TO B</b>                |
| NO, CALL BACK.....                 | 3 | <b>COLLECT CALLBACK INFO</b>  |
| REFUSED.....                       | 4 | <b>ASK REASON FOR REFUSAL</b> |
- 

B. Hello, I'm \_\_\_\_\_ calling on behalf of an organization call MLAC [Massachusetts Legal Assistance Corporation]. [This is not a telemarketing call.] We are conducting a short study about important issues facing people in your community. Am I speaking to the male or female head of this household?

- |                                    |   |                               |
|------------------------------------|---|-------------------------------|
| YES, SPEAKING.....                 | 1 | <b>GO TO D1.</b>              |
| NEW RESPONDENT COMES TO PHONE..... | 2 | <b>REPEAT B</b>               |
| NO, CALL BACK.....                 | 3 | <b>COLLECT CALLBACK INFO</b>  |
| REFUSED.....                       | 4 | <b>ASK REASON FOR REFUSAL</b> |
- 

First I have a few background questions.

D1. How many years have you lived in Massachusetts?

Number of years: \_\_\_\_\_

9. During the past year, did anyone in your household have a problem near their home with seriously inadequate city or municipal services, like:

a. garbage piling up without being collected?

- |                 |   |
|-----------------|---|
| Yes.....        | 1 |
| No.....         | 2 |
| Don't know..... | 8 |
| Refused.....    | 9 |

b. abandoned lots or buildings not being cleaned up, closed up or torn down?

- |                 |   |
|-----------------|---|
| Yes.....        | 1 |
| No.....         | 2 |
| Don't know..... | 8 |
| Refused.....    | 9 |

c. dangerous holes in streets or sidewalks?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

d. inadequate or unsafe public transportation?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

1. How many adults and children currently live in your household including yourself?

Number of residents \_\_\_\_\_

**[CATI INSTRUCTION: USING THE NUMBER OF HOUSEHOLD RESIDENTS IN QUESTION ONE, SUBSTITUTE THE APPROPRIATE FOLLOWING VALUES IN QUESTIONS 2a AND 2b.**

		LOWER	UPPER
1 HOUSEHOLD RESIDENT	-	\$11,075 <sup>1</sup>	\$16,300
2 HOUSEHOLD RESIDENTS	-	\$14,925	\$21,970
3 HOUSEHOLD RESIDENTS	-	\$18,775	\$27,650
4 HOUSEHOLD RESIDENTS	-	\$22,625	\$33,300
5 HOUSEHOLD RESIDENTS	-	\$26,475	\$38,975
6 HOUSEHOLD RESIDENTS	-	\$30,325	\$44,650
7 HOUSEHOLD RESIDENTS	-	\$34,175	\$50,300
8 HOUSEHOLD RESIDENTS	-	\$38,025	\$55,975
9 HOUSEHOLD RESIDENTS	-	\$41,875	\$61,640
10 HOUSEHOLD RESIDENTS	-	\$45,725	\$67,300 ]

2a. To be sure we are representing the opinions of all groups, would you please tell me if your total household income in 2001 was above **[SUBSTITUTE IN LOWER BOUNDARY BASED ON HOUSEHOLD SIZE]**?

**(IF REFUSED OR DON'T KNOW, REASSURE R OF CONFIDENTIALITY AND EXPLAIN THAT INFORMATION WILL BE USED ONLY TO COMPARE THE PROBLEMS AND RESOURCES AVAILABLE TO PEOPLE IN DIFFERENT INCOME GROUPS. IF DON'T KNOW, PROBE FOR R'S BEST GUESS.)**

- Yes, above ..... 1 **GO TO Q2b.**
- No, not above..... 2 **GO TO C**
- Don't know ..... 8 **GO TO PROBE**
- Refused..... 9 **GO TO REFUSAL**

<sup>1</sup> Values derived as 125% of 2002 HHS Poverty Guidelines for the 48 contiguous states; Federal Register, Vol. 67, No. 31, February 14, 2002, pp. 6931-6933.

**PROBE:** Is there anyone here now who would know?

- Yes ..... 1
- No..... 2 **CODE AS DK S/O**
- Don't know..... 8 **CODE AS DK S/O**
- Refused..... 9 **CODE AS DK S/O**

**PROBEFU:** May I speak with that person now?

- Yes ..... 1
- No..... 2 **CODE AS DK S/O**
- Don't know..... 8 **CODE AS DK S/O**
- Refused..... 9 **CODE AS DK S/O**

**PROBEFU2:** Hello, I'm \_\_\_\_\_ calling on behalf of MLAC  
[Massachusetts Legal Assistance Corporation]. [This is not a telemarketing call.] We are  
conducting a short study about important issues facing people in your community. **[CATI: GO  
TO QUESTION 2a - NOTE IF OTHER THAN ANSWER TO QUESTION 2a, CODE AS A DK  
S/O].**

2b. Was your 2001 income below **[SUBSTITUTE IN UPPER BOUNDARY]**?

- Yes ..... 1 **IF NO Q/O, GO TO C.**
- No..... 2 **CODE AS S/O ABOVE**
- Don't know ..... 8 **CODE AS S/O ABOVE**
- Refused..... 9 **CODE AS S/O ABOVE**

**TERMINATE:** Those are all the questions I have. Thank you very much for your participation and assistance.

C. My questions from this point deal with standard legal issues faced by many Massachusetts residents. Would you be the person best able to answer questions about your household's experiences between October 1, 2001 and now?

