

## **Supporting Attachments**

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# **Attachment A: Civil Legal Needs Survey Instrument**



## CONSENT

The Bureau of Justice Statistics (BJS) within the U.S. Department of Justice is conducting a pilot survey of households across the United States to learn about people’s experiences with civil justice needs, such as experiences with housing payments, employment, family disputes, income problems, government agencies, identity theft, and medical debt, and the best way to ask these questions. This survey will ask about these and other similar topics. We understand that your time is valuable and would appreciate the contribution of your unique insights and experiences. Your contribution will help BJS evaluate both how the survey is administered and the survey’s ability to capture the civil and criminal legal experiences of U.S. households. This survey takes about 15 minutes to complete, and your participation is voluntary.

You may choose to skip any question you don’t wish to answer or end the survey at any time. Whether or not you decide to participate, there will be no impact on any rights or services you are entitled to.

BJS is conducting this survey under federal law, Title 34 U.S.C. Section 10132. Your response will be kept strictly confidential (34 U.S.C. Section 10231). NORC at the University of Chicago and the American Bar Foundation are collecting these data on behalf of BJS. Under Title 34 U.S.C. Section 10134, the information you provide can only be used for statistical or research purposes. BJS, NORC at the University of Chicago, and the American Bar Foundation are required by federal law to protect your privacy and confidentiality. No personally identifiable information will be released to the public and your specific responses will not be identified in the data.

You will receive a \$20 prepaid Visa card for your participation. Your contact information will only be used by NORC to send you a prepaid card thanking you for your participation.

If you have any questions, please contact us at 1-(XXX)-XXX-XXXX or [CLNS@norc.org](mailto:CLNS@norc.org).

Thank you for your help!

- 01 Please check this box to continue. By checking the box, I acknowledge that:**
  - 1) I have read the above information;
  - 2) I am at least 18 years old; and
  - 3) I voluntarily agree to participate.
- 02 I do not agree to participate.**

[PROGRAMMER: IF FIRST BOX IS CHECKED PROCEED TO THE NEXT SCREEN; IF THE SECOND BOX IS CHECKED PROCEED TO THE END SCREEN].

## ADDRESS\_CONFIRMATION

Before beginning the survey, we need to confirm that we are speaking with someone from the correct address. Do you live at [SAMPLED ADDRESS]?

- 01 Yes, this is my home address.
- 02 No, this is not my home address.

[PROGRAMMER: IF FIRST BOX IS CHECKED PROCEED TO THE NEXT SCREEN; IF THE SECOND BOX IS CHECKED PROCEED TO END\_SCREEN].

[PROGRAMMER: IN ADDITION TO BETWEEN EACH QUESTION/SET OF QUESTIONS, INSERT SCREEN BREAKS **BEFORE** AND **AFTER** TEXT THAT IS TITLED INTRO]

[PROGRAMMER: IF THE RESPONSE GRID HAS MORE THAN SIX ROWS, PLEASE SPLIT THEM ONTO SEPARATE PAGES WITH THE QUESTION REPEATED ON THE SUBSEQUENT PAGES].

**BEGIN INSTRUMENT:**

**[INSTRUMENT INTRO]: Your answers to the following questions help to better understand your life experiences. This allows for tailoring survey questions to be more relevant to you. Some questions may be sensitive. Please remember that your answers will be kept strictly confidential. Please respond if you experienced any of the following issues during the specified time period.**

**S1.** To begin with, the following questions ask about things that you may have experienced over the *past 3 years* from today, or since *X DATE*.

<b>S1.</b>	<b>In the past 3 years, meaning since X DATE, have you:</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Prefer not to answer</b>
a.	Owned, purchased, paid a mortgage for, or sold a home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Paid rent for a house, apartment, condo, or another rented living space?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Had health insurance or attempted to get health insurance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Experienced a problem with medical or dental debts or billing? <i>(include the medical or dental debt/billing problems of a person for whom you are responsible).</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Fallen behind on paying bills or had difficulties with debt? <i>(exclude medical debts and bills and include the bills and debt of a person for whom you are responsible).</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Applied for, received, maintained, adjusted, or used government assistance or other benefits such as food assistance, housing assistance, disability benefits, health insurance, unemployment benefits, or income assistance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Had a job, been an employee, or otherwise worked for pay?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Been the parent or guardian of a child under the age of 18?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Experienced a theft, break-in, or property damage or an attempted theft, break-in, or property damage?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Experienced identity theft, fraud, or a breach of personal data?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Experienced physical attacks, sexual violence, harassment, or stalking, or threats of violence or personal harm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLE FOR THE CORRESPONDING RESPONSE OPTIONS]

**S2a “expunged”:** Definition: Removing a criminal arrest or conviction from public view by completing a legal process (for example, by petitioning a court, State’s Attorney, or government agency).

**S2.** The following question asks about things that you may have **ever** experienced.

<b>S2.</b>	<b>Have you EVER:</b>	<b>Yes</b>	<b>No</b>	<b>Don’t know</b>	<b>Prefer not to answer</b>
a.	Been arrested for, charged with, or convicted of a crime? <i>Answer yes if an arrest, charge, or conviction has been sealed, expunged, or cleared.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**SKIP PATTERN PROGRAMMING:**

[If no or prefer not to answer is selected, respondent is screened out of follow up questions.]

- If yes or don’t know to S1a, then enable HN1b and HN1d.
- If yes or don’t know to S1b, then enable HN1e and HN1f.
- If yes or don’t know to S1c, then enable MH1b and MH1c.
- If yes or don’t know to S1d, then enable MH1d and MH1e.
- If yes or don’t know to S1e, then enable CF1e and CF1f.
- If yes or don’t know to S1f, then enable PT1b through PT1f.
- If yes or don’t know to S1g, then enable E1a through E1d.
- If yes or don’t know to S1h, then enable FC1b through FC1d.
- If yes or don’t know to S1i, then enable CVP1a. through CVP1d.
- If yes or don’t know to S1j, then enable IFD1a through IFD1d.
- If yes or don’t know to S1k, then enable CVV1a through CVV1d.
- If yes or don’t know to S2a, then enable CJ2a through CJ2j.
- If no or prefer not to answer to S2a, then skip CJ2a through CJ2j.

## SECTION 1. CIVIL JUSTICE QUESTIONS

**[CIVIL JUSTICE INTRO]:** The next few sections of the survey are about issues that people commonly experience in everyday life.

### SECTION 1HN. HOUSING and YOUR NEIGHBORHOOD

*[If respondent answers no or prefer not to answer to S1a and S1b, ask only HN1a]*

**[1HN INTRO]:** The next questions are about issues you may have experienced related to housing and your neighborhood.

**HN1.** In the **past 3 years**, that is since X DATE, have you:

HN1		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Had problems with people in your neighborhood over issues such as noise (including yelling), shared spaces, property lines, fences, trees, litter, parking spots, or pets?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1a, ask HN1b]</i> Experienced problems in the process of purchasing (not renting) a home, including problems with financing, closing, inspections, warranties, or fees?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1a, ask HN1c]</i> Fallen behind on mortgage repayments or had to make special arrangements for payment with the lender?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1a, ask HN1d]</i> Had problems paying your home's property taxes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to S1b, ask HN1e]</i> Had a landlord or other property manager <b>fail</b> to keep a house or apartment you were renting in good repair and condition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>[If yes or don't know to S1b, ask HN1f]</i> Experienced disputes about rules, rent, agreements, security deposits, repair charges or requests, or leases with a landlord, public housing authority, or other property manager?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of HN1a-f then ask HN2(a-f) after each applicable affirmative response]*

**HN2a.** You responded that you have had problems with people in your neighborhood over issues such as noise (including yelling), shared spaces, property lines, fences, trees, litter, parking spots, or pets. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**HN2b.** You responded that you have experienced problems in the process of purchasing (not renting) a home, including problems with financing, closing, inspections, warranties, or fees. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**HN2c.** You responded that you have fallen behind on mortgage repayments or had to make special arrangements for payment with the lender. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**HN2d.** You responded that you have had problems paying your home’s property taxes. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**HN2e.** You responded that you have had a landlord or other property manager **fail** to keep a house or apartment you were renting in good repair and condition. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**HN2f.** You responded that you have experienced disputes about rules, rent, agreements, security deposits, repair charges or requests, or leases with a landlord, public housing authority, or other property manager. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

SECTION 1MH. MEDICINE and HEALTH

[If respondent answers no or prefer not to answer to both S1c and S1d, ask only MH1a]

**[1MH INTRO]: The next questions are about issues you may have experienced related to medicine or health.**

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLES FOR THE CORRESPONDING RESPONSE OPTIONS]

**MH1a “health care power of attorney”:** Definition: A healthcare power of attorney is a document that names a person who can make medical decisions on your behalf when you are not able to make those decisions yourself.

**MH1a “living will”:** Definition: A living will is a document that describes the medical treatments that you would accept or deny if you cannot express yourself or make decisions in a medical emergency.

**MH1a “medical guardianship”:** Definition: A medical guardianship is a guardianship established by a court for a person who cannot make medical decisions for oneself, typically due to disability or incapacitation.

**MH1.** In the **past 3 years**, that is since X DATE, have you:

MH1		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Set up or changed a health care power of attorney, living will, or medical guardianship either for yourself or a family member?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[If yes or don't know to S1c, ask MH1b] Had problems getting or keeping health insurance (private, employer-sponsored, public, or government-funded [including but not limited to Medicaid or Medicare])?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[If yes or don't know to S1c, ask MH1c] Had an insurance claim denied for coverage of medical or dental care or a prescription drug?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[If yes or don't know to S1d, ask MH1d] Been billed incorrectly for medical or dental services? ( <b>include</b> medical or dental billing problems of a person for whom you are responsible)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	[If yes or don't know to S1d, ask MH1e] Had unpaid medical or dental debt or had someone try to collect money for medical or dental debt? ( <b>include</b> medical or dental debt problems of a person for whom you are responsible)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of MH1a-e then ask MH2(a-e) after each applicable affirmative response]*

**MH2a.** You responded that you have set up or changed a health care power of attorney, living will, or medical guardianship either for yourself or a family member. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**MH2b.** You responded that you have had problems getting or keeping health insurance (private, employer-sponsored, public, or government-funded [including but not limited to Medicaid or Medicare]). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**MH2c.** You responded that you have had an insurance claim denied for coverage of medical or dental care or a prescription drug. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**MH2d.** You responded that you have been billed incorrectly for medical or dental services (including medical or dental billing problems of a person for whom you are responsible). Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**MH2e.** You responded that you have had unpaid medical or dental debt or had someone try to collect money for medical or dental debt (including medical or dental debt problems of a person for whom you are responsible). Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

SECTION 1CF. CONSUMER and FINANCIAL

[If respondent answers no or prefer not to answer to S1e ask only CF1a-d]

**[1CF INTRO]:** The next questions are about issues you may have experienced related to finances, debt, and other consumer issues.

**CF1.** In the **past 3 years**, that is since X DATE, have you:

CF1		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Been harassed by or had disputes with creditors or collection agencies over debt that you owed? <b>(exclude harassment for and disputes over medical or dental debt)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[Ask all] Had an error on your credit report, such as an unrecognized account, unrecognized debt reported to collections, incorrect listing of a late payment, or incorrect listing of a missed payment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[Ask all] Had problems with refinancing, transferring, consolidating, repaying, or terms of an existing credit card or loan? <b>(exclude mortgage loans)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[Ask all] Had problems getting or accessing a new credit card or loan for unfair or discriminatory reasons? <b>(exclude mortgage loans)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	[If yes to S1e, ask CF1e] Had a utility (water, electricity, gas, or phone) that was disconnected due to problems paying the bill?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	[If yes to S1e, ask CF1f] Filed or needed to file for bankruptcy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[If yes to any of CF1a-f then ask CF2(a-f) after each applicable affirmative response]

**CF2a.** You responded that you have been harassed by or had disputes with creditors or collection agencies over debt that you owed (excluding harassment for and disputes over medical or dental debt). Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**CF2b.** You responded that you have had an error on your credit report, such as an unrecognized account, unrecognized debt reported to collections, incorrect listing of a late payment, or incorrect listing of a missed payment. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CF2c.** You responded that you have had problems with refinancing, transferring, consolidating, repaying, or terms of an existing credit card or loan (excluding mortgage loans). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CF2d.** You responded that you have had problems getting or accessing a new credit card or loan for unfair or discriminatory reasons (excluding mortgage loans). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CF2e.** You responded that you have had a utility (water, electricity, gas, or phone) disconnected due to problems paying the bill. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**CF2d.** You responded that you have filed or needed to file for bankruptcy. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**SECTION 1PT. PUBLIC BENEFITS OR GOVERNMENT SERVICES**

*[If respondent answers no or prefer not to answer to S1f, ask only PT1a]*

**[1PT INTRO]: The next questions are about issues you may have had with obtaining government assistance, services, and benefits and other issues with government agencies.**

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLES FOR THE CORRESPONDING RESPONSE OPTIONS]

**PT1c “SNAP”:** Supplemental Nutrition Assistance Program

**PT1c “WIC”:** Special Supplemental Nutrition Program for Women, Infants and Children

**PT1f “TANF”:** Temporary Assistance to Needy Families

**PT1f “SSI”:** Supplemental Security Income

**PT1f “LIHEAP”:** Low Income Home Energy Assistance Program

**PT1.** In the **past 3 years**, that is since X DATE, have you:

PT1		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Been denied obtaining or regaining government-issued identification or a license (a driver's license, passport, professional license, or another government ID)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1f, ask PT1b]</i> Had problems applying for, keeping, using, or being denied for state or federal disability benefits (including Social Security Disability Insurance [SSDI] and state disability insurance)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1f, ask PT1c]</i> Had problems applying for, keeping, using, or being denied food stamps or government food/meal assistance, such as SNAP, WIC, or other government food/meal assistance programs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1f, ask PT1d]</i> Had problems applying for, keeping, using, or being denied for subsidized housing or a Section 8 voucher?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to S1f, ask PT1e]</i> Had problems applying for, keeping, using, or being denied other public income benefits (TANF, SSI, or state general/transitional assistance), unemployment benefits, energy assistance benefits (LIHEAP), or government subsidized student loans?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of PT1a-e then ask PT2(a-e) after each applicable affirmative response]*

**PT2a.** You responded that you have been denied obtaining or regaining government-issued identification or a license (a driver’s license, passport, professional license, or another government ID). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**PT2b.** You responded that you have had problems applying for, keeping, using, or being denied state or federal disability benefits (including Social Security Disability Insurance [SSDI] and state disability insurance). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**PT2c.** You responded that you have had problems applying for, keeping, using, or being denied food stamps or government food/meal assistance, such as SNAP, WIC, or other government food/meal assistance programs. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**PT2d.** You responded that you have had problems applying for, keeping, using, or being denied for subsidized housing or a Section 8 voucher. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**PT2e.** You responded that you have had problems applying for, keeping, using, or being denied other public income benefits (TANF, SSI, or state general/transitional assistance), unemployment benefits, energy assistance benefits (LIHEAP), or government subsidized student loans. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