- YES ..... 1 **GO TO INTRO**
- NO ..... 2 **GO TO D**
- REFUSED ..... 4 **ASK REASON FOR REFUSAL**

D. Who would be the best person to answer my questions?

- RECORD NAME: \_\_\_\_\_
- REFUSED ..... 4 **ASK REASON FOR REFUSAL**

E. When would be the best time to speak with **[RESPONDENT NAME]**?

- COLLECT CALLBACK INFORMATION**
- NOW ..... 1 **GO TO INTROB**
- REFUSED ..... 4 **ASK REASON FOR REFUSAL**

INTRO: We would like to ask you some additional questions about possible problems facing you or your neighborhood. The study covers areas like housing, health care, and employment, and the findings will suggest ways to improve conditions. Can we get started?

[My questions should take about 20 minutes. Whatever you tell me will be completely confidential, and the study findings will only show answers from many people together. Taking part in the study is voluntary, but every household who is selected is very important because it represents many others that were not chosen. Whether or not you experienced problems in these areas, we want to hear about your true experiences. There are no right or wrong answers. Also, so you know, my supervisor may listen in to make sure I'm conducting the interview properly.]

**GO TO Q3.**

INTROB: Hello, I'm \_\_\_\_\_ calling on behalf of MLAC [Massachusetts Legal Assistance Corporation]. We are conducting a short study and would like to ask you some questions about possible problems facing you and your community. The study covers areas like housing, health care, and employment, and the findings will suggest ways to improve conditions. Can we get started?

[My questions will take about 20 minutes. Whatever you tell me will be completely confidential, and the study findings will only show answers from many people together. Taking part in the study is voluntary, but every household who is selected is very important because it represents many others that were not chosen. Whether or not you experienced problems in these areas, we want to hear about your true experiences. There are no right or wrong answers. Also, so you know, my supervisor may listen in to make sure I'm conducting the interview properly.]

3. First, I would like to ask you about some legal problems that may have affected you or someone else in your household between October 1, 2001 and yesterday. In the past year, did any of you live in a place that you were renting from someone else?

- Yes ..... 1
- No..... 2 (SKIP TO Q6)
- Don't know ..... 8 (SKIP TO Q6)
- Refused..... 9 (SKIP TO Q6)

4. Were there unsafe or unhealthy conditions in a place you were renting, like:

a. the landlord frequently failing to provide heat, hot water, electricity, or working plumbing?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

b. a serious problem with cockroaches, mice, or rats?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

c. poor security, such as poor lighting or unrepaired locks [leading to frequent break-ins or assaults]?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

d. a problem with old or lead-based peeling paint?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

e. other unsafe conditions such as electrical problems that the landlord didn't correct?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

f. major repairs not done (such as roof leaks, broken windows)?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

5. In the past 12 months, did any of you have a major problem with a landlord or public housing authority, like:

a. a serious disagreement about the rent?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

b. a serious disagreement about the terms of the lease?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

c. a serious disagreement about the security deposit?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

d. being locked out by the landlord?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

e. being evicted or threatened with eviction?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

f. having to move because you couldn't pay the rent?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

g. having someone living with you because they were evicted or couldn't find affordable housing?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

h. being harassed by the landlord?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

i. being unfairly denied public housing or transfer to another public housing unit?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

6. During the past 12 months, have any of you had any difficulties getting or keeping utilities like telephone, water, electricity or gas, such as:

a. an unreasonable deposit policy that made it hard to get the service?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

b. a dispute over utility charges, payments, or subsidies?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

c. a utility being shut off altogether for lack of payment?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

d. service being frequently off for some other reason?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

7. Discrimination in housing can mean a lot of things, like being denied housing, being steered to certain neighborhoods, or having trouble getting financing in certain neighborhoods. During the past 12 months, did any of you face discrimination because of race, sex, disability, source of income, or any other reason:

a. in renting?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

b. in buying a home?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

c. in getting financing?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

d. Were you denied an apartment because you had children?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

e. Did someone refused to accept Section 8 housing vouchers?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

f. Could you not find Section 8 housing?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

**[IF 'YES' RESPONSE TO Q7a, Q7b, OR Q7c, ASK Q8; ELSE, SKIP TO Q9]**

8. What do you believe was the basis for the discrimination – race, sex, age, disability or something else? **[MULTIPLE RESPONSE]**

- Race ..... 1
- Sex ..... 2
- Age ..... 3
- Disability ..... 4
- Other ..... 7
- Don't know ..... 8
- Refused..... 9

10. During the past 12 months, did you or someone in your household need help with legal matters related to the breakup of a marriage or live-in relationship?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

11. During the past 12 months, did you or anyone now living in your household have a child (whether that child is biological, adoptive, step-, or foster) who was under the age of 18, whether or not that child was living in the household?

- Yes ..... 1
- No..... 2 **(SKIP TO Q16)**
- Don't know ..... 8 **(SKIP TO Q16)**
- Refused..... 9 **(SKIP TO Q16)**

12. In the past 12 months, was anyone in the household involved in a dispute about child support either with the other parent or a government agency about:
- a. the award or payment of child support?
 

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9
  
  - b. who the child's father is?
 

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9
  
  - c. custody issues?
 

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9
13. At any time during the past year, did your household include any children of school age?
- |                  |                        |
|------------------|------------------------|
| Yes .....        | 1                      |
| No.....          | 2 <b>(SKIP TO Q16)</b> |
| Don't know ..... | 8 <b>(SKIP TO Q16)</b> |
| Refused.....     | 9 <b>(SKIP TO Q16)</b> |
14. Did anyone in the household have problems getting a child into school in the past year such as:
- a. enrollment?
 

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9
  
  - b. placement of the child in a program below his or her level?
 

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

c. difficulty getting the kind of special classes or services the child needed?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

15. Did a child from the household have serious difficulty getting an education during the past year, such as:

a. the school being dangerous and students not adequately protected?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

b. students treated unfairly or unequally?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

c. the education that was offered was seriously inadequate?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

d. there were language barriers?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

e. the parent/guardian was unable to interact or advocate with teachers or administrators for the child's educational or health needs? (parent or guardian unable to work with the school)

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

16. During the past 12 months, did a situation arise in which an elderly person in the household or a close elderly relative was suspected of being abused or taken advantage of financially?
- Yes ..... 1  
 No..... 2 **(SKIP TO Q18)**  
 Don't know ..... 8 **(SKIP TO Q18)**  
 Refused..... 9 **(SKIP TO Q18)**
17. Did this incident involve physical abuse, neglect of the person's physical needs, someone taking financial advantage of the person, or some other problem? **[MULTIPLE RESPONSE]**
- Physical abuse ..... 01  
 Physical neglect ..... 02  
 Financial exploitation..... 03  
 Other **(SPECIFY:)** \_\_\_\_\_ 77  
 Don't know ..... 88  
 Refused..... 99
18. Did any other adult living in the household suffer physical, sexual, or emotional abuse during the past 12 months?
- Yes ..... 1  
 No..... 2 **(SKIP TO Q20)**  
 Don't know ..... 8 **(SKIP TO Q20)**  
 Refused..... 9 **(SKIP TO Q20)**
19. What kind of abuse was that – physical, sexual or emotional? **[MULTIPLE RESPONSE]**
- Physical abuse ..... 01  
 Sexual abuse ..... 02  
 Emotional abuse ..... 03  
 Other **(SPECIFY:)** \_\_\_\_\_ 77  
 Don't know/Can't recall ..... 88  
 Refused..... 99
20. Was there a problem with violence against anyone in your household in the past 12 months?
- Yes ..... 1  
 No..... 2  
 Don't know ..... 8  
 Refused..... 9
21. During the past 12 months, was there a problem with getting or enforcing a restraining order?
- Yes ..... 1  
 No..... 2  
 Don't know ..... 8  
 Refused..... 9

22. At any time in the past year, did any of you feel that you needed to:
- a. get help for an adult who could not handle his or her own affairs?
- Yes ..... 1  
 No..... 2  
 Don't know ..... 8  
 Refused..... 9
- b. have a guardian appointed for that person?
- Yes ..... 1  
 No..... 2  
 Don't know ..... 8  
 Refused..... 9
- c. change a guardianship arrangement that was already in place?
- Yes ..... 1  
 No..... 2  
 Don't know ..... 8  
 Refused..... 9
23. In the past year, did any of you find that you wanted to provide in advance for a time when you might not be able to make important decisions about your finances, medical treatment, or other important matters, by signing a document like a power of attorney or living will?
- Yes ..... 1  
 No..... 2 (SKIP TO Q25)  
 Don't know ..... 8 (SKIP TO Q25)  
 Refused..... 9 (SKIP TO Q25)
24. Was this related to a power of attorney, living will, or something else? **[MULTIPLE RESPONSE]**
- Power of attorney for financial/health matters ..... 01  
 Living will..... 02  
 Other need involving advance directive ..... 77  
 Don't know/Can't recall ..... 88  
 Refused..... 99
25. I'd like to ask about some situations that may come up concerning work and retirement. In the past 12 months, were any of you denied a job because of discrimination based on race, sex, age, disability, or anything else?
- Yes ..... 1  
 No..... 2 (SKIP TO Q27)  
 Don't know ..... 8 (SKIP TO Q27)  
 Refused..... 9 (SKIP TO Q27)

26. What do you believe was the basis for the discrimination – race, sex, age, disability or something else? **[MULTIPLE RESPONSE]**
- Race..... 1
  - Sex..... 2
  - Age..... 3
  - Disability..... 4
  - Other..... 7
  - Don't know..... 8
  - Refused..... 9
27. Were any of you unfairly denied Unemployment Compensation, Worker's Compensation, or access to job training or involved in a dispute in order to get one of these benefits?
- Yes..... 1
  - No..... 2 **(SKIP TO Q29)**
  - Don't know..... 8 **(SKIP TO Q29)**
  - Refused..... 9 **(SKIP TO Q29)**
28. Was it Unemployment Compensation, Worker's Compensation, or access to job training?  
**[MULTIPLE RESPONSE]**
- Unemployment Compensation..... 1
  - Worker's Compensation..... 2
  - Access to job training..... 3
  - Don't know/Can't recall..... 8
  - Refused..... 9
29. Was anyone in the household working at a paid job or doing any other work for pay during the past year?
- Yes..... 1
  - No..... 2 **(SKIP TO Q34)**
  - Don't know..... 8 **(SKIP TO Q34)**
  - Refused..... 9 **(SKIP TO Q34)**
30. Did anyone have any serious difficulties with pay or withholding in the past year, such as:
- a. being paid less than minimum wage?
  - Yes..... 1
  - No..... 2
  - Don't know..... 8
  - Refused..... 9
  - b. being paid less than co-workers doing similar work?
  - Yes..... 1
  - No..... 2
  - Don't know..... 8
  - Refused..... 9

c. difficulty collecting pay?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

d. an employer not withholding and paying social security and/or income tax properly?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

e. problems with withholding for child support or garnished wages?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

f. problems collecting overtime pay?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