SECTION 1E. WORK AND INCOME

*[If respondent answers no or prefer not to answer to S1g, skip section 1E]*

**[1E INTRO]: The next questions are about issues that you may have experienced related to work or income.**

**E1.** In the **past 3 years**, that is since X DATE, have you:

E1		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes or don't know to S1g, ask E1a]</i> For unfair or discriminatory reasons, been fired or demoted from a job or were denied a job opportunity or promotion?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1g, ask E1b]</i> Expressed a workplace complaint that was <b>not</b> taken seriously or adequately dealt with?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1g, ask E1c]</i> <b>Not</b> received wages or benefits from an employer, organization, company, or person that you were owed for work performed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1g, ask E1d]</i> Been exposed to working conditions that were physically unsafe or unhealthy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of E1a-d then ask E2(a-d) after each applicable affirmative response]*

**E2a.** You responded that you have, for unfair or discriminatory reasons, been fired or demoted from a job or were denied a job opportunity or promotion. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**E2c.** You responded that you have expressed a workplace complaint that was not taken seriously or adequately dealt with. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**E2d.** You responded that you have not received wages or benefits from an employer, organization, company, or person that you were owed for work performed. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**E2e.** You responded that you have been exposed to working conditions that were physically unsafe or unhealthy. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

SECTION 1FC. FAMILY and CHILDREN ISSUES

[If respondent answers no or prefer not to answer to S1h, ask only FC1a]

**[1FC INTRO]:** The next questions are about issues you may have experienced related to your family or children.

**FC1.** In the **past 3 years**, that is since X DATE, have you:

FC1		Yes	No	Don't know	Prefer not to answer
a.	[Ask All] Experienced divorce or legal separation from a spouse?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[If yes or don't know to S1h, ask FC1b] Experienced difficulties with custody or visitation arrangements for child(ren) (e.g., reaching an agreement or following an agreement)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[If yes or don't know to S1h, ask FC1c] Experienced problems related to child support (collecting, paying, adjusting, or enforcing child support)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[If yes or don't know to S1h, ask FC1d] Had Child Protective Services (CPS) or another state agency focused on children and family safety get involved in a situation with your family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[If yes to any of FC1a-d then ask FC2(a-d) after each applicable affirmative response]

**FC2a.** You responded that you have experienced divorce or legal separation from a spouse. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**FC2b.** You responded that you have experienced difficulties with custody or visitation arrangements for child(ren) (e.g., reaching an agreement or following an agreement). Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**FC2c.** You responded that you have experienced problems related to child support (collecting, paying, adjusting, or enforcing child support). Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**FC2d.** You responded that you have had Child Protective Services (CPS) or another state agency focused on children and family safety get involved in a situation with your family. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

## SECTION 2. CRIMINAL JUSTICE QUESTIONS

**[CRIMINAL JUSTICE INTRO]:** The following sets of questions ask about experiences that you may have had with being a victim of crime or other interactions with the criminal justice system. We understand that these questions are very sensitive. Please remember that your answers will be kept strictly confidential.

### SECTION 2CVP. CRIMINAL VICTIMIZATION: PROPERTY

*[If respondent answers no or prefer not to answer to S1i, skip section 2CVP]*

**[2CVP INTRO]:** The next questions are about property crime victimization that you may have experienced.

**CVP1.** During the **past 3 years**, meaning since X DATE, have you experienced any of the following:

CVP1		Yes	No	Don't Know	Prefer not to answer
a.	<i>[If yes or don't know to S1i, ask CVP1a]</i> Someone stole or tried to steal your car or other motor vehicle or any vehicle parts, such as a tire, battery, or gas?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1i, ask CVP1b]</i> Someone stole or attempted to steal something other than a motor vehicle from where you live, store your items (shed or storage unit), go to school, or work? <i>This could have been something you wear or carry, electronic equipment, a pet, bicycle, cash, or any other item you consider your property.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1i, ask CVP1c]</i> Someone deliberately damaged or destroyed something belonging to you or anyone else in your household, such as breaking windows, slashing tires, harming a pet, or painting graffiti on walls?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1i, ask CVP1d]</i> Someone broke in or tried to break into your house, apartment, or any other building, such as a shed, garage, or storage facility that you owned or rented?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of CVP1a-d then ask CVP2(a-d) after each applicable affirmative response]*

**CVP2a.** You responded that someone stole or tried to steal your car or other motor vehicle or any vehicle parts, such as a tire, battery, or gas. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CVP2b.** You responded that someone stole or attempted to steal something other than a motor vehicle from where you live, store your items (shed or storage unit), go to school, or work. This could have been something you wear or carry, electronic equipment, a pet, bicycle, cash, or any other item you consider your property. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CVP2c.** You responded that someone deliberately damaged or destroyed something belonging to you or anyone else in your household, such as breaking windows, slashing tires, harming a pet, or painting graffiti on walls. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**CVP2d.** You responded that someone broke in or tried to break into your house or apartment or any other building such as a shed, garage, or storage facility that you own or rent. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

## SECTION 2IFD. IDENTITY THEFT, FRAUD, DATA BREACHES

*[If respondent answers no or prefer not to answer to S1j, skip section 2IFD]*

**[2IFD INTRO]:** The next questions are about issues you may have experienced related to identity theft, fraud, or breaches of personal data.

**IFD1.** During the **past 3 years**, meaning since X DATE, have you experienced any of the following:

IFD1		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes or don't know to S1j, ask IFD1a]</i> A company, government agency, or some other organization informed you that your personal information had been stolen or that your data had been breached?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1j, ask IFD1b]</i> An existing credit card, bank account, email/social media account, or other type of existing account was accessed by someone else without your permission?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1j, ask IFD1c]</i> Your personal information was used without your permission to open a new account or to apply for a benefit, job, or service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1j, ask IFD1d]</i> You were tricked or deceived out of money, goods, or services either in person, by telephone, or online?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of IFD1a-d then ask IFD2(a-d) after each applicable affirmative response]*

**IFD2a.** You responded that a company, government agency, or some other organization informed you that your personal information had been stolen or that your data had been breached. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**IFD2b.** You responded that an existing credit card, bank account, email/social media account, or other type of existing account was accessed by someone else without your permission. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**IFD2c.** You responded that your personal information was used without your permission to open a new account or to apply for a benefit, job, or service. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**IFD2d.** You responded that you were tricked or deceived out of money, goods, or services either in person, by telephone, or online. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**SECTION 2CVV. CRIMINAL VICTIMIZATION: VIOLENCE**

*[If respondent answers no or prefer not to answer to S1k, skip section 2CVV]*

**[2CVV INTRO]: The next questions are about violent victimization you may have experienced. Please remember that your answers will be kept strictly confidential and cannot be tied back to your personal information.**

**CVV1.** *During the **past 3 years**, meaning since X DATE, have you experienced any of the following:*

CVV1		Yes	No	Don't Know	Prefer not to answer
a.	<i>[If yes or don't know to S1k, ask CVV1a]</i> Someone attacked or tried to attack you, by throwing something at you, by hitting or choking you, with a weapon, or using force against you in any other way?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1k, ask CVV1b]</i> Someone forced you to have sexual contact that you did not consent to and that you did not want to happen? Sexual contact includes someone touching your sexual body parts, unwanted sex, or making you do these kinds of things to them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1k, ask CVV1c]</i> A current or former intimate dating partner or spouse or family member committed physical or sexual violence against you? This may be referred to as domestic or intimate partner violence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1k, ask CVV1d]</i> Someone committed repeated unwanted contacts or behaviors either in-person, by phone, or online that caused you substantial emotional distress or made you fear for your safety or the safety of someone you know? This may be referred to as harassment or stalking.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of CVV1a-d then ask CVV2(a-d) after each applicable affirmative response]*

**CVV2a.** You responded that someone attacked or tried to attack you, by throwing something at you, by hitting or choking you, with a weapon, or using force against you in any other way.  
Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**CVV2b.** You responded that someone forced you to have sexual contact that you did not consent to and that you did not want to happen. Sexual contact includes someone touching your sexual body parts, unwanted sex, or making you do these kinds of things to them. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**CVV2c.** You responded that a current or former intimate dating partner or spouse or family member committed physical or sexual violence against you. This may be referred to as domestic or intimate partner violence. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**CVV2d.** You responded that someone committed repeated unwanted contacts or behaviors either in-person, by phone, or online that caused you substantial emotional distress or made you fear for your safety or the safety of someone you know. This may be referred to as harassment or stalking. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

SECTION 2CJ. OTHER CRIMINAL JUSTICE SYSTEM CONTACT

[2CJ INTRO]: The following questions ask about various interactions you may have had with the criminal justice system.

**CJ1.** In the **past 3 years**, that is since X DATE, have you experienced the following:

CJ1		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Received a ticket from a police officer, parking enforcement, or a camera that required payment of a fine or a court appearance but no jail time (for example, a traffic or parking ticket; a payable offense)?	O	O	O	O

[If yes or don't know to S2a, then ask CJ2(a-j). If no or prefer not to answer to S2a, skip CJ2(a-j).]

**CJ2.** You were previously asked if you had ever been arrested, charged with, or convicted of a crime. These questions are specific to the **past 3 years**. Please **exclude** any parking or traffic tickets and violations which did not result in jail time. *In the past 3 years, that is since X DATE, have you experienced any of the following:*

CJ2		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Been arrested by police?	O	O	O	O
b.	[Ask all] Been charged with a crime by prosecutors and appeared in court (for example, a misdemeanor or felony)?	O	O	O	O
c.	[Ask all] Been convicted of a crime?	O	O	O	O
d.	[Ask all] Been required to pay a court fine, fee, restitution, judgment, or to participate in a program due to a criminal case?	O	O	O	O
e.	[If yes or don't know to CJ2d, ask CJ2e] Had problems related to paying a court fine, fee, restitution, or judgment or paying for a program required due to a criminal case?	O	O	O	O
f.	[Ask all] Served time in jail or prison (before a trial or after a conviction)?	O	O	O	O
g.	[Ask all] Been on probation, parole, an alternative sentence, or supervised release (including electronic monitoring)?	O	O	O	O
h.	[If yes or don't know to S2a, ask CJ2h] Had to disclose a conviction that was on your criminal record as part of a background check for housing, employment, loans, or education?	O	O	O	O
i.	[If yes or don't know to S2a, ask CJ2i] Tried to expunge, seal, clear, or remove something from your criminal record?	O	O	O	O
j.	[If yes or don't know to CJ2i, ask CJ2j] Successfully expunged, sealed, cleared, or removed something from your criminal record?	O	O	O	O

*[If yes to any of CJ1a or CJ2(a-h) after each applicable affirmative response. If yes to CJ2i and no to CJ2j ask CJ3i. If yes to CJ2i and CJ2j, or yes to only CJ2j, ask CJ3j and DO NOT ask CJ3i]*

*[Ask only if CJ1a=yes]*

**CJ3a.** You responded that you have received a ticket from a police officer, parking enforcement, or a camera that required payment of a fine or a court appearance but no jail time (for example, a traffic or parking ticket; a payable offense). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2a=yes]*

**CJ3b.** You responded that you have been arrested by police. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2b=yes]*

**CJ3c.** You responded that you have been charged with a crime by prosecutors and appeared in court (for example, a misdemeanor or felony). Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

*[Ask only if CJ2c=yes]*

**CJ3d.** You responded that you have been convicted of a crime. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

*[Ask only if CJ2d=yes]*

**CJ3e.** You responded that you have been required to pay a court fine, fee, restitution, judgment, or to participate in a program due to a criminal case. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

*[Ask only if CJ2e=yes]*

**CJ3f.** You responded that you have had problems related to paying a court fine, fee, restitution, or judgment or paying for a program required due to a criminal case. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

*[Ask only if CJ2f=yes]*

**CJ3g.** You responded that you have served time in jail or prison (before a trial or after a conviction). Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

*[Ask only if CJ2g=yes]*

**CJ3h.** You responded that you have been on probation, parole, an alternative sentence, or supervised release (including electronic monitoring). Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

*[Ask only if CJ2h=yes]*

**CJ3i.** You responded that you have had to disclose a conviction that was on your criminal record as part of a background check for housing, employment, loans, or education. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

*[Ask only if CJ2i=yes]*

**CJ3j.** You responded that you have tried to expunge, seal, clear, or remove something from your criminal record. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

*[Ask only if CJ2=yes]*

**CJ3k.** You responded that you have successfully expunged, sealed, cleared, or removed something from your criminal record. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

## SECTION 3: NATURE OF THE ISSUE

### **Instructions <selection criteria>**

*[Directions for the selection of justiciable events for inclusion in the Nature of the Issue module(s): In the previous modules, participants rated the perceived seriousness of each justiciable event they reported experiencing in the prior 3 years. Only justiciable events that were rated as “moderately” or “extremely serious” qualify for selection for this module.*

*Each Nature of the Issue module will have tailored language linked to the randomly selected criminal or civil justice issue. Question stems will include the issue descriptor selected in the question stem (e.g., divorce or separation, if randomly selected as the civil justice issue).*

*The participant will first complete the module with language in NP1-NP15 reflecting the criminal justice event. After the participant completes all questions regarding this event, the module will restart and populate questions NP1-NP15 to include the language tailored for the randomly selected civil event.*

*If **no events qualify**, this module does not populate and the participant is instead, diverted to the Sociodemographic module.*

*If a participant reports **at least one qualifying** civil or criminal justiciable event in the previous modules, up to one qualifying criminal event and up to one qualifying civil event will be selected for inclusion.*

*If a qualifying event is reported **in only one of the two subsets** (defined as criminal or civil events), the module will only populate once (e.g., if no qualifying criminal event but at least one qualifying civil event is reported, the participant only completes one module specific to the civil event).*

*If a qualifying event is reported in **both subsets**, the module will populate twice, once with a criminal event and once with a civil event.*

*If a participant reports **multiple qualifying events within a subset** of events, the event upon which the module will focus will be randomly selected from all qualifying events within that subset. This means one criminal issue is randomly selected from a participant’s qualifying criminal justice issues and one civil issue is randomly selected from a participant’s qualifying civil justice issues. No more than one event per subset will be selected for the module for no more than one iteration of the Nature of the Legal Issue module per subset (two total).]*

**[NATURE OF THE ISSUE INTRO]:** The following sets of questions aim to better understand what happened with the moderately or extremely serious criminal and civil issues you indicated that you experienced in the past 3 years. We understand that these questions are very sensitive. Please remember that your answers will be kept strictly confidential.