31. Did anyone in the household have a problem due to an employer discriminating based on race, sex, age, disability, or anything else in the past 12 months such as:

a. denial of a promotion?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

b. denial of a raise at work?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

c. being disciplined?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

d. being fired?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

e. given undesirable work assignments?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

32. What do you believe was the basis for the discrimination – race, sex, age, disability or something else? **[MULTIPLE RESPONSE]**

Race.....	1
Sex.....	2
Age.....	3
Disability.....	4
Other .....	7
Don't know .....	8
Refused.....	9

33. Did any of you experience any other major difficulties on the job, such as:  
a. sexual harassment?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

b. unhealthy or unsafe working conditions?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

c. serious union problems?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

d. the employer trying to get back at you for organizing other workers or reporting violations?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

34. During the past 12 months, did any of you face discrimination because of a disability or serious health condition, including mental health problems, regarding any of the following situations:

a. Finding a job?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

b. Being treated fairly on the job?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

c. Keeping or losing a job?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

d. Not being able to go to a restaurant, house of worship, or other public place because it didn't have things like wheelchair ramps?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

35. Many people participate in government programs that provide payments or benefits for themselves and their families. At any time during the past 12 months, did anyone living in this household apply for or receive any benefits from any of the following: welfare; Social Security disability; Mass Health; Medicare; Medicaid; WIC; food stamps; child care benefits or any other government-administered benefit program?

Yes ..... 1  
No..... 2 (SKIP TO Q37)  
Don't know ..... 8 (SKIP TO Q37)  
Refused..... 9 (SKIP TO Q37)

36. Did you or anyone else in this household have any serious difficulties with a benefit program, like:

a. being discouraged from applying?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

b. having a benefit denied or cut unfairly?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

c. being expected to meet unreasonable requirements to get the benefit?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

d. being told you have to pay back money you'd previously received?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

e. not being given information about how the process works or how to appeal a decision?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

f. being unable to get a hearing?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

g. being treated unfairly in the hearing or grievance process?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

h. being denied an exemption or extension of a time limit?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

37. Now I'd like to ask you about health care, including (READ SLOWLY:) routine medical care; emergency treatment; treatment for drug, alcohol, or mental health problems; or nursing home or other long-term care.

In the past 12 months, were any of you unable to get satisfactory health care when and where it was needed because of:

a. a long waiting list?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

b. inadequate facilities?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

c. discrimination based on race?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

d. discrimination based on income?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

e. discrimination based on not having insurance?

- Yes ..... 1
- No..... 2
- Don't know ..... 8
- Refused..... 9

f. refusal to accept Medicaid?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

38. Now I'd like to ask you about problems with insurance, like medical, life, automobile, homeowner's, or renter's insurance. Did any of you have a serious insurance problem, for instance:

a. not being able to get insurance?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

b. not understanding what insurance was needed?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

c. having a policy cancelled without cause?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

d. having a serious dispute about payments, claims, or what a policy is worth?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

39. During the past 12 months, did you experience a foreclosure on a home mortgage?

Yes ..... 1  
No..... 2  
Don't know ..... 8  
Refused..... 9

40. Did any of you spend money to buy something or have some work done and then find that you didn't get what you paid for and the seller, repair person, or contractor failed to make things right?

- Yes ..... 1
- No..... 2 **(SKIP TO Q42)**
- Don't know ..... 8 **(SKIP TO Q42)**
- Refused..... 9 **(SKIP TO Q42)**

41. Did that problem relate to your car, your home, a major appliance or some other item?  
**[MULTIPLE RESPONSE]**

- Your car..... 01
- Your home..... 02
- A major appliance ..... 03
- Or some other item ..... 77
- Don't know ..... 88
- Refused..... 99

42. I have just a few questions about violations of people's rights.

In the past year, did any of you experience harassment by the police or have a home, car, or other personal belongings searched or taken by the government without good reason?

- Yes ..... 1
- No..... 2 **(SKIP TO Q44)**
- Don't know ..... 8 **(SKIP TO Q44)**
- Refused..... 9 **(SKIP TO Q44)**

43. What was the nature of the incident? **[MULTIPLE RESPONSE] [READ LIST]**

- Unreasonable search and seizure ..... 01
- Unreasonable seizure ..... 02
- Unreasonable search ..... 03
- Police harassment..... 04
- Other rights abuse by police or government agent ..... 77
- Don't know ..... 88
- Refused..... 99

44. **(IF SPANISH INTERVIEW, SKIP TO Q45)** Does anyone living in your household usually speak a language other than English while at home?

- Yes ..... 1
- No..... 2 **(SKIP TO Q46)**
- Don't know ..... 8 **(SKIP TO Q46)**
- Refused..... 9 **(SKIP TO Q46)**

45. Did any of you have a serious problem because of a difficulty with English, like:  
 a. not being able to defend your rights?

Yes ..... 1  
 No..... 2  
 Don't know ..... 8  
 Refused..... 9

b. not being allowed to speak your native language?

Yes ..... 1  
 No..... 2  
 Don't know ..... 8  
 Refused..... 9

c. finding it difficult to deal with government agencies?