**[QUESTIONS INTRO]:**

**[PROGRAMMER: CRIMINAL ISSUE INTROS TO BE LISTED IN THIS SECTION ARE LISTED BELOW]**

*[If CVP1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone stealing or trying to steal your car or other motor vehicle or any vehicle parts, such as a tire, battery, or gas* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CVP1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone stealing or attempting to steal something other than a motor vehicle from where you live, store your items (shed or storage unit), go to school, or work* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CVP1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone deliberately damaging or destroying something belonging to you or anyone else in your household, such as breaking windows, slashing tires, harming a pet, or painting graffiti on walls* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CVP1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone breaking in or trying to break into your house, apartment, or any other building such as a shed, garage, or storage facility that you own or rent* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If IFD1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *a company, government agency, or some other organization informing you that your personal information had been stolen or that your data had been breached* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If IFD1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone accessing your existing credit card, bank account, email/social media account, or other type of existing account without your permission* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If IFD1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone using your personal information without your permission to open a new account or to apply for a benefit, job, or service* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If IFD1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone tricking or deceiving you out of money, goods, or services either in person, by telephone, or online* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CVV1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone attacking or trying to attack you, by throwing something at you, hitting or choking you, using a weapon, or using force against you in any other way* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CVV1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone forcing you to have sexual contact that you did not consent to and did not want to happen* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CVV1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *a current or former intimate dating partner, spouse, or family member committing physical or sexual violence against you* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CVV1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone committing repeated unwanted contacts or behaviors either in person, by phone, or online that caused you substantial emotional distress or made you fear for your safety or the safety of someone you know* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ2a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *receiving a ticket from a police officer, parking enforcement, or a camera that required payment of a fine or a court appearance but no jail time (for example, a traffic or parking ticket; a payable offense)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being arrested by police* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being charged with a crime by prosecutors and appearing in court (for example, a misdemeanor or felony)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being convicted of a crime* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being required to pay a court fine, fee, restitution, judgment, or to participate in a program due to a criminal case* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *having problems related to paying a court fine, fee, restitution, or judgment or paying for a program required due to a criminal case* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3e is selected]*

**You reported that you experienced the moderately or extremely serious issue of *serving time in jail or prison (before a trial or after a conviction)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3f is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being placed on probation, parole, an alternative sentence, or supervised release (including electronic monitoring)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3g is selected]*

**You reported that you experienced the moderately or extremely serious issue of *having to disclose a conviction that is on your criminal record as part of a background check for housing, employment, loans, or education* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3h is selected]*

**You reported that you experienced the moderately or extremely serious issue of *trying to expunge, seal, clear, or remove something from your criminal record* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3i is selected]*

**You reported that you experienced the moderately or extremely serious issue of *successfully expunging, sealing, clearing, or removing something from your criminal record* within the past 3 years. The following questions aim to better understand what happened with that event.**

**[PROGRAMMER: CIVIL ISSUE INTROS TO BE LISTED IN THIS SECTION ARE LISTED BELOW]**

*[If HN1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems with people in your neighborhood over issues such as noise (including yelling), shared spaces, property lines, fences, trees, litter, parking spots, or pets* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If HN1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems in the process of purchasing (not renting) a home, including issues with financing, closing, inspections, warranties, or fees* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If HN1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *falling behind on mortgage repayments or making special arrangements for payment with the lender* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If HN1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems paying your home's property taxes* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If HN1e is selected]*

**You reported that you experienced the moderately or extremely serious issue of *a landlord or other property manager failing to keep a house or apartment you are renting in good repair and condition* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If HN1f is selected]*

**You reported that you experienced the moderately or extremely serious issue of *disputes about rules, rent, agreements, security deposits, repair charges or requests, or leases with a landlord, public housing authority, or other property manager* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If MH1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *setting up or changing a health care power of attorney, living will, or medical guardianship either for yourself or a family member* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If MH1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems getting or keeping health insurance (private, employer-sponsored, public, or government-funded, including but not limited to Medicaid or Medicare)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If MH1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *having an insurance claim denied for coverage of medical care or a prescription drug* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If MH1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being billed incorrectly for medical or dental services (including medical or dental billing problems of a person for whom you are responsible)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If MH1e is selected]*

**You reported that you experienced the moderately or extremely serious issue of *having unpaid medical or dental debt or having someone trying to collect money for medical or dental debt (including medical or dental debt problems of a person for whom you are responsible)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being harassed by or having disputes with creditors or collection agencies over debt that you owe (excluding harassment and disputes over medical or dental debt)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *an error on your credit report, such as an unrecognized account, unrecognized debt reported to collections, incorrect listing of a late payment, or incorrect listing of a missed payment* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems with refinancing, transferring, consolidating, repaying, or the terms of an existing credit card or loan* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems getting or accessing a new credit card or loan for unfair or discriminatory reasons (excluding mortgage loans)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1e is selected]*

**You reported that you experienced the moderately or extremely serious issue of *a utility (water, electricity, gas, or phone) being disconnected due to problems paying the bill* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1f is selected]*

**You reported that you experienced the moderately or extremely serious issue of *filing or needing to file for bankruptcy* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If PT1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being denied obtaining or regaining government-issued identification or a license (such as a driver's license, passport, professional license, or another government ID)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If PT1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems applying for, keeping, using, or being denied state or federal disability benefits (including Social Security Disability Insurance [SSDI] and state disability insurance)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If PT1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems applying for, keeping, using, or being denied food stamps or government food/meal assistance, such as SNAP, WIC, or other government food/meal assistance programs* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If PT1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems applying for, keeping, using, or being denied for subsidized housing or a Section 8 voucher* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If PT1e is selected]*

**You reported that you experienced the moderately or extremely serious issue of *applying for, keeping, using, or being denied other public income benefits (TANF, SSI, or state general/transitional assistance), unemployment benefits, energy assistance benefits (LIHEAP), or government subsidized student loans* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If E1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being fired or demoted from a job, or being denied a job opportunity or promotion for unfair or discriminatory reasons* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If E1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *expressing a workplace complaint that was not taken seriously or adequately dealt with* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If E1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *not receiving wages or benefits from an employer, organization, company, or person that you are owed for work performed* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If E1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being exposed to working conditions that are physically unsafe or unhealthy* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If FD1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *divorce or legal separation from a spouse* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If FD1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *difficulties with custody or visitation arrangements for child(ren) (e.g., reaching an agreement or following an agreement)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If FD1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems related to child support (collecting, paying, adjusting, or enforcing child support)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If FD1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *Child Protective Services (CPS) or another state agency focused on children and family safety getting involved in a situation with your family* within the past 3 years. The following questions aim to better understand what happened with that event.**

[PROGRAMMER: AS A HEADER AT THE TOP OF EACH PAGE, PLEASE INSERT TEXT: **You reported that you experienced <serious criminal issue label, first round> <serious civil issue label, second round> within the past 3 years.**

**NP1.** Approximately, what month and year did this issue start? *Your best estimate is fine.*

(MONTH/YEAR) \_\_\_\_\_

Prefer not to answer

Don't Know

**NP2.** Concerning this issue, **did you try** to get information, advice, or help about:

NP2		Yes	No	Don't know	Prefer not to answer
a.	Your rights or responsibilities?	0	0	0	0
b.	How to deal with the issue?	0	0	0	0
c.	Services that could help?	0	0	0	0
d.	Prices of services?	0	0	0	0
e.	People's experience of different services (e.g. reviews or recommendations)?	0	0	0	0
f.	Documents needed to deal with the issue?	0	0	0	0
g.	How to receive assistance from an organization, program, or person?	0	0	0	0
h.	None of these?	0	0	0	0

[PROGRAMMER: PLACE "NONE OF THESE?" AT BOTTOM OF THE TABLE].

**NP3.** Concerning this issue, **were you successful** in getting information, advice, or help on:

<b>NP3</b>		<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Prefer not to answer</b>
a.	<i>[If yes to NP2a, ask NP3a]</i> Your rights or responsibilities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes to NP2b, ask NP3b]</i> How to deal with the issue?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes to NP2c, ask NP3c]</i> Services that could help?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes to NP2d, ask NP3d]</i> Prices of services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes to NP2e, ask NP3e]</i> People's experience of different services (e.g. reviews or recommendations)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>[If yes to NP2f, ask NP3f]</i> Documents needed to deal with the issue?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	<i>[If yes to NP2g, ask NP3g]</i> How to receive assistance from an organization, program, or person?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**NP4.** Did you obtain any information, advice, or help from any of the following sources concerning this issue?

<b>NP4</b>		<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Prefer not to answer</b>
a.	A website or internet search (like Google), an "app," artificial intelligence such as Chat GPT, a discussion platform such as Reddit, or social media such as, TikTok, Facebook, or X (formerly known as Twitter)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	A pamphlet, book, or other printed material?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**NP5.** Apart from the information you shared in the last question, did you obtain information, advice, or help from any of these people or organizations concerning this issue?

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLES FOR THE CORRESPONDING RESPONSE OPTIONS]

**NP5c “pro bono lawyer”:** Definition: Free legal services from a law firm, lawyer, or law school.

**NP5e “tribunal”:** Definition: A special court or group of judges that addresses a particular issue.

**NP5e “mediator”:** Definition: A person whose job is to act as a negotiator between two opposing people or parties.

**NP5e “arbitrator”:** Definition: An independent third party whose job is to resolve a dispute between two parties outside of a traditional court setting.

**NP5m “The opposing person or entity”:** Examples of an opposing party/entity include but are not limited to: If you are a tenant renting an apartment with a disagreement with your landlord, the landlord in this example is the opposing party. If you owe a debt and are being harassed by a debt collection company, your opposing entity would be the debt collection company.

NP5		Yes	No	Don’t know	Prefer not to answer
a.	No one else, I handled it on my own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Family, friends, neighbors, or acquaintances?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Free legal assistance such as legal aid, a public defender, or pro bono lawyer?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Paid legal assistance such as a private lawyer or law firm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	A court, tribunal, mediator, or arbitrator?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	A federal, state, or local government agency, department, or authority? ( <i>exclude the police or a court</i> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

g.	The police?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Medical, mental health, or social services professionals? ( <i>for example, a doctor, nurse, therapist, counselor, social workers, or case managers</i> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Your employer or trade union?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	A financial, accounting, or banking services professional?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Community, neighborhood, nonprofit, religious, or charitable organization or program?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	An insurance company representative?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	The opposing person or entity?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n.	Any other professional person or organization?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[If no to NP5b-n or if selecting “No one else, I handled it on my own”, ask NP6]

**NP6.** Do any of the following describe why you did **not** obtain information, advice, or help from **any people or organizations (other than yourself)** concerning this issue?

NP6		Yes	No	Don't know	Prefer not to answer
a.	I knew enough myself/I did not need advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	It did not warrant the effort or expense	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	I could not afford advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	I did not know where to get advice/couldn't find advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Advisors were too difficult to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	It would have damaged relationship with the other side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

g.	It would have been too stressful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	I was scared of what the other side might do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	I believe it would have made no difference to the outcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	I do not think I could win against this person or organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	I have tried getting advice before and did not find it useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	The other side was right/there was no dispute	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	The issue resolved itself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[If no to both NP5c and NP5d, ask NP7]

**NP7.** Do any of the following describe why you did **not** obtain information, advice, or help from a **private lawyer, public defender, pro bono attorney, or a legal aid attorney** concerning this issue?

NP7		Yes	No	Don't know	Prefer not to answer
a.	I knew enough myself/I did not need advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	It did not warrant the effort or expense	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	I could not afford advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	I did not know where to get advice/couldn't find advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Lawyers were too difficult to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	It would have damaged relationship with the other side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

g.	It would have been too stressful	0	0	0	0
h.	I was scared of what the other side might do	0	0	0	0
i.	I believe it would have made no difference to the outcome	0	0	0	0
j.	I do not think I could win against this person or organization	0	0	0	0
k.	I have tried getting advice before and did not find it useful	0	0	0	0
l.	The other side was right/There was no dispute	0	0	0	0
m.	The issue resolved itself	0	0	0	0

**NP8.** Is the issue ongoing or has it been resolved?

1.	Issue is ongoing but resolution is in progress	0
2.	Issue is ongoing but all have stopped trying to resolve it further	0
3.	Issue is fully resolved	0
4.	Don't know	0
5.	Prefer not to answer	0

*[If (2) on NP8, then ask NP9]*

**NP9.** When did you and everybody else stop taking actions to try to resolve the issue? You said that the issue started in <month and year>, what month and year did you **stop** trying to resolve the issue? *Your best estimate will be fine.*

(MONTH/YEAR) \_\_\_\_\_

Prefer not to answer

Don't Know

*[If (3) on NP8, then ask NP10]*

**NP10.** When did the issue get resolved? You said that the issue started in <month and year>, what month and year did the issue **end**? *Your best estimate will be fine.*

(MONTH/YEAR) \_\_\_\_\_

Prefer not to answer

Don't Know

*[If (1) on NP8, then ask NP11]*

**NP11.** Are you satisfied with how things are going so far (as you try to resolve the issue)?

1.	Not at all satisfied	<input type="radio"/>
2.	Slightly satisfied	<input type="radio"/>
3.	Moderately satisfied	<input type="radio"/>
4.	Very satisfied	<input type="radio"/>
5.	Extremely satisfied	<input type="radio"/>

*[If (2) or (3) on NP8, then ask NP12]*

**NP12.** Were you satisfied with the resolution of the issue?

1.	Not at all satisfied	<input type="radio"/>
2.	Slightly satisfied	<input type="radio"/>
3.	Moderately satisfied	<input type="radio"/>
4.	Very satisfied	<input type="radio"/>
5.	Extremely satisfied	<input type="radio"/>

[PROGRAMMER: CODE STEM AS CRIMINAL IF THE NATURE OF THE ISSUE IS A CRIMINAL ISSUE SEQUENCE. CODE STEM AS CIVIL IF THE NATURE OF THE ISSUE IS A CIVIL ISSUE SEQUENCE.]

**NP13.** Serious <criminal> <civil> issues can impact people’s lives in different ways. Did your experience with the issue result in any of the following? Mark yes for the impacts **on you and your life**, rather than another person who may have been involved.

NP13		Yes	No	Don't know	Prefer not to answer
a.	Physical health problem or injury or increased use of healthcare	0	0	0	0
b.	Emotional or mental health problem, stress, helplessness, or loss of confidence, control, trust, or self-esteem	0	0	0	0
c.	Increased drug (including nicotine), tobacco, or alcohol use	0	0	0	0
d.	Social problem, such as a negative impact on relationships with family or friends or social isolation or withdrawal	0	0	0	0
e.	Decrease in or loss of personal safety or security (being harassed, threatened, or assaulted)	0	0	0	0
f.	Loss or change of employment, missed work, or loss of occupational license	0	0	0	0
g.	Having to work increased hours or an additional job	0	0	0	0
h.	Having to move residences or loss of housing	0	0	0	0
i.	Loss or waste of time	0	0	0	0
j.	Loss of transportation or loss of driver’s license	0	0	0	0
k.	Loss of financial or economic security or going without food or utilities (like water, gas, and electricity)	0	0	0	0
l.	Decreased credit score or harmed credit report	0	0	0	0
m.	Missed or expelled/suspended from school or lost access to student loans or scholarships	0	0	0	0
n.	Police or court interaction, arrest, incarceration, or criminal record	0	0	0	0

[PROGRAMMER: DIRECTIONS FOR POPULATING QUESTION NP14: ALL QUALIFYING (I.E., THOSE RATED AS MODERATELY OR EXTREMELY SERIOUS) CRIMINAL AND CIVIL JUSTICE EVENTS REPORTED BY THE PARTICIPANT, EXCLUDING THE EVENT THAT THE MODULE IS REFERENCING, WILL BE PRESENTED AS RESPONSE OPTIONS.

IF THE PARTICIPANT ONLY REPORTED ONE QUALIFYING EVENT ACROSS BOTH SUBSETS (E.G. THIS MODULE WILL ONLY POPULATE ONCE), QUESTION NP14 WILL BE SKIPPED IN PROGRAMMING AND NOT BE PRESENTED TO THE RESPONDENT.]

**NP14.** Listed below are the issues you reported as having a moderate or severe impact on your life in previous sections. Do you believe that any of them were **related to (led to or were a result of)** your experience with the issue above?

NP14		Yes	No	Don't know	Prefer not to answer
a.	<i>Serious Affirmative Event A</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>Serious Affirmative Event B</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>Serious Affirmative Event C</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>Serious Affirmative Event D</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>Serious Affirmative Event E</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>Serious Affirmative Event F</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g....	<i>Sequece through last serious affirmative event</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## SECTION 4. SOCIODEMOGRAPHIC QUESTIONS

**[DEMOGRAPHICS INTRO]:** The following questions ask you about yourself. They cannot and will not be used to identify you.

**SD1.** What is your age?

1.	18 – 24	<input type="radio"/>
2.	25 – 34	<input type="radio"/>
3.	35 – 49	<input type="radio"/>
4.	50 – 64	<input type="radio"/>
5.	65 or older	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

[PROGRAMMER: “PREFER NOT TO ANSWER” IS NOT A RESPONSE CATEGORY HERE. DO NOT FORCE A RESPONSE]

**SD2.** What is your race and/or ethnicity? *Select all that apply.*

1.	American Indian or Alaska Native	<input type="checkbox"/>
2.	Asian	<input type="checkbox"/>
3.	Black or African American	<input type="checkbox"/>
4.	Hispanic or Latino	<input type="checkbox"/>
5.	Middle Eastern or North African	<input type="checkbox"/>
6.	Native Hawaiian or Pacific Islander	<input type="checkbox"/>
7.	White	<input type="checkbox"/>

**SD3.** Have you ever served on active duty in the U.S. Armed Forces, Reserves, or National Guard?

1.	Never served in the military	<input type="radio"/>
2.	Only on active duty for training in the Reserves or National Guard	<input type="radio"/>
3.	Now on active duty	<input type="radio"/>
4.	On active duty in the past, but not now	<input type="radio"/>
5.	Prefer not to answer	<input type="radio"/>

**SD4a.** How many total people – adults and children – currently live in your household, including yourself? A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.

Number of people \_\_\_\_\_

Prefer not to answer

**SD4b.** Of these people in the household, how many are children under 18 years of age?

Number of children (under 18 years of age) \_\_\_\_\_

Prefer not to answer

**SD5.** In the **past 3 years**, how many times have you moved residences? *Include all moves from one residence to another, even moves within the same city, town, or community.*

1.	0	<input type="radio"/>
2.	1	<input type="radio"/>
3.	2	<input type="radio"/>
4.	3	<input type="radio"/>
5.	4 or more	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**SD6.** Which of the following best represents how you think of yourself?

1.	Gay or lesbian	<input type="radio"/>
2.	Straight, that is not gay or lesbian	<input type="radio"/>
3.	Bisexual	<input type="radio"/>
4.	Something else	<input type="radio"/>
5.	I don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**SD7.** Are you male or female?

1.	Male	<input type="radio"/>
2.	Female	<input type="radio"/>
3.	Prefer not to answer	<input type="radio"/>

**SD8.**

<b>SD8</b>		<b>Yes</b>	<b>No</b>	<b>Prefer not to answer</b>
a.	Do you have any type of health condition, mental health condition, or disability that has lasted or is expected to last for 6 months or more?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Are you deaf or do you have serious difficulty hearing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Are you blind or do you have serious difficulty seeing even when wearing glasses?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Because of a physical, mental, or emotional condition, do you:</b>				
d.	Have serious difficulty concentrating, remembering, or making decisions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Have serious difficulty walking or climbing stairs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Have serious difficulty dressing or bathing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Have difficulty doing errands alone such as visiting a doctor's office or shopping?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**SD9.** Which category represents the total combined income of all members of your household during the past 12 months? This includes money from jobs, net income from businesses, farm or rent, pensions, dividends, interest, Social Security payments, and any other money income received by members of this household who are 15 years of age or older. *A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.*

1.	<\$19,999	<input type="radio"/>
2.	\$20,000 - \$39,999	<input type="radio"/>
3.	\$40,000 - \$59,999	<input type="radio"/>
4.	\$60,000 - \$79,999	<input type="radio"/>
5.	\$80,000 - \$99,999	<input type="radio"/>
6.	\$100,000-\$149,999	<input type="radio"/>
7.	\$150,000 - \$199,999	<input type="radio"/>
8.	\$200,000 or more	<input type="radio"/>
9.	Prefer not to answer	<input type="radio"/>

**SD10.** What is the highest degree or level of school you have completed? *Select only one answer*

1.	Less than high school	<input type="radio"/>
2.	Some high school	<input type="radio"/>
3.	High school graduate (Diploma or equivalent)	<input type="radio"/>
4.	Some college (No degree)	<input type="radio"/>
5.	Associate's degree (e.g., AA, AS)	<input type="radio"/>
6.	Bachelor's degree (e.g., BA, BS, AB)	<input type="radio"/>
7.	Master's degree (e.g., MA, MS, MEd, MSW, MBA)	<input type="radio"/>
8.	Professional school degree (e.g., MD, DDS, DVM, LLB, JD)	<input type="radio"/>
9.	Doctorate degree (e.g., PhD, EdD)	<input type="radio"/>
10.	Prefer not to answer	<input type="radio"/>

**SD11.** Among members of your household that are age 18 or older, who has the next upcoming birthday? A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.

1.	You	<input type="radio"/>
2.	Another adult in the household	<input type="radio"/>
3.	I don't know	<input type="radio"/>
4.	Prefer not to answer	<input type="radio"/>

VISA

[INCENTIVES INTRO]: Thank you, that concludes the survey! NORC will mail you a \$20 prepaid Visa card to thank you for your time.

So that NORC may mail you your \$20 prepaid Visa card, please enter the following information.

- Check this box ONLY if you do not want to provide your name and mailing address. By checking this box, you acknowledge that you will be unable to receive your \$20 prepaid Visa card. [PROGRAMMER: MOVE ON TO END\_SCREEN].

CODE\_FNAME

First Name: \_\_\_\_\_ (required)

CODE\_LNAME

Last Name: \_\_\_\_\_ (required)

CODE\_ADDRESS\_1

Address 1: \_\_\_\_\_ (required)

CODE\_ADDRESS\_2

Address 2: \_\_\_\_\_

CODE\_CITY

City: \_\_\_\_\_ (required)

CODE\_STATE

State: \_\_\_\_\_ (required)

CODE\_ZIP

Zip: \_\_\_\_\_ (required)

(ONCE COMPLETED, GO TO END\_SCREEN)

END\_SCREEN

[PROGRAMMER: SHOW IF RESPONDENT CHOOSES TO RECEIVE INCENTIVE] Thank you for your participation. Your \$20 prepaid Visa card will be mailed to you within 7 business days. If you have any questions about the study, please contact NORC at 1-(XXX)-XXX-XXXX or CLNS@norc.org. If you have questions about your rights as a study participant, you may contact the NORC Institutional Review Board at 1-866-309-0542.

[PROGRAMMER: SHOW IF RESPONDENT CHOOSES TO NOT PARTICIPATE IN SURVEY ON CONSENT SCREEN OR CHOOSES NOT TO RECEIVE INCENTIVE] Thank you for your participation. If you have any questions about the study, please contact NORC at 1-(XXX)-XXX-XXXX or CLNS@norc.org. If you have questions about your rights as a study participant, you may contact the NORC Institutional Review Board at 1-866-309-0542.

[PROGRAMMER: SHOW IF ADDRESS\_CONFIRMATION=02] Thank you for your willingness to participate in the Civil Legal Needs Survey. To maintain the scientific validity of the study, we are only gathering information from people currently living in the household located at [SAMPLED ADDRESS]. If you have any questions about the study, please contact NORC at 1-(XXX)-XXX-XXXX or CLNS@norc.org. If you have questions about your rights as a study participant, you may contact the NORC Institutional Review Board at 1-866-309-0542.

[FOR CATI]

[INTERVIEWER: PLEASE CLOSE THIS SCREEN AND CODE OUT THIS CASE AS COMPLETE]

END

# **Attachment B: CLNS Cognitive and Usability Test Report**

**RESEARCH REPORT**  
March 2026

**Access to Justice Design and  
Testing Program:**  
Civil Legal Needs Survey Cognitive and  
Usability Test

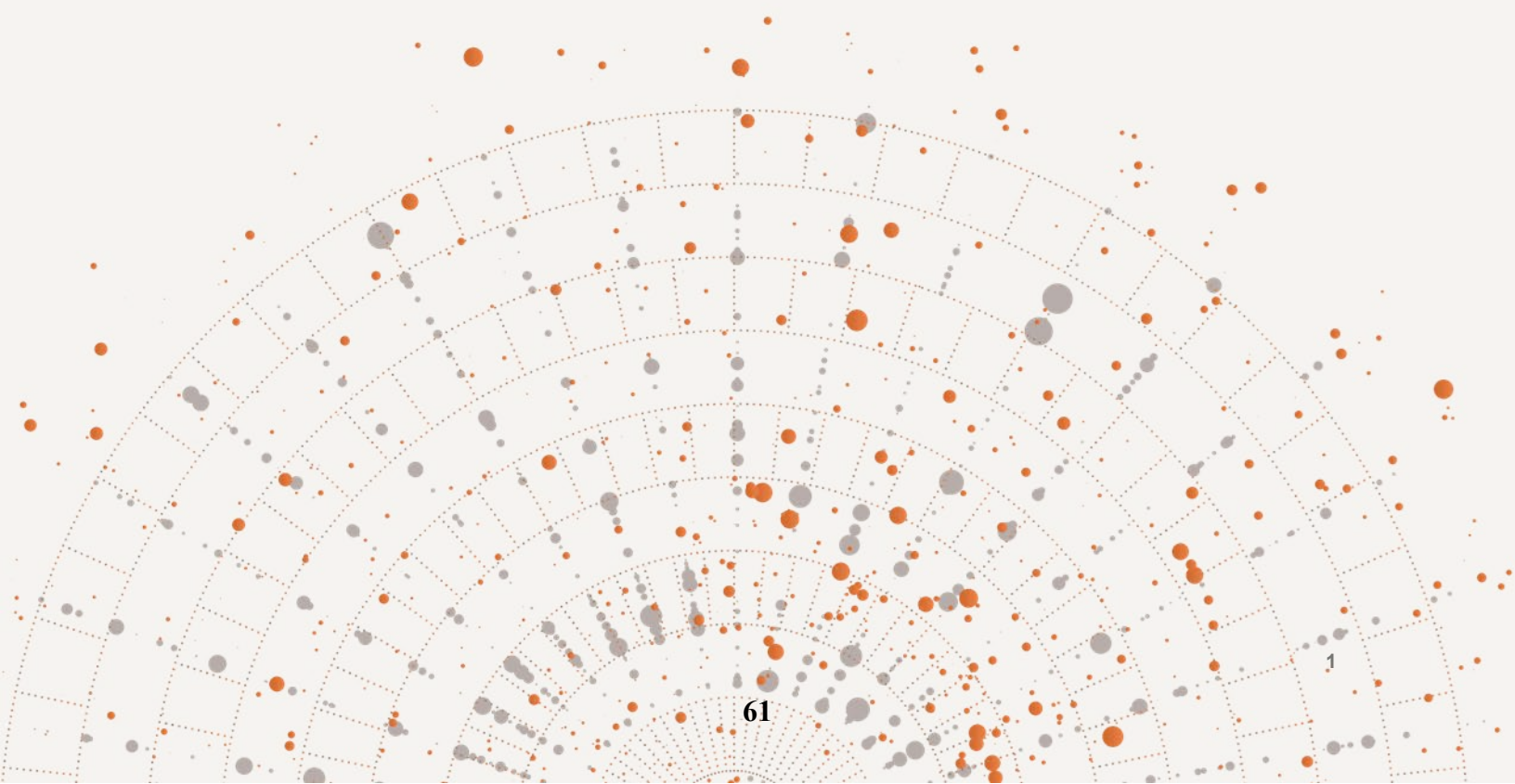
This project is supported by Award No. 15PBJS-23-GK-05687-MUMU, awarded by the Bureau of Justice Statistics, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this publication are those of the author(s) and do not necessarily reflect those of the Department of Justice.

---

**Presented by:**  
NORC at the University of  
Chicago and the American Bar  
Foundation

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**Presented to:**  
Bureau of Justice Statistics



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# Executive Summary

The Access to Justice Design and Testing Program, funded by the Bureau of Justice Statistics, aims to develop a rigorous, nationally representative Civil Legal Needs Survey (CLNS) to measure the prevalence, nature, and consequences of civil justice problems in the United States and their intersections with the criminal justice system. NORC at the University of Chicago and the American Bar Foundation conducted two rounds of cognitive testing and one round of usability testing between August 2025 and January 2026 to evaluate the clarity, comprehension, usability, and operational functionality of the draft CLNS instrument.

A total of 23 cognitive interviews were completed with respondents who varied geographically, demographically, and by lived experience with civil and criminal justice issues. An additional six usability interviews assessed the web-based survey's navigation and technical performance. Collectively, these tests revealed opportunities to strengthen question wording, improve definitional clarity, refine skip logic, and reduce respondent burden.