Yes ..... 1  
 No..... 2  
 Don't know ..... 8  
 Refused..... 9

d. having trouble getting work, housing, education, health care, or benefits?

Yes ..... 1  
 No..... 2  
 Don't know ..... 8  
 Refused..... 9

46. Is there anyone in your household who was born outside the United States, as a citizen of another country?

Yes ..... 1  
 No..... 2 (SKIP TO COUNTER)  
 Don't know ..... 8 (SKIP TO COUNTER)  
 Refused..... 9 (SKIP TO COUNTER)

47. In the past year, did any of you have an immigration problem, for instance, with:  
 a. becoming a citizen?

Yes ..... 1  
 No..... 2  
 Don't know ..... 8  
 Refused..... 9

b. becoming legal or getting a green card?

Yes ..... 1  
 No..... 2  
 Don't know ..... 8  
 Refused..... 9

c. bringing a family member to the United States legally?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

d. getting political asylum?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

e. threatened deportation?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

f. amnesty?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

48. Did any of you have any other serious problems because of being an immigrant, like:

a. being taken advantage of by an employer?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

b. being taken advantage of by a landlord?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

c. not getting benefits because you couldn't get information about them?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

d. not getting benefits because you were afraid to apply?

Yes .....	1
No.....	2
Don't know .....	8
Refused.....	9

**COUNTER: CATI WILL COUNT THE NUMBER OF LEGAL PROBLEMS DISCUSSED IN THIS INTERVIEW USING AFFIRMATIVE REPLIES TO ANY PART OF QUESTIONS 4, 5, 6, 7, 9, 10, 12, 14, 15, 16, 18, 20, 21, 22, 23, 25, 27, 30, 31, 33, 34, 36, 37, 38, 39, 40, 42, 45, 47 and 48. IF COUNTER > 1, ASK QUESTION 49-50, IF COUNTER = 1, SKIP TO 50. ELSE SKIP TO COUNTER2.**

49. During our discussion, you mentioned that you or other members of your household had the following types of legal problems during the past 12 months: **[CATI: LIST PROBLEMS AS PER CODES ATTACHED]** Of these problems, which one in your opinion was the most troublesome?

Unsafe/unhealthy conditions in rental residence.....	01
Dispute with landlord or public housing authority.....	02
Problems with utilities.....	03
Discrimination in housing .....	04
Problems with city or municipal services.....	05
Marriage break-up/relationship break-up .....	06
Dispute about child support.....	07
Problem with school enrollment/placement.....	08
Problem with other facets of child's education .....	09
Abuse of an elderly relative .....	10
Abuse of other adult .....	11
Violence against a household member .....	12
Restraining order problem.....	13
Help for an adult.....	14
Need of legal document stating desires .....	15
Denial of a job .....	16
Denial of Unemployment or Worker's Compensation .....	17
Problems with pay at job .....	18
Unfair treatment at job.....	19
Other job difficulties.....	20
Discrimination due to disability or health condition.....	21
Problems with benefit programs.....	22
Problems with health care .....	23
Problems with insurance .....	24
Foreclosure .....	25
Problems with products or services .....	26
Harassment by police or government .....	27
Language difficulties .....	28
Immigration status problems .....	29
Problems with being taken advantage of due to immigrant status.....	30

50. Would you describe exactly the nature of the problem in this particular situation? (PROBE FOR DETAILS OF THIS SPECIFIC SITUATION. ANSWERS THAT SIMPLY REPEAT THE LANGUAGE OF THE ORIGINAL QUESTION MUST BE PROBED) Your experiences are important, so please be as specific as possible. **[CATI: LEAVE A LOT OF SPACE]**
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- 

**COUNTER2: IF COUNTER=1, GO TO 51\_1. IF COUNTER IS 2= or 3 or 4 or 5, ASK THE FOLLOWING QUESTIONS FOR EACH NAMED INCIDENT BEGINNING WITH THE MOST TROUBLESOME ISSUE MENTIONED IN Q49. IF COUNTER IS GREATER THAN FIVE, ASK ABOUT THE MOST TROUBLESOME ISSUE (Q49) AND THEN RANDOMLY SELECT FOUR OTHER ISSUES AND ASK THE FOLLOWING QUESTIONS. IF COUNTER=0, SKIP TO Q66.**

- 51\_1. What, if anything, did you do on your own, and/or where did you turn for help about this problem? **[MULTIPLE RESPONSE]**

- Did something on your own like protested or refused to pay ..... 01 **(SKIP TO Q52a\_1)**
- Sought/used published information such as legal forms, books, the Internet..... 02 **(SKIP TO Q52a\_1)**
- Sought help from a private lawyer..... 03
- Sought help from a legal aid organization..... 04
- Complained to government agency ..... 05 **(SKIP TO Q52a\_1)**
- Sought help from a community/advocacy group or charitable organization **(SPECIFY:)**..... 06 **(SKIP TO Q52a\_1)**
- Sought help from church..... 07 **(SKIP TO Q52a\_1)**
- Did nothing..... 08 **(SKIP TO Q53\_1)**
- Other **(SPECIFY:)**..... 77 **(SKIP TO Q52a\_1)**
- Don't know ..... 88 **(SKIP TO Q52a\_1)**
- Refused..... 99 **(SKIP TO Q52a\_1)**

- 52\_1. Which, if any, of the following actions did this (legal aid organization/lawyer or law firm) take in attempting to resolve that problem? **[MULTIPLE RESPONSE] [READ LIST]**

- Represented you or prepared for a hearing or lawsuit..... 1
- Intervened or represented you in a non-court dispute (for example, wrote a letter to other party, negotiated) ..... 2
- Represented you in non-adversary court situation..... 3
- Reviewed, prepared, or filed legal documents ..... 4
- Worked for change in laws, rules, or regulations ..... 5
- Provided you legal advice ..... 6
- Or something else (specify) ..... 76
- Don't know/Can't recall ..... 87
- Refused..... 99

52a\_1. How satisfied were you or the person with the complaint with the outcome – very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

Very satisfied.....	1
Somewhat satisfied.....	2
Somewhat dissatisfied.....	3
Very dissatisfied.....	4
Don't know.....	8
Refused.....	9

**IF ONLY INCIDENT SKIP TO Q66; ELSE SKIP TO Q51\_2.**

53\_1. What was the main reason you or the person with the complaint did nothing about **[MOST TROUBLESOME INCIDENT]**?

Not a problem (just the way things are).....	01
Thought nothing could be done.....	02
Turned to someone else to handle.....	03
Was advised that matter wasn't worth pursuing.....	04
Help not needed (yet) (wait and see).....	05
Didn't know who could help.....	06
Didn't want (public) dispute.....	07
Didn't want hassle.....	08
Worried about cost.....	09
Afraid/intimidated (feared retaliation).....	10
Other <b>(SPECIFY:)</b> _____.....	77
Don't know/Can't recall.....	88
Refused.....	99

**IF ONLY INCIDENT SKIP TO Q66; ELSE CONTINUE.**

51\_2. Now I would like to discuss **[SECOND INCIDENT]**. What, if anything, did you or the person with the complaint do about **[SECOND INCIDENT]**? Anything else? **[MULTIPLE RESPONSE]**

Did something on your own like protested or refused to pay.....	01	<b>(SKIP TO Q52a_2)</b>
Sought/used published information such as legal forms, books, the Internet.....	02	<b>(SKIP TO Q52a_2)</b>
Sought help from a private lawyer.....	03	
Sought help from a legal aid organization.....	04	
Complained to government agency.....	05	<b>(SKIP TO Q52a_2)</b>
Sought help from a community/advocacy group or charitable organization <b>(SPECIFY:)</b> _____.....	06	<b>(SKIP TO Q52a_2)</b>
Sought help from church.....	07	<b>(SKIP TO Q52a_2)</b>
Did nothing.....	08	<b>(SKIP TO Q53_2)</b>
Other <b>(SPECIFY:)</b> _____.....	77	<b>(SKIP TO Q52a_2)</b>
Don't know.....	88	<b>(SKIP TO Q52a_2)</b>
Refused.....	99	<b>(SKIP TO Q52a_2)</b>

52\_2. Which, if any, of the following actions did this (legal aid organization/lawyer or law firm) take in attempting to resolve that problem? **[MULTIPLE RESPONSE] [READ LIST]**

Represented you or prepared for a hearing or lawsuit.....	1
Intervened or represented you in a non-court dispute (for example, wrote a letter to other party, negotiated .....	2
Represented you in non-adversary court situation.....	3
Reviewed, prepared, or filed legal documents .....	4
Worked for change in laws, rules, or regulations .....	5
Provided you legal advice .....	6
Or something else (specify) .....	76
Don't know/Can't recall .....	87
Refused.....	99

52a\_2. How satisfied were you or the person with the complaint with the outcome – very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

Very satisfied.....	1
Somewhat satisfied .....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Don't know .....	8
Refused.....	9

**IF NO ADDITIONAL INCIDENT, SKIP TO Q66; ELSE SKIP TO Q51\_3.**

53\_2. What was the main reason you or the person with the complaint did nothing about **[SECOND INCIDENT]**?

Not a problem (just the way things are) .....	01
Thought nothing could be done.....	02
Turned to someone else to handle.....	03
Was advised that matter wasn't worth pursuing.....	04
Help not needed (yet) (wait and see) .....	05
Didn't know who could help.....	06
Didn't want (public) dispute .....	07
Didn't want hassle .....	08
Worried about cost.....	09
Afraid/intimidated (feared retaliation) .....	10
Other ( <b>SPECIFY:</b> ) _____ .....	77
Don't know/Can't recall .....	88
Refused.....	99

**IF NO ADDITIONAL INCIDENT, SKIP TO Q66; ELSE CONTINUE.**

51\_3. Now, I would like to discuss **[THIRD INCIDENT]**. What did you or the person with the complaint do about **[THIRD INCIDENT]**? Anything else? **[MULTIPLE RESPONSE]**

- Did something on your own like protested or refused to pay ..... 01 **(SKIP TO Q52a\_3)**
- Sought/used published information such as legal forms, books, the Internet..... 02 **(SKIP TO Q52a\_3)**
- Sought help from a private lawyer..... 03
- Sought help from a legal aid organization ..... 04
- Complained to government agency ..... 05 **(SKIP TO Q52a\_3)**
- Sought help from a community/advocacy group or charitable organization **(SPECIFY:)**..... 06 **(SKIP TO Q52a\_3)**
- Sought help from church ..... 07 **(SKIP TO Q52a\_3)**
- Did nothing ..... 08 **(SKIP TO Q53\_3)**
- Other **(SPECIFY:)**..... 77 **(SKIP TO Q52a\_3)**
- Don't know ..... 88 **(SKIP TO Q52a\_3)**
- Refused..... 99 **(SKIP TO Q52a\_3)**