Key findings from cognitive testing indicated that respondents often struggled with complex or ambiguous wording, inconsistent terminology, and unclear time references. Respondents needed clearer explanations of legal or technical terms (e.g., "expungement," "tribunal," "medical guardianship"), distinctions between similar concepts (e.g., medical vs. dental billing issues), and examples that reflect common real-world situations (e.g., package theft, gig work, recertification for public benefits). Across sections, respondents also emphasized the importance of concise lead-ins, consistent formatting, clear instructions, and improved use of bolding or spacing for readability.

Usability testing showed that respondents could complete the survey in 8–30 minutes, with most finishing in about 15 minutes. No major technical barriers emerged, though respondents recommended enhancements such as clearer display of definitions, improved alignment of text and response grids, and optional features like a progress bar. The instrument functioned effectively across computer and phone devices and multiple browsers.

The insights from this testing process led to targeted revisions across the full survey, including improved question phrasing, enhanced examples, more respondent-friendly terminology, better skip logic, and strengthened clarity in sensitive sections. These refinements significantly improve the instrument's usability, reliability, and validity as the CLNS moves toward pilot testing with a national address-based sample of 5,000 adults.

# Introduction

People experience a wide variety of civil justice needs in core areas of daily life, including housing, employment, finances, family issues, and domestic violence. In the United States, individuals face an estimated 150 to 250 million new civil justice problems each year.<sup>1</sup> Some civil and criminal justice problems are closely related, either as causes or consequences of one another. There is a critical need for reliable, systematic data collection on the linkages between the civil justice system and the criminal justice system. Researchers and policymakers have noted that civil legal issues can lead to criminal justice involvement and, conversely, that criminal justice involvement can result in civil legal challenges.

In response, the U.S. Department of Justice's Bureau of Justice Statistics (BJS) funded NORC at the University of Chicago (NORC) and the American Bar Foundation (ABF), to implement the Access to Justice Design and Testing Program (AJDTP; Award: 15PBJS-23-GK-05687-MUMU). A primary goal of AJDTP is to develop and pilot test the Civil Legal Needs Survey (CLNS). Specifically, the CLNS will be pilot tested with an address-based sample of 5,000 U.S. adults aged 18 years and older living in the 48 contiguous states to evaluate recruitment strategies, data collection processes, and the costs required for a national CLNS data collection effort.

As part of this effort, ABF conducted an extensive review of existing legal needs studies, identifying the state of the art as it has developed over the last 20 years. Based on this review, ABF developed an initial draft of the survey, drawing heavily on a civil legal needs module created for the National Crime Victimization Survey (NCVS) between 2017 and 2019 which was never administered. The draft survey was shared with NORC, BJS, and a panel of subject matter experts for review and feedback.

Once the draft CLNS was finalized, two rounds of cognitive testing and one round of usability testing were conducted. The cognitive testing was designed to identify potential issues with survey structure and clarify proposed questions and response categories for respondents. It revealed opportunities to prevent definitional errors, allowed more accurate prediction of respondent burden, and unearthed other challenges. Usability testing focused on whether the web-based survey was easily navigated and functioned as intended. Both cognitive and usability testing activities were completed virtually using the CLNS web survey.

---

<sup>1</sup> Sandefur, R. L., & Teufel, J. (2021). Assessing America's Access to Civil Justice Crisis. *UC Irvine Law Review*, 11(3). <https://escholarship.org/uc/item/33d7w37b>.

# Methodology

To ensure representation of a broad cross-section of the American public, the cognitive and usability testing sample was intentionally designed to include respondents from various geographic areas and with wide-ranging personal characteristics. Eleven organizations were invited to assist with respondent recruitment for cognitive testing. These organizations were selected because they represent different geographic contexts and provide connections to individuals likely to have experienced civil and/or criminal justiciable events.

The organizations contacted included:

- One public defender organization
- Six legal aid organizations
- One record clearance (expungement) program
- Two nonprofit legal navigation organizations
- One higher education organization

Initially, six organizations were contacted via email and provided with a description of the study (see **Appendix A** for the Project Description). Five additional organizations were later contacted to replace those that did not respond, declined participation, or did not yield potential respondents. These organizations include two legal aid organizations, one legal navigator organization, one record clearance program, and one higher education organization.

## Recruitment and Consent Process

Potential respondents were sent an initial email from the ABF research team inviting them to participate in an 80-minute virtual interview (See **Appendix B** for the Cognitive Test Recruitment Materials), along with the study's informed consent language. Approximately 3-5 days after the initial outreach, a representative from the ABF research team followed up with a reminder call and email to individuals who had not responded to the initial email outreach form.

After respondents confirmed their agreement to participate in cognitive testing, the ABF research team sent a follow-up email that proposed dates and times for the interview, along with an informed consent that included a request for confirmation of their consent to participate in testing and to be audio recorded for transcription purposes (see **Appendix C** for the Informed Consent Form). A final confirmation email calendar invite with the agreed-upon date and time was sent before each cognitive interview, with the consent form attached. At the beginning of each cognitive interview session, respondents were also asked to verbally confirm consent to the study and to be audio recorded to assist with note taking.

## Cognitive Interview Process

During each cognitive interview, a study representative from ABF or NORC shared the online survey with the participant via Zoom. Respondents were asked to read the survey questions and response options and to verbalize the responses most applicable to them. Guided by an interview protocol, respondents were also asked follow-up questions to assess their understanding of survey items, including interpretation of terminology, clarity, readability, adequacy of response options, and overall difficulty (see **Appendix D** for the Round 1 Cognitive Test Survey and Protocol and **Appendix E** for the Round 2 Cognitive Test Survey and Protocol). While question wording changed slightly between Rounds 1 and 2, the probes remained the same.

After the interview, respondents were thanked and asked to confirm a mailing address for a \$50 Visa gift card, which was sent by mail. The research team produced transcripts and drafted notes summarizing key feedback. Responses were reviewed, categorized, and synthesized into themes for potential revisions. Summaries of participant feedback were shared with BJS and incorporated into subsequent survey versions as appropriate.

Two rounds of cognitive testing were conducted. **Table 1** summarizes participant recruitment and completion by round.

**Table 1. Cognitive Test Participant Recruitment**

Round	Timeframe	Potential Interviewees Contacted	Interviews Scheduled	Interviews Completed
Round 1	Aug - Sept 2025	18	11	9
Round 2	Oct 2025	21	16	14*

Note: \*Includes 3 repeat respondents from Round 1

Across two rounds of cognitive testing, a total of 23 interviews were completed. Nine interviews were completed in Round 1 (August–September 2025) and 14 were completed in Round 2 (October 2025). Respondents were drawn from Arizona, California, Montana, Ohio, and South Carolina, with three individuals participating in both rounds. Nearly all respondents had experienced at least one civil or criminal justiciable event in the previous 36 months, and nine interviews involved respondents with a criminal justiciable event outside of a traffic violation.

Across both rounds of testing, most respondents were between 25 and 49 years old, with fewer being between the ages 50–60 and 65 or older. White and Hispanic or Latino respondents comprised the largest portion of the respondent pool —particularly in Round 2. Sex distribution skewed slightly female overall, with 14 women and nine men across both rounds. Summaries of cognitive test participant characteristics appear in **Table 2**.

**Table 2. Cognitive Test Participant Characteristics**

Category	Subcategory	Round 1	Round 2	Total
<b>Age</b>	18–24	1	0	1
	25–34	1	5	6
	35–49	6	5	11
	50–60	0	2	2
	65 or older	1	2	3
<b>Race/Ethnicity*</b>	American Indian or Alaska Native	1	0	1
	Asian	1	0	1
	Black or African American	2	2	4
	Hispanic or Latino	2	6	8
	White	3	9	12
<b>Sex</b>	Male	4	5	9
	Female	5	9	14

Note: \* Race/Ethnicity was presented as “*Select all that apply.*” Columns may not sum to number of respondents.

## Usability Test Recruitment and Consent Process

During the cognitive testing process, the ABF research team compiled a list of potential respondents who were either unable to participate in cognitive testing but willing to participate in usability testing, or who were willing to participate in usability testing after already participating in cognitive testing. In January 2026, NORC shared a formal invitation with those on the list to participate in usability testing. (See **Appendix F** for Usability Test Recruitment Materials).

The invitation email provided respondents with an overview of the usability testing interview process, as well as three potential interview dates and times. Once respondents confirmed the date and time that worked best for them, the NORC team sent a Zoom meeting invitation for that date and time. The meeting invitation contained a link to join the Zoom meeting, a link to the CLNS web survey, and the PIN that the participant should use to log in to the survey. The meeting invitation instructed respondents to complete the web survey before the call and to note any specific usability or user experience issues they encountered while completing the survey. A follow-up reminder email was sent to respondents the day before their scheduled interview, and a final reminder was sent the morning of the interview.

Usability test respondents provided consent in the CLNS web survey instrument before completing the survey. Then, at the beginning of each usability test interview session,

respondents were also asked to verbally confirm their consent to the study and to be audio-recorded to assist with notetaking.

## Usability Test Interview Process

A link to the CLNS web survey, along with the PIN to log in, was included in the meeting invitation for all confirmed usability test respondents. Respondents were instructed to complete the web survey using the link and PIN prior to the usability testing interview and note specific questions where there were technical issues or anywhere within the instrument where they experienced difficulty opening the survey, display issues, or a loss of responses/data after closing the survey. Respondents were also asked to note how easy they generally found it to navigate the web instrument.

During each usability test interview, a study representative from NORC shared the online survey with the participant via Zoom (See **Appendix G** for the Usability Test Protocol and **Appendix H** for the Usability Test Survey). Guided by the interview protocol, respondents were asked how long it took them to complete the survey, whether a computer or mobile device was used to complete the survey (if a mobile device was used, what kind), what internet browser was used to complete the survey, and if the participant encountered any issues opening the survey, moving from one section to another, or completing the survey. Respondents were then asked follow-up questions in each module to assess whether all questions displayed properly within the web survey instrument and whether respondents were able to move forward independently within the instrument.

After the interview, respondents were thanked and asked to confirm a mailing address for a \$50 Visa gift card, which was sent by mail. The research team then drafted notes summarizing key feedback. Responses were reviewed, categorized, and synthesized into themes for potential revisions.

One round of usability testing was conducted. **Table 3** summarizes usability testing participation and recruitment. To supplement external usability testing, BJS and ABF also conducted several rounds of internal testing of the CLNS web instrument.

**Table 3. Usability Test Participant Recruitment**

Timeframe	Potential Interviewees Contacted	Interviews Scheduled	Interviews Completed
January 2026	8	6	6

Usability testing was conducted in January 2026. Of the eight individuals contacted, six were scheduled, and all six completed interviews. Respondents resided in Arizona, Ohio, and Montana, and two individuals had previously participated in cognitive testing.

Respondents represented a broad age range, but half were between 25 and 34 years old. Racial and ethnic backgrounds included individuals identifying as Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Pacific Islander, and White. There were an equal number

of male and female respondents. Summaries of the usability test participant characteristics appear in **Table 4**.

**Table 4. Usability Test Participant Characteristics**

Category	Subcategory	Count
<b>Age</b>	18–24	1
	25–34	3
	35–49	1
	50–60	0
	65 or older	1
<b>Race/Ethnicity*</b>	Asian	2
	Black or African American	1
	Hispanic or Latino	2
	Native Hawaiian or Pacific Islander	1
	White	2
<b>Sex</b>	Male	3
	Female	3

Note: \* Race/Ethnicity was presented as “*Select all that apply.*” Columns may not sum to number of respondents.

# Cognitive Test Findings

Results from both rounds of cognitive testing for the entire instrument are outlined below. Each section is specific to a survey screen, question, or set of questions. The screen or question is shown as it was tested in Round 1 followed by respondent feedback. If changes were implemented before Round 2, the survey screen or question is shown again, with those changes **highlighted**. This is followed by respondent feedback from Round 2 and any final recommendations for instrument improvement.

## Survey Consent

---

Thank you for your help!

- 01 Please check this box to continue. By checking the box, I acknowledge that I have read the above information, am at least 18 years old, and voluntarily agree to participate.
- 02 I do not agree to participate.

**PROGRAMMER:** IF FIRST BOX IS CHECKED PROCEED TO THE NEXT SCREEN; IF THE SECOND BOX IS CHECKED PROCEED TO THE END SCREEN.

**PROBE:** We will be surveying households once we fully implement the survey. If before this section we had asked the following question, how easy or difficult would it have been to understand? Could it be reworded to be clearer?

**Question 1:** Are you the adult age 18 or older in your household who will have the next birthday? A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.

**[If no] Question 2:** Please have the adult in your household who will have the next birthday complete the survey.

---

## Cognitive Test – Round 1

- The opt-in/opt-out language in the consent form was generally perceived as straightforward and clear. However, the alternative lead-in language—asking the adult in the household with the next birthday to complete the survey—was found confusing for three main reasons:
  1. If the respondent is already an adult, why would they need to identify another adult with the next birthday?
  2. Estimating who has the next birthday could feel unnecessarily complex for some respondents.
  3. Defining “household” (i.e., determining who qualifies as a household member) was burdensome.

*Note: This third issue may have resulted from the language being read aloud during cognitive testing rather than respondents reading it themselves.*

- It was also recommended to revise the current text for **Option 01** to something like: “Please check this box to continue. By checking the box, I acknowledge that: (1) I have read the above information; (2) I am at least 18 years old; and (3) I voluntarily agree to participate.”

## Cognitive Test – Round 2<sup>2</sup>

---

Thank you for your help!

- 01 Please check this box to continue. By checking the box, I acknowledge that: 1) I have read the above information; 2) I am at least 18 years old; and 3) I voluntarily agree to participate.
- 02 I do not agree to participate.

- 
- Regarding the “adult with next birthday” item, a participant noted that an individual may not know whether another adult in the household has had justice or legal issues. Another participant recommended breaking the request into two steps:
    - First, ask whether there are multiple adults in the household.
    - *If no*, indicate that the respondent should complete the survey. If yes, instruct that the adult with the most recent upcoming birthday should complete the survey.
  - Another participant pointed out that they themselves would *not* be the adult with the next birthday, and the person who *did* have the next birthday would be too busy to complete the survey. This participant said they would then also not complete the survey because doing so would violate the selection rule. A different participant commented that while the “next birthday” concept was understood, if they received the survey, they would complete it themselves rather than pass it to the adult with the next birthday.
  - For respondents who live alone, the “next birthday” instruction was viewed as irrelevant.
  - Three respondents suggested adding spacing to the list to improve readability.

---

<sup>2</sup> For the remainder of the report, revisions to the instrument implemented in Round 2 of cognitive testing will be shown in highlighted text. If no revisions were made, it will be noted and the instrument will not be shown a second time.