52\_3. Which, if any, of the following actions did this (legal aid organization/lawyer or law firm) take in attempting to resolve that problem? **[MULTIPLE RESPONSE] [READ LIST]**

- Represented you or prepared for a hearing or lawsuit..... 1
- Intervened or represented you in a non-court dispute (for example, wrote a letter to other party, negotiated ..... 2
- Represented you in non-adversary court situation..... 3
- Reviewed, prepared, or filed legal documents ..... 4
- Worked for change in laws, rules, or regulations ..... 5
- Provided you legal advice ..... 6
- Or something else (specify) ..... 76
- Don't know/Can't recall ..... 87
- Refused..... 99

52a\_3. How satisfied were you or the person with the complaint with the outcome – very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

- Very satisfied..... 1
- Somewhat satisfied ..... 2
- Somewhat dissatisfied ..... 3
- Very dissatisfied ..... 4
- Don't know ..... 8
- Refused..... 9

**IF NO ADDITIONAL INCIDENT, SKIP TO Q66; ELSE SKIP TO Q51\_4.**

53\_3. What was the main reason you or the person with the complaint did nothing about **[THIRD INCIDENT]**?

- Not a problem (just the way things are) ..... 01
- Thought nothing could be done..... 02
- Turned to someone else to handle..... 03
- Was advised that matter wasn't worth pursuing..... 04
- Help not needed (yet) (wait and see) ..... 05
- Didn't know who could help..... 06
- Didn't want (public) dispute ..... 07
- Didn't want hassle ..... 08
- Worried about cost..... 09
- Afraid/intimidated (feared retaliation) ..... 10
- Other **(SPECIFY:)** \_\_\_\_\_ ..... 77
- Don't know/Can't recall ..... 88
- Refused..... 99

**IF NO ADDITIONAL INCIDENT, SKIP TO Q66; ELSE CONTINUE.**

51\_4. Now I would like to discuss **[FOURTH INCIDENT]**. What did you or the person with the complaint do about **[FOURTH INCIDENT]**? Anything else? **[MULTIPLE RESPONSE]**

- Did something on your own like protested or refused to pay ..... 01 **(SKIP TO Q52a\_4)**
- Sought/used published information such as legal forms, books, the Internet..... 02 **(SKIP TO Q52a\_4)**
- Sought help from a private lawyer..... 03
- Sought help from a legal aid organization..... 04
- Complained to government agency ..... 05 **(SKIP TO Q52a\_4)**
- Sought help from a community/advocacy group or charitable organization **(SPECIFY:)**\_\_\_\_\_ ..... 06 **(SKIP TO Q52a\_4)**
- Sought help from church ..... 07 **(SKIP TO Q52a\_4)**
- Did nothing ..... 08 **(SKIP TO Q53\_4)**
- Other **(SPECIFY:)**\_\_\_\_\_ ..... 77 **(SKIP TO Q52a\_4)**
- Don't know ..... 88 **(SKIP TO Q52a\_4)**
- Refused..... 99 **(SKIP TO Q52a\_4)**

52\_4. Which, if any, of the following actions did this (legal aid organization/lawyer or law firm) take in attempting to resolve that problem? **[MULTIPLE RESPONSE] [READ LIST]**

- Represented you or prepared for a hearing or lawsuit..... 1
- Intervened or represented you in a non-court dispute (for example, wrote a letter to other party, negotiated) ..... 2
- Represented you in non-adversary court situation..... 3
- Reviewed, prepared, or filed legal documents ..... 4
- Worked for change in laws, rules, or regulations ..... 5
- Provided you legal advice ..... 6
- Or something else (specify) ..... 76
- Don't know/Can't recall ..... 87
- Refused..... 99

52a\_4. How satisfied were you or the person with the complaint with the outcome – very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

- Very satisfied..... 1
- Somewhat satisfied ..... 2
- Somewhat dissatisfied ..... 3
- Very dissatisfied ..... 4
- Don't know ..... 8
- Refused..... 9

**IF NO ADDITIONAL INCIDENT, SKIP TO Q66; ELSE SKIP TO Q51\_5.**

53\_4. What was the main reason you or the person with the complaint did nothing about **[FOURTH INCIDENT]**?

- Not a problem (just the way things are) ..... 01
- Thought nothing could be done..... 02
- Turned to someone else to handle..... 03
- Was advised that matter wasn't worth pursuing..... 04
- Help not needed (yet) (wait and see) ..... 05
- Didn't know who could help..... 06
- Didn't want (public) dispute ..... 07
- Didn't want hassle ..... 08
- Worried about cost ..... 09
- Afraid/intimidated (feared retaliation) ..... 10
- Other **(SPECIFY:)** \_\_\_\_\_ ..... 77
- Don't know/Can't recall ..... 88
- Refused..... 99

**IF NO ADDITIONAL INCIDENT, SKIP TO Q66; ELSE CONTINUE.**

51\_5. Finally, I would like to discuss **[FIFTH INCIDENT]**. What did you or the person with the complaint do about **[FIFTH INCIDENT]**? Anything else? **[MULTIPLE RESPONSE]**

- Did something on your own like protested or refused to pay ..... 01 **(SKIP TO Q52a\_5)**
- Sought/used published information such as legal forms, books, the Internet..... 02 **(SKIP TO Q52a\_5)**
- Sought help from a private lawyer..... 03
- Sought help from a legal aid organization..... 04
- Complained to government agency ..... 05 **(SKIP TO Q52a\_5)**
- Sought help from a community/advocacy group or charitable organization **(SPECIFY:)** \_\_\_\_\_ ..... 06 **(SKIP TO Q52a\_5)**
- Sought help from church ..... 07 **(SKIP TO Q52a\_5)**
- Did nothing ..... 08 **(SKIP TO Q53\_5)**
- Other **(SPECIFY:)** \_\_\_\_\_ ..... 77 **(SKIP TO Q52a\_5)**
- Don't know ..... 88 **(SKIP TO Q52a\_5)**
- Refused..... 99 **(SKIP TO Q52a\_5)**

52\_5. Which, if any, of the following actions did this (legal aid organization/lawyer or law firm) take in attempting to resolve that problem? **[MULTIPLE RESPONSE] [READ LIST]**

Represented you or prepared for a hearing or lawsuit.....	1
Intervened or represented you in a non-court dispute (for example, wrote a letter to other party, negotiated .....	2
Represented you in non-adversary court situation.....	3
Reviewed, prepared, or filed legal documents .....	4
Worked for change in laws, rules, or regulations .....	5
Provided you legal advice .....	6
Or something else (specify) .....	76
Don't know/Can't recall .....	87
Refused.....	99

52a\_5. How satisfied were you or the person with the complaint with the outcome – very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

Very satisfied.....	1
Somewhat satisfied .....	2
Somewhat dissatisfied .....	3
Very dissatisfied .....	4
Don't know .....	8
Refused.....	9

**SKIP TO Q66.**

53\_5. What was the main reason you or the person with the complaint did nothing about **[FIFTH INCIDENT]**?

Not a problem (just the way things are) .....	01
Thought nothing could be done.....	02
Turned to someone else to handle.....	03
Was advised that matter wasn't worth pursuing.....	04
Help not needed (yet) (wait and see) .....	05
Didn't know who could help.....	06
Didn't want (public) dispute .....	07
Didn't want hassle .....	08
Worried about cost.....	09
Afraid/intimidated (feared retaliation) .....	10
Other ( <b>SPECIFY:</b> ) _____ .....	77
Don't know/Can't recall .....	88
Refused.....	99

66. Finally I have just a few more questions about your background. How old were you on your last birthday?

Age at last birthday: \_\_\_\_\_

68. RECORD SEX OF RESPONDENT. IF UNKNOWN, ASK: Your sex is:

- Male ..... 1
- Female ..... 2
- Refused ..... 9

69. You mentioned that there were **[FILL FROM Q1]** people living in this household. How many of these household members are:

- a. Under 18? \_\_\_\_\_
- b. 18 to 64? \_\_\_\_\_
- c. 65 and older? \_\_\_\_\_

**[CATI: IF MORE THAN ONE ADULT, SKIP TO Q72; ELSE, CONTINUE]**

70. Is this a single parent household?

- Yes ..... 1
- No ..... 2 **(SKIP TO Q72)**
- Don't know ..... 8 **(SKIP TO Q72)**
- Refused ..... 9 **(SKIP TO Q72)**

71. What is the sex of the single parent?

- Male ..... 1
- Female ..... 2
- Refused ..... 9

72. Are you or anyone else in this household of Hispanic or Latino origin?

- Yes ..... 1
- No ..... 2

73. Which of the following best describes your household members: **[MULTIPLE RESPONSE]**  
**[READ ALOUD]**

- White ..... 1
- Black, or African-American ..... 2
- Native American or Alaskan Native ..... 3
- Asian or Pacific Islander ..... 4
- OTHER **(SPECIFY:)** \_\_\_\_\_ ..... 77

72b. During the past 12 months, has your household been without telephone service for 1 month or more?

- Yes ..... 1
- No ..... 2
- Don't know ..... 8
- Refused ..... 9

74. Finally, please tell me your town of residence.

Town of residence: \_\_\_\_\_

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 1-800-342-laws (5297).

## CODES

Unsafe/unhealthy conditions in rental residence (Q4) .....	01
Dispute with landlord or public housing authority (Q5).....	02
Problems with utilities (Q6) .....	03
Discrimination in housing (Q7) .....	04
Problems with city or municipal services (Q9).....	05
Marriage break-up/relationship break-up (Q10) .....	06
Dispute about child support (Q12) .....	07
Problem with school enrollment/placement (Q14) .....	08
Problem with other facets of child's education (Q15).....	09
Abuse of an elderly relative (Q16).....	10
Abuse of other adult (Q18).....	11
Violence against a household member (Q20).....	12
Restraining order problem (Q21) .....	13
Help for an adult (Q22).....	14
Need of legal document stating desires (Q23).....	15
Denial of a job (Q25) .....	16
Denial of Unemployment or Worker's Compensation (Q27) .....	17
Problems with pay at job (Q30).....	18
Unfair treatment at job (Q31) .....	19
Other job difficulties (Q33) .....	20
Discrimination due to disability or health condition (Q34) .....	21
Problems with benefit programs (Q36) .....	22
Problems with health care (Q37).....	23
Problems with insurance (Q38).....	24
Foreclosure (Q39).....	25
Problems with products or services (Q40) .....	26
Harassment by police or government (Q42) .....	27
Language difficulties (Q45) .....	28
Immigration status problems (Q47).....	29
Problems with being taken advantage of due to immigrant status (Q48).....	30