## Final Recommendations

Implement the question as tested in Round 2 with the following change:

- Add spacing to 01 to improve readability:

01 Please check this box to continue. By checking the box, I acknowledge that:

- 1) I have read the above information;
- 2) I am at least 18 years old; and
- 3) I voluntarily agree to participate

## Screener (S1)

### Cognitive Test – Round 1

**S1.** To begin with, the following questions ask about things that you may have experienced over the *past 36 months* from today, or since *X DATE*.

S1.	In the past 36 months, meaning since X DATE, have you:	Yes	No	Don't know	Prefer not to answer
a.	Owned, purchased, had a mortgage for, or sold a home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Rented a home, apartment, condo, or another rented living space?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Had health insurance or attempted to get health insurance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Experienced a problem with medical debts or billing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Fallen behind on paying bills or had difficulties with debt?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Attempted to obtain, maintain, or use government assistance, or other benefits such as food assistance, housing assistance, disability benefits, or income assistance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Had a job, been an employee, or worked for pay as a contractor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Been the parent or guardian of a child under the age of 18?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Experienced a theft, break-in, or property damage or an attempted theft, break-in, or property damage?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Experienced identity theft, fraud, or a breach of personal data?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Experienced physical attacks, sexual violence, harassment, or stalking, or threats of violence or personal harm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Regarding the 36-month reference, respondents felt that using “3 years” along with a specified anchor date (i.e., 36 months from the day the survey was opened) would be clearer than “36 months” with the same anchor date. For example: “During the past 3 years, meaning since X DATE.”

- Multiple respondents recommended adding an introduction to the screener section to explain its purpose and set expectations. This would:
  - Reduce ambiguity.
  - Improve understanding of how to answer “yes” or “no” to screening items.
  - Increase confidence in responses.
- Respondents noted uncertainty about what level of seriousness (“minor or major”) qualifies for a “yes” response (e.g., for **S1i**, should a minor theft be included?). This could be clarified in the introduction.
- Questions also arose about borderline cases related to the 36-month timeframe. For example: If an issue occurred around July–September 2022 and the inclusion period starts in late August 2022, should the respondent check “yes”?
- Guidance was requested on whether to err on the side of inclusion and what language should advise respondents.
- When answering questions as a parent or guardian, a concern was raised about how to respond if a child experienced issues listed in the screener (e.g., medical debt). For example, for item **S1d**, it was unclear whether a respondent who is a parent of a child with medical bills or debt (medical or otherwise) should answer “yes” or “no,” since the debt is not directly the respondent’s, but the parent/guardian is typically responsible for a minor child’s medical debt or billing. Because parents or guardians are often accountable for a minor child’s (under age 18) debt it was recommended to clarify that this debt should be included.
- For **S1e**, specifically, respondents questioned whether this item could be split into two separate items for clarity:
  - “Fallen behind on paying bills?”
  - “Had difficulties with debt?”
- For **S1f**, respondents indicated that the phrase “attempted to” was confusing and requested clarification. They also emphasized the importance of including benefit adjustments.
- It was also suggested to include an item related to the loss or death of a person.

## Cognitive Test – Round 2

**[INSTRUMENT INTRO]: Your answers to the following questions help to better understand your life experiences. This allows for tailoring survey questions to be more relevant to you. Some questions may be sensitive. Please remember that your answers will be kept strictly confidential. Please respond if you experienced any of the following issues during the specified time period.**

**S1.** To begin with, the following questions ask about things that you may have experienced over the **past 3 years** from today, or since **X DATE**.

<b>S1.</b>	<b>In the past 3 years, meaning since X DATE, have you:</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Prefer not to answer</b>
a.	Owned, purchased, had a mortgage for, or sold a home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Rented a home, apartment, condo, or another rented living space?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Had health insurance or attempted to get health insurance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Experienced a problem with medical debts or billing? <i>(include the medical debt/billing problems of a person for whom you are responsible).</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Fallen behind on paying bills or had difficulties with debt? <i>(exclude medical debts and bills and include the bills and debt of a person for whom you are responsible).</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Applied for, received, maintained, adjusted, or used government assistance or other benefits such as food assistance, housing assistance, disability benefits, health insurance, unemployment benefits, or income assistance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Had a job, been an employee, or worked for pay as a contractor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Been the parent or guardian of a child under the age of 18?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Experienced a theft, break-in, or property damage or an attempted theft, break-in, or property damage?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Experienced identity theft, fraud, or a breach of personal data?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Experienced physical attacks, sexual violence, harassment, or stalking, or threats of violence or personal harm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Because all introductory language was bolded, it was suggested to underline the sensitive and confidential language for emphasis.
- For **S1a**, a participant noted that someone may pay a mortgage without being named on it. For example, in relationships where one person holds the mortgage (e.g., due to credit or prior ownership) but the other materially contributes to mortgage payments. It was recommended to change “had” to “paid.”
- One participant noted being a landlord but not a renter. If the screener is only intended for renters, that should be clarified if subsequent items will not apply to landlords. Regarding **S1b** (renting), a participant asked how someone living with family should respond. Given

high living costs and the prevalence of adults living with parents, it was suggested to add “or paid toward rent.”

- Three respondents emphasized the distinction between medical and dental issues and recommended clarifying to include dental. Regarding dependents, the current inclusion criteria were also viewed as relevant to older parents or parents with language barriers.
- For **S1g**, a participant was confused by the phrase “as a contractor” and recommended replacing it with “otherwise worked for pay.”
- For **S1h**, one participant asked whether the respondent must be the custodial parent or could be a non-custodial parent. It was suggested to clarify by adding “(custodial or non-custodial).”

## Final Recommendations

Implement the questions as tested in Round 2 with the following changes:

- Underline the sensitive and confidential language in the introduction statement and apply throughout survey:
- Revise **S1a** to change “had” to “paid”
- For **S1b**, revise introduction to read as “Paid rent for...”
- Revise **S1d**, to include dental issues
- In **S1g**, replace “worked for pay as a contractor” with “otherwise worked for pay.”

## Screener (S2)

### Cognitive Test – Round 1

**S2.** The following question asks about things that you may have ever experienced.

<b>S2.</b>	<b>Have you EVER:</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Prefer not to answer</b>
a.	Been arrested for, charged with, or convicted of a crime?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For **S2**, respondents requested clarification on whether they should include juvenile records.
- There were also questions about whether to include expunged, sealed, or cleared records.
- Most respondents recognized the difference between **S1** (36 months) and **S2** (ever). When missed, it was usually because the respondent had never been arrested. Suggested revision to emphasize “ever.”

## Cognitive Test – Round 2

**S2.** The following question asks about things that you may have **ever** experienced.

S2.	Have you EVER:	Yes	No	Don't know	Prefer not to answer
a.	Been arrested for, charged with, or convicted of a crime? <i>Answer yes if an arrest, charge, or conviction has been sealed, expunged, or cleared.</i>	○	○	○	○

- It was suggested to add an additional page/screen between the **S1** and **S2** screeners to introduce the next question. The page would include text such as:
  - “The next item will ask about an issue that you may have **ever** experienced.”
- It was suggested to add a definition for “expunged” as part of item **S2a**.

## Final Recommendations

*Implement the questions as tested in Round 2 with the following changes:*

- Include a hyperlink definition of “expunged” in **S2a**.
  - “Removing a criminal arrest or conviction from public view by completing a legal process (for example, by petitioning a court, State’s Attorney, or government agency).”

## Housing and Neighbors (HN)

### Cognitive Test – Round 1

The next questions are about issues you may have experienced related to housing and your neighborhood.

**HN1.** *In the past 36 months, that is since X DATE, have you:*

HN1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Had problems with your neighbors over noise, property lines, fences, trees, litter, parking spots, or pets?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1a, ask HN1b]</i> Experienced problems in the process of purchasing (not renting) a home, including problems with financing, closing, inspections, warranties, or fees?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1a, ask HN1c]</i> Fallen behind on mortgage repayments or had to make special arrangements for payment with the lender?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1b, ask HN1d]</i> Had a landlord or other property manager fail to keep a home you were renting in good repair and condition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to S1b, ask HN1e]</i> Experienced disputes about rules, rent, or other terms of a lease with a landlord, public housing authority, or other property manager?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For item **HN1a**, it was recommended to include screaming or yelling, disrespectful behavior, and shared laundry areas in the item.
- There was a question about who should be considered a neighbor. One participant considered homeless individuals to be a problem or nuisance in the community but also viewed them as neighbors because they are part of the community. It was not clear how to incorporate this concept into the screener item.
- For item **HN1e**, it was recommended to include problems with unfair charges for repairs from a landlord and disagreements over security deposits. Another participant noted that the item did not seem to apply to rental arrangements outside of leases, such as month-to-month agreements, which they did not perceive as leases.
- It was also recommended to specifically address property taxes.

## Cognitive Test – Round 2

The next questions are about issues you may have experienced related to housing and your neighborhood.

**HN1.** In the **past 3 years**, that is since X DATE, have you:

HN1.		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Had problems with people in your neighborhood over noise (including yelling), shared spaces, property lines, fences, trees, litter, parking spots, or pets?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[If yes or don't know to S1a, ask HN1b] Experienced problems in the process of purchasing (not renting) a home, including problems with financing, closing, inspections, warranties, or fees?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[If yes or don't know to S1a, ask HN1c] Fallen behind on mortgage repayments or had to make special arrangements for payment with the lender?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[If yes or don't know to S1a, ask HN1d] Had problems paying your home's property taxes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	[If yes or don't know to S1b, ask HN1e] Had a landlord or other property manager fail to keep a home you were renting in good repair and condition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	[If yes or don't know to S1b, ask HN1f] Experienced disputes about rules, rent, agreements, security deposits, repair charges, or leases with a landlord, public housing authority, or other property manager?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For **HN1a**, it was suggested to add “smoking” as an example of problems with neighbors. Another participant noted that property damage should be included, raising the question of whether “excluding property damage” should be added.
- For **HN1d**, a participant mentioned disability-related property tax relief or exemptions, as well as similar relief for veterans. It was suggested to add “relieving or exempting.”
- For **HN1e**, a participant recommended bolding fail and adding examples such as “house, apartment, or condo.”
- For **HN1f**, it was recommended to add “repair requests.” Respondents also recommended adding cleaning charges, unrecognized property improvements, and noting that renters may make agreed-upon upgrades that should offset rent.

## Final Recommendations

Implement the questions as tested in Round 2 with the following changes:

- Revise **HN1a** to say “issues such as” to clarify that issues named are not inclusive of all problems that may be experienced with people in neighborhoods.
- Revise **HN1e** to read as follows: “Had a landlord or other property manager **fail** to keep a house or apartment you were renting in good repair and condition.”

- Add “repair charges or requests” to **HN1f**.

## Medicine and Health (MH)

### Cognitive Test – Round 1

The next questions are about issues you may have experienced related to medicine or health.

**MH1.** *In the past 36 months, that is since X DATE, have you:*

MH1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Set-up or changed an advanced medical directive, health care power of attorney, or living will?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1c, ask MH1b]</i> Had problems getting or keeping health insurance (private, employer-sponsored, public, or government-funded)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1c, ask MH1c]</i> Had an insurance claim denied for coverage of medical care or a prescription drug?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1d, ask MH1d]</i> Been billed incorrectly for medical services, including but not limited to co-pays and deductibles?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to S1d, ask MH1e]</i> Had unpaid medical debt or had someone try to collect money for medical debt?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For item **MH1**, some respondents understood the terms based on lived experience, but it was considered helpful to add a pop-up or hover-over box with definitions for the terms “advanced medical directive,” “health care power of attorney,” and “living will.”
- For item **MH1b**, it was recommended to include issues with Medicaid, especially since these issues are expected to become more prevalent starting in 2026.
- For **MH1d** and **MH1e**, it was recommended to clarify that the focus is on billing and debt issues for the respondent and any minor children for whom they are responsible.

## Cognitive Test – Round 2

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLES FOR THE CORRESPONDING RESPONSE OPTIONS]

**MH1a “health care power of attorney”:** Definition: A healthcare power of attorney is a document that names a person who can make medical decisions on your behalf when you are not able to make those decisions yourself.

**MH1a “living will”:** Definition: A living will is a document that describes the medical treatments that would accept or deny if you cannot express yourself or make decisions in a medical emergency.

**MH1a “medical guardian”:** Definition: A medical guardianship is guardian established by a court for a person cannot make medical decisions for oneself, typically due to disability or incapacitation.

The next questions are about issues you may have experienced related to medicine or health.

**MH1.** In the **past 3 years**, that is since X DATE, have you:

MH1.		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Set up or changed a health care power of attorney, living will, or medical guardianship either for yourself or a family member?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[If yes or don't know to S1c, ask MH1b] Had problems getting or keeping health insurance (private, employer-sponsored, public, or government-funded [including but not limited to Medicaid or Medicare])?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[If yes or don't know to S1c, ask MH1c] Had an insurance claim denied for coverage of medical care or a prescription drug?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[If yes or don't know to S1d, ask MH1d] Been billed incorrectly for medical services? (include medical billing problems of a person for whom you are responsible)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	[If yes or don't know to S1d, ask MH1e] Had unpaid medical debt or had someone try to collect money for medical debt? (include medical debt problems of a person for whom you are responsible)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Respondents reported that the hyperlinked definitions of “living wills,” “powers of attorney,” and “medical guardianship” in item **MH1a** were meaningful and useful.
- For items **MH1c** and **MH1d**, three respondents recommended adding “dental” because medical, dental, and vision coverage are often separated in the United States. Adding

dental—and potentially vision—was viewed as especially important for improving clarity and relevance.

## Final Recommendations

Implement the questions as tested in Round 2 with the following changes:

- Revise **MH1c – MH1e** to include dental (“medical or dental”).:

## Consumer and Financial (CF)

### Cognitive Test – Round 1

The next questions are about issues you may have experienced related to finances, debt, and other consumer issues.

**CF1.** *In the past 36 months, that is since X DATE, have you:*

CF1		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Been harassed by or had disputes with creditors or collection agencies? <i>Please exclude harassment for and disputes over medical debt.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[Ask all]</i> Had an error on your credit report, such as an unrecognized account, unrecognized debt reported to collections, incorrect listing of a late payment, or incorrect listing of a missed payment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[Ask all]</i> Had problems with refinancing, repaying, or interest rates charged on a credit card or loan? <i>Please exclude problems paying a mortgage.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes to S1e, ask CF1d]</i> Had a utility (water, electricity, or gas) that was disconnected due to problems paying the bill?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes to S1e, ask CF1e]</i> Filed or needed to file for bankruptcy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For item **CF1a**, it was recommended to clarify that debt harassment refers to harassment over actual debt rather than fraudulent calls about fake debt.
- Item **CF1c** was perceived as unclear because it was not obvious what problem “interest rates on a credit card or loan” was intended to address. While respondents understood that interest rates could change, the wording did not clearly convey the issue.
- It was suggested that an item focused on getting or accessing loans, financing, or credit (excluding mortgages) could be important because these issues were believed to be common.
- For item **CF1d**, it was recommended to include “phone” as an important utility because phones enable access to people, goods, services, organizations, and the internet. In some circumstances, lacking a phone can result in harm.

## Cognitive Test – Round 2

The next questions are about issues you may have experienced related to finances, debt, and other consumer issues.

**CF1.** In the **past 3 years**, that is since X DATE, have you:

CF1		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Been harassed by or had disputes with creditors or collection agencies over debt that you owed? (exclude harassment for and disputes over medical debt)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[Ask all] Had an error on your credit report, such as an unrecognized account, unrecognized debt reported to collections, incorrect listing of a late payment, or incorrect listing of a missed payment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[Ask all] Had problems with refinancing, transferring, consolidating, repaying, or terms of an existing credit card or loan? (exclude mortgage loans)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[Ask all] Had problems getting or accessing a new credit card or loan for unfair or discriminatory reasons? (exclude mortgage loans)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	[If yes to S1e, ask CF1e] Had a utility (water, electricity, gas, or phone) that was disconnected due to problems paying the bill?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	[If yes to S1e, ask CF1f] Filed or needed to file for bankruptcy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For item **CF1a**, respondents raised questions about the meaning of “harassment.” One participant asked whether harassment included random telephone spam calls. Another asked whether the frequency or type/quality of communication mattered. One participant defined harassment as frequent unwanted communications, while another described it as persistent, ongoing contact by phone, mail, or email. A brief description of harassment would be beneficial.
- For item **CF1d**, a participant asked whether examples could be provided to clarify what constitutes “unfair or discriminatory reasons.” Another participant described being denied a new credit card due to student loan debt and high balances on existing cards, but it was unclear whether this situation was unfair or discriminatory. Other respondents interpreted unfair or discriminatory reasons based on their own personal experiences, suggesting that additional clarification may be needed.

## Final Recommendations

Implement the questions as tested in Round 2 with the following changes:

- Revise **CF1a** to include dental (“medical or dental”):

## Public Benefits or Government Services (PT)

### Cognitive Test – Round 1

The next questions are about issues you may have had with obtaining government assistance, services, and benefits and other issues with government agencies.

**PT1.** *In the past 36 months, that is since X DATE, have you:*

PT1.		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Had problems obtaining or regaining government-issued identification, licenses (including driver's license), permits, or documents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[If yes or don't know to S1f, ask PT1b] Had problems claiming, keeping, or using state or federal disability benefits (including Social Security Disability Insurance [SSDI] and state disability insurance)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[If yes or don't know to S1f, ask PT1c] Had problems claiming, keeping, or using food stamps or government food assistance, such as SNAP (Supplemental Nutrition Assistance Program), WIC (Special Supplemental Nutrition Program for Women, Infants and Children), or other government food assistance programs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[If yes or don't know to S1f, ask PT1d] Had problems claiming, keeping, or using subsidized housing or a Section 8 voucher?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- It was recommended to add issues related to Medicaid, especially since these issues are expected to increase in prevalence starting in 2026. However, this concept likely fits better under the Medicine and Health section and might create duplication.
- For item **PT1a**, the wording was perceived as confusing because permits and documents seemed different from identification and licenses. It was suggested that the item could be split into two sentences or restructured to improve readability. Moving the parentheses to the end of the statement could also help.
- For item **PT1c**, it was noted that a major challenge with keeping SNAP benefits is the recertification process. It was also suggested that adjustments to benefit amounts should be included, in addition to claiming, keeping, or using food stamps. Adding “meal” to the item could better capture senior or older adult meal assistance.
- Participants recommended that SNAP and WIC be shown with hyperlink definitions to reduce wording while ensuring clarity. It was also proposed to include other public benefits that may be missing, such as TANF or LIHEAP. LIHEAP (energy assistance programs) was considered particularly important in regions with extreme weather conditions. Adding an item about educational supports, such as subsidized student loans, grants, and education funds from government agencies (e.g., Department of Rehabilitation), could also

be useful. Local or state general assistance funds or transitional assistance funds were noted as missing.

## Cognitive Test – Round 2

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLES FOR THE CORRESPONDING RESPONSE OPTIONS]

**PT1c “SNAP”:** Supplemental Nutrition Assistance Program

**PT1c “WIC”:** Special Supplemental Nutrition Program for Women, Infants and Children

**PT1f “TANF”:** Temporary Assistance to Needy Families

**PT1f “SSI”:** Supplemental Security Income

**PT1f “LIHEAP”:** Low Income Home Energy Assistance Program

The next questions are about issues you may have had with obtaining government assistance, services, and benefits and other issues with government agencies.

**PT1.** In the **past 3 years**, that is since X DATE, have you:

PT1.		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Been denied obtaining or regaining government-issued identification or a license (a driver's license, passport, professional license, or another government ID) or were denied obtaining or regaining a government permit?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[If yes or don't know to S1f, ask PT1b] Had problems claiming, keeping, or using state or federal disability benefits (including Social Security Disability Insurance [SSDI] and state disability insurance)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[If yes or don't know to S1f, ask PT1c] Had problems claiming, keeping, adjusting, or using food stamps or government food/meal assistance, such as SNAP, WIC, or other government food/meal assistance programs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[If yes or don't know to S1f, ask PT1d] Had problems claiming, keeping, or using subsidized housing or a Section 8 voucher?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	[If yes or don't know to S1f, ask PT1e] Had problems claiming, keeping, adjusting, or using other public income benefits (TANF, SSI, or state general/transitional assistance), unemployment benefits, energy assistance benefits (LIHEAP), or government subsidized student loans?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For item **PT1a**, several respondents recommended removing the phrase “or were denied obtaining or regaining a government permit.” Respondents felt that reading the item was confusing, and it was thought that it could be split into two sentences since it felt like permits and documents were different than identification and licenses.

- For item **PT1b**, respondents suggested adding “adjusting” to the list of actions. One participant noted that issues with claiming, keeping, or using disability benefits may involve either the beneficiary themselves or someone assisting them, especially given the nature of disability. It was also raised whether the exclusion of workers’ compensation and unemployment insurance should be stated explicitly.
- For item **PT1c**, one participant suggested adding “being denied” or “filing for” food assistance. “Applying for” was viewed as already compatible with the item structure.
- For item **PT1d**, respondents noted that extended time on housing waitlists (e.g., Section 8) is a common issue. They questioned whether this should be considered a problem and how long a wait should qualify.
- For item **PT1e**, a participant recommended adding “workers’ compensation.” Respondents also found the hyperlinks explaining acronyms/initials helpful.

### Final Recommendations

Implement the questions as tested in Round 2 with the following changes:

- Revise **PT1a** to remove phrase “or were denied obtaining or regaining a government permit.”
- Make the wording for **PT1b – PT1e** consistent across questions by phrasing the intro as “Had problems applying for, keeping, using, or being denied...”

## Work and Income (E)

### Cognitive Test – Round 1

The next questions are about issues that you may have experienced related to work or income.

E1. In the past 36 months, that is since X DATE, have you:

E1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes or don't know to S1g, ask E1a]</i> Been fired, demoted, or denied a job opportunity for unfair or discriminatory reasons?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1g, ask E1b]</i> Expressed a workplace complaint that was not taken seriously or adequately dealt with?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1g, ask E1c]</i> Not received wages or benefits from an employer that you were owed for work performed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1g, ask E1d]</i> Been exposed to working conditions that were physically unsafe or unhealthy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For item **E1a**, it was recommended by two respondents to add being denied a promotion for unfair or discriminatory reasons.
- For item **E1c**, it was unclear whether being unpaid or underpaid for work included more informal work outside of traditional employment, such as under-the-table work, gig work, contract work, or jobs in the informal economy.

## Cognitive Test – Round 2

The next questions are about issues that you may have experienced related to work or income.

**E1.** In the **past 3 years**, that is since X DATE, have you:

E1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes or don't know to S1g, ask E1a]</i> For unfair or discriminatory reasons, been fired or demoted from a job or were denied a job opportunity or promotion?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1g, ask E1b]</i> Expressed a workplace complaint that was <b>not</b> taken seriously or adequately dealt with?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1g, ask E1c]</i> <b>Not</b> received wages or benefits from an employer, organization, company, or person that you were owed for work performed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1g, ask E1d]</i> Been exposed to working conditions that were physically unsafe or unhealthy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For item **E1a**, one participant asked for a definition of “unfair or discriminatory” but ultimately relied on personal experience to interpret the terms. It was suggested that definitions or examples could be provided through hyperlinks. However, other respondents defined “unfair or discriminatory” based on their own perspectives and didn't request examples.
- One participant found the meaning of **E1c** unclear, however, no other respondents reported confusion about this item.

## Final Recommendations

Implement the questions as tested in Round 2 with no additional changes.

## Family and Children Issues (FC)

### Cognitive Test – Round 1

The next questions are about issues you may have experienced related to your family or children.

**FC1.** *In the past 36 months, that is since X DATE, have you:*

FC1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask All]</i> Experienced divorce or legal separation from a spouse?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1h, ask FC1b]</i> Experienced difficulties with custody or visitation arrangements for child(ren) (e.g., reaching an agreement or following an agreement)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1h, ask FC1c]</i> Experienced problems related to child support (e.g., collecting or paying child support)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1h, ask FC1d]</i> Had Child Protective Services (CPS) or another state agency focused on children and family safety get involved in a family situation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For item **FC1c**, it was recommended to include problems related to enforcing child support, as these issues may be distinct from collecting or paying child support. It was also suggested to include “adjusting” child support in addition to collecting and paying.
- For item **FC1d**, it was suggested that the phrase “in a family situation” could be changed to “in your family situation.” This change would clarify that the question refers to the respondent’s family and not other families in shared living spaces or the community.

## Cognitive Test – Round 2

The next questions are about issues you may have experienced related to your family or children.

**FC1.** In the **past 3 years**, that is since X DATE, have you:

FC1.		Yes	No	Don't know	Prefer not to answer
a.	[Ask All] Experienced divorce or legal separation from a spouse?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[If yes or don't know to S1h, ask FC1b] Experienced difficulties with custody or visitation arrangements for child(ren) (e.g., reaching an agreement or following an agreement)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[If yes or don't know to S1h, ask FC1c] Experienced problems related to child support (collecting, paying, adjusting, or enforcing child support)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[If yes or don't know to S1h, ask FC1d] Had Child Protective Services (CPS) or another state agency focused on children and family safety get involved in a situation with your family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For item **FC1c**, a participant suggested adding “arrears” related to child support or issues with *complying* with child support services or court requirements. However, arrears and compliance issues are likely already encompassed within the existing terms—collecting, paying, enforcing, and adjusting child support—so additional wording may not be necessary.

## Final Recommendations

Implement the questions as tested in Round 2 with additional changes.

## Criminal Justice Section Introduction

The following sets of questions ask about experiences that you may have had with being a victim of crime or other interactions with the criminal justice system. We understand that these questions are very sensitive. Please remember that your answers will be kept strictly confidential.

There was no feedback on the introduction in Round 1.

## Cognitive Test – Round 2

- A participant recommended underlining the “sensitive” and “confidential” phrases because the entire text is already bolded, and the additional formatting could help emphasize its importance.

## Final recommendations

- Like in the Screener questions, revise the introduction to underline the “questions are very sensitive” and “answers will be kept strictly confidential” text.

## Criminal Victimization: Property Crime (CVP)

### Cognitive Test – Round 1

The next questions are about property crime victimization that you may have experienced.

**CVP1.** During the past 36 months, meaning since X DATE, have you experienced any of the following:

CVP1		Yes	No	Don't Know	Prefer not to answer
a.	<i>[If yes or don't know to S1i, ask CVP1a]</i> Someone stole or tried to steal your car or other motor vehicle or any vehicle parts, such as a tire, battery or gas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1i, ask CVP1b]</i> Someone stole or attempted to steal something of yours (other than a motor vehicle)? This could have been something you wear or carry, electronic equipment, or something in our home and happened while you were at home, work, school, or somewhere else?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1i, ask CVP1c]</i> Someone deliberately damaged or destroyed something belonging to you or anyone else in your household, such as breaking windows, slashing tires, or painting graffiti on walls?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1i, ask CVP1d]</i> Someone broke in or tried to break into your home or any other building on your property, such as a shed, garage, or storage room?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- It was noted that answers for **CVP1b** and **CVP1d** could be related, with **CVP1d** potentially perceived as a subordinate experience to **CVP1b**. There was also interest in including harm to pets, threats of harm to pets, visitation or custody issues involving pets, and theft of pets. It was suggested that pets could be included as an example in **CVP1b**.
- For item **CVP1d**, it was questioned whether the storage unit had to be on a participant's property and what “your property” means for renters. Storage units are often rented in locations away from where a person resides.

## Cognitive Test – Round 2

The next questions are about property crime victimization that you may have experienced.

**CVP1.** During the **past 3 years**, meaning since X DATE, have you experienced any of the following:

CVP1		Yes	No	Don't Know	Prefer not to answer
a.	<i>[If yes or don't know to S1i, ask CVP1a]</i> Someone stole or tried to steal your car or other motor vehicle or any vehicle parts, such as a tire, battery, or gas?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1i, ask CVP1b]</i> Someone stole or attempted to steal something of yours (other than a motor vehicle) from where you live, store your items (shed or storage unit), go to school, or work? This could have been something you wear or carry, electronic equipment, a pet, bicycle, cash, or any other item you consider your property.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1i, ask CVP1c]</i> Someone deliberately damaged or destroyed something belonging to you or anyone else in your household, such as breaking windows, slashing tires, harmed a pet, or painting graffiti on walls?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1i, ask CVP1d]</i> Someone broke in or tried to break into your home or any other building (property you own or rent, such as a shed, garage, or storage room)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For item **CVP1b**, one participant suggested moving “other than a motor vehicle” to the beginning of the item for clarity. Another participant mentioned experiencing package theft but did not initially associate that experience with this question. Adding “a package/delivery” as an example may help respondents recognize relevant events.
- For item **CVP1d**, one participant was unclear about what “home” referred to. It was suggested that examples such as house or apartment be added to clarify that the item refers to any place a person typically resides. Respondents also interpreted the question as requiring the location to be on personal property. Additionally, it was recommended to change “storage room” to “storage facility” for accuracy.

## Final Recommendations

Implement the questions as tested in Round 2 with the following changes:

- Reorder the phrasing and presentation of **CVP1b** to state: “Someone stole or attempted to steal something other than a motor vehicle from where you live, store your items (shed or storage unit), go to school, or work? *This could have been something you wear or carry, electronic equipment, a pet, bicycle, cash, or any other item you consider your property.*”
- Clarify “home” in **CVP1d** to be “house or apartment.”

## Identify, Theft, Fraud, Data Breaches (IFD)

### Cognitive Test – Round 1

The next questions are about issues you may have experienced related to identity theft, fraud, or breaches of personal data.

**IFD1.** *During the past 36 months, meaning since X DATE, have you experienced any of the following:*

IFD1		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes or don't know to S1j, ask IFD1a]</i> A company, government agency, or some other organization informed you that your personal information had been stolen or that your data had been breached?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1j, ask IFD1b]</i> An existing credit card, bank account, email/social media account, or other type of existing account was accessed by someone else without your permission?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1j, ask IFD1c]</i> Your personal information was used without your permission to open a new account or to apply for a benefit, job, or service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1j, ask IFD1d]</i> You were tricked or deceived out of money, goods, or services either in person, by telephone, or online?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- It was suggested to add the phrase “to your knowledge” to the lead-in text for section **IFD1** because the events in this section could have occurred without the participant being aware.

### Cognitive Test – Round 2

*No changes, other than to the time frame in the question stem (from “past 36 months” to “past 3 years”), were implemented in Round 2. Additionally, there was no feedback about this section in Round 2.*

### Final Recommendations

*Keep questions as tested in Round 1.*

## Criminal Victimization: Violence (CVV)

### Cognitive Test – Round 1

The next questions are about violent victimization you may have experienced. Please remember that your answers will be kept strictly confidential and cannot be tied back to your personal information.

**CVV1.** During the past 36 months, meaning since X DATE, have you experienced any of the following:

CVV1		Yes	No	Don't Know	Prefer not to answer
a.	<i>[If yes or don't know to S1k, ask CVV1a]</i> Someone attacked or tried to attack you, by throwing something at you, by hitting or choking you, with a weapon, or using force against you in any other way?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1k, ask CVV1b]</i> Someone forced you to have sexual contact that you did not consent to and that you did not want to happen? Sexual contact includes someone touching your sexual body parts, unwanted sex, or making you do these kinds of things to them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1k, ask CVV1c]</i> A current or former intimate dating partner or spouse or family member committed physical or sexual violence against you. This may be referred to as domestic or intimate partner violence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1k, ask CVV1d]</i> Someone committed repeated unwanted contacts or behaviors either in-person or online that caused you substantial emotional distress or made you fear for your safety or the safety of someone you know? This may be referred to as stalking.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For item **CVV1d**, it was recommended to include “by phone” in addition to in-person or online to account for unwanted texts and calls, which are common methods of contact. It was also noted that the issue could be perceived as harassment or stalking, with stalking considered a more extreme version of harassment. To address this, it was suggested to add harassment to the description of stalking.

## Cognitive Test – Round 2

The next questions are about violent victimization you may have experienced. Please remember that your answers will be kept strictly confidential and cannot be tied back to your personal information.

CVV1. During the **past 3 years**, meaning since X DATE, have you experienced any of the following:

CVV1		Yes	No	Don't Know	Prefer not to answer
a.	<i>[If yes or don't know to S1k, ask CVV1a]</i> Someone attacked or tried to attack you, by throwing something at you, by hitting or choking you, with a weapon, or using force against you in any other way?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1k, ask CVV1b]</i> Someone forced you to have sexual contact that you did not consent to and that you did not want to happen? Sexual contact includes someone touching your sexual body parts, unwanted sex, or making you do these kinds of things to them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1k, ask CVV1c]</i> A current or former intimate dating partner or spouse or family member committed physical or sexual violence against you. This may be referred to as domestic or intimate partner violence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1k, ask CVV1d]</i> Someone committed repeated unwanted contacts or behaviors either in-person, <b>by phone</b> , or online that caused you substantial emotional distress or made you fear for your safety or the safety of someone you know? This may be referred to as <b>harassment or</b> stalking.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*There was no feedback about this section in Round 2.*

## Final recommendations

*Implement the questions as tested in Round 2 with no additional changes.*

## Other Criminal Justice System Contact (CJ1 & CJ2)

### Cognitive Test – Round 1

The following questions ask about various interactions you may have had with the criminal justice system.

**CJ1.** In the past 36 months, that is since X DATE, have you:

CJ1		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Received a ticket from a police officer that required payment of a fine or a court appearance but no jail time (for example, a traffic or parking ticket; a payable offense)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[Ask all]</i> Been arrested by police?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[Ask all]</i> Been charged with a crime by prosecutors and appeared in court (for example, a misdemeanor or felony)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[Ask all]</i> Been convicted of a crime?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[Ask all]</i> Been required to pay a court fine, fee, judgment, or to participate in a program due to a criminal or juvenile case?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	<i>[If yes or don't know to CJ1e, ask CJ1h]</i> Had problems related to paying a court fine, fee, or judgment or paying for a program required due to a criminal or juvenile case?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>[Ask all]</i> Served time in jail or prison (before a trial or after a conviction)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	<i>[Ask all]</i> Been on probation, parole, or supervised release (including electronic monitoring)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	<i>[If yes or don't know to S2a, ask CJ1i]</i> Had your criminal record included in a background check for housing, employment, loans, or education?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	<i>[If yes or don't know to S2a, ask CJ1j]</i> Tried to expunge, seal, or remove something from your criminal record?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- It was recommended to better emphasize “in the last 36 months” throughout the CJ1 items, especially since the screener asked about “ever.” One suggestion was to shift the “36 months” text to the empty white space in the table next to “Yes.”
- For items **CJ1c–CJ1e**, a participant did not exclude traffic tickets from these items. To clarify, it was suggested to add “(except for parking or traffic tickets)” to these items.
- For **CJ1e** and **CJ1h**, it was unclear whether civil offenses should be included since Justice of the Peace courts handle both criminal and civil issues, such as traffic tickets.
- For items **CJ1e** and **CJ1h**, it was recommended to include the word “restitution.”

- For item **CJ1g**, it was suggested to include “alternative sentence” in the wording to capture experiences beyond probation and parole.
- For item **CJ1i**, a participant focused on having to disclose a prior criminal conviction rather than simply having a criminal record checked. Having a background check was perceived as a routine part of navigating social contexts such as housing, employment, loans, or education. It was recommended to emphasize the concept of disclosure rather than existence of the record.
- Finally, for item **CJ1j**, respondents asked whether the item referred to trying to expunge or clear a record versus completing the process, as these are different experiences. It was suggested to create two items and include the word “clear” or “clearance.”

## Cognitive Test – Round 2

The following questions ask about various interactions you may have had with the criminal justice system.

**CJ1.** In the **past 3 years**, that is since X DATE, have you:

<b>CJ1</b>		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Received a ticket from a police officer that required payment of a fine or a court appearance but no jail time (for example, a traffic or parking ticket; a payable offense)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**CJ2.** You were previously asked if you had **ever** been arrested, charged with, or convicted of a crime. These questions are specific to the past 3 years. Please **exclude** any parking or traffic tickets and violations which did not result in jail time.

<b>CJ2</b>		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Been arrested by police?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[Ask all]</i> Been charged with a crime by prosecutors and appeared in court (for example, a misdemeanor or felony)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[Ask all]</i> Been convicted of a crime?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[Ask all]</i> Been required to pay a court fine, fee, restitution, judgment, or to participate in a program due to a criminal case?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to CJ2d, ask CJ2e]</i> Had problems related to paying a court fine, fee, restitution, or judgment or paying for a program required due to a criminal case?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>[Ask all]</i> Served time in jail or prison (before a trial or after a conviction)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

g.	[Ask all] Been on probation, parole, an alternative sentence, or supervised release (including electronic monitoring)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	[If yes or don't know to S2a, ask CJ2h] Had to disclose a conviction that was on your criminal record as part of a background check for housing, employment, loans, or education?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	[If yes or don't know to S2a, ask CJ2i] Tried to expunge, seal, clear, or remove something from your criminal record?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	[If yes or don't know to CJ2i, ask CJ2j] Successfully expunged, sealed, cleared, or removed something from your criminal record?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For item **CJ1a**, multiple respondents recommended not limiting tickets to those issued by police officers. Respondents noted that parking tickets often come from parking enforcement officers and that automated cameras can also issue tickets. It was recommended to add parking enforcement, and possibly camera-issued tickets.
- For the **CJ2** introductory text, multiple respondents recommended un-bolding “ever” and bolding “past 3 years.” One participant noted difficulty distinguishing between *ever* and *past 3 years*, defaulting to a lifetime response because *ever* was bolded. Another participant reported that the initial sentence containing (*ever*) was confusing. Respondents recommended revising the lead-in to clarify that **CJ2** covers the **past 3 years**, including an anchor date.
- For item **CJ2c**, a participant asked whether a hyperlinked definition could be added for the term “convicted.” Suggested definition:
  - “Convicted: Found guilty of a criminal offense by a jury or a judge.”

## Final Recommendations

Implement the questions as tested in Round 2 with the following changes:

- Expand the introduction text for **CJ1** to include “...have you experienced the following”
- Revise those individuals who may issue tickets in **CJ1a** to include “parking enforcement” or a “camera.”
- Revise the introduction text for **CJ2** to improve clarity and emphasis on the timeframe:
  - “You were previously asked if you had *ever* been arrested, charged with, or convicted of a crime. These questions are specific to the **past 3 years**. Please **exclude** any parking or traffic tickets and violations which did not result in jail time. *In the past 3 years, that is since X DATE*, have you experienced any of the following:”

## Seriousness Scale<sup>3</sup>

### Cognitive Test – Round 1

**HN2(a-e).** You responded that you have <affirmative justiciable event from HN1a-HN1e; e.g., fallen behind on mortgage repayments or had to make special arrangements for payment with the lender>. Please rate the seriousness of this event.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

- Respondents generally agreed that the seriousness scale was understandable and meaningful. However, they suggested two areas for improvement:
  1. Clarify that the scale should reflect personal experience rather than how others typically view the seriousness of an event (descriptive norms) or how one *ought* to perceive it (injunctive norms).
  2. Consider adding an intermediate response option between “moderately serious” and “extremely serious,” such as “very serious” or “highly serious.”
- Respondents felt the seriousness scale was generally meaningful but recommended strengthening the link to *personal* appraisal of the event. The item should more explicitly anchor the question to the respondent’s own experience rather than typical societal perceptions.
- Respondents also suggested that providing example anchors for a mildly serious event and an extremely serious event could help define the poles of the scale. However, they acknowledged that such examples may rely on assumptions about how a “typical” person perceives seriousness, which could conflict with individuals’ personal experiences (see prior point).
- For some items in the survey, there was uncertainty about what the seriousness rating should be based on. For example, for **CJ1i**, it was also unclear whether the seriousness rating should reflect the process of having a background check, the stress of waiting, or the consequences of being excluded from a job, school, or loan.

<sup>3</sup> The question regarding the event’s seriousness was asked after each affirmative response for the civil and criminal justice questions. The question stem was tailored to the event about which the instrument was asking. This example shows the seriousness scale as presented in the Housing and Neighborhood section.

## Cognitive Test – Round 2

**HN2(a-f).** You responded that you have <affirmative justiciable event from HN1a-HN1f; e.g., fallen behind on mortgage repayments or had to make special arrangements for payment with the lender>. Please rate the seriousness of this **event’s impact on your life.**

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don’t know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

- Overall, the seriousness scale was viewed as usable as currently designed.
- Two respondents recommended reordering the seriousness options so that they run from “extremely serious” to “not at all serious.”
- Respondents also recommended adding a category of “very serious” between “moderately serious” and “extremely serious.” This suggestion was also noted in Round 1 cognitive testing.
- Respondents also asked whether ratings should reflect the most recent, most important, or collective experience of the issue within the past three years.

## Final Recommendations

*Implement the question as tested in Round 2 with no additional changes.*

## Nature of the Issue Section

### Introduction Pages and Page Headers

#### Cognitive Test – Round 1

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**[NATURE OF THE ISSUE INTRO]:** The following sets of questions aim to better understand what happened with the serious criminal and civil issues you indicated that you experienced in the past 36 months. We understand that these questions are very sensitive. Please remember that your answers will be kept strictly confidential.

**[NATURE OF THE ISSUE INTRO]:** You reported that you experienced <serious criminal issue label, first round> <serious civil issue label, second round> within the past 36 months. The following questions aim to better understand what happened with that event.

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*There was no feedback about this section in Round 1. However, based on feedback provided in other sections about simplifying question stems, an internal decision to move the event name to the top of the pages was made. This removed the full issue name from the questions themselves, replacing it with the appropriate variation of “this issue” to shorten and clarify the questions. This change was implemented throughout this entire module and will not always be highlighted below if no other changes were made.*

#### Cognitive Test – Round 2

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**[NATURE OF THE ISSUE INTRO]:** The following sets of questions aim to better understand what happened with the **moderately or extremely** serious criminal and civil issues you indicated that you experienced in the past **3 years**. We understand that these questions are very sensitive. Please remember that your answers will be kept strictly confidential.

**[NATURE OF THE ISSUE INTRO]:** You reported that you experienced **moderately or extremely serious** <serious criminal issue label, first round> <serious civil issue label, second round> within the past **3 years**. The following questions aim to better understand what happened with that event.

**[PROGRAMMER: AS A HEADER AT THE TOP OF EACH PAGE, PLEASE INSERT TEXT: You reported that you experienced <serious criminal issue label, first round> <serious civil issue label, second round> within the past 3 years.**

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*There was no feedback about this section in Round 2.*

## Final Recommendations

*Implement the introduction as tested in Round 2 with minor revisions to mirror the language changes in prior sections (see Criminal Justice section introduction above).*

## Start and End Date (NP1)

### Cognitive Test – Round 1

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**NP1.** Approximately, what month and year did the issue <issue label> start? *Your best estimate is fine.*

(MONTH/YEAR) \_\_\_\_\_

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- Overall, respondents were able to recall the start and end dates of a serious justiciable issue. Most found it easy to remember the year, while the month was often estimated by first identifying a three-month period or season and then selecting a specific month within that range.
- One participant did not initially distinguish the end date item (**NP10**) from the start date item (**NP1**). It was recommended that start and end be both bolded and underlined to draw attention to these key concepts. After re-reading the items, the participant was able to correctly identify both dates.
- Given the possibility of confusion between start and end dates, and the system requirement that end dates cannot precede start dates, two potential solutions were identified:
  1. Add a clarification message such as: “You previously stated that the issue started during [month/year]. The end date must occur during that month/year or afterward. Please change the start or end date.”
  2. Remove the requirement that the end date must be on or after the start date. Although this may increase the likelihood of inaccurate date reporting, it may reduce respondent frustration and prevent survey breakoff as they would need to return to the beginning of the module to adjust the start date.
- Most respondents, however, demonstrated a clear understanding of the distinction between start and end dates.

## Cognitive Test – Round 2

**NP1.** Approximately, what month and year **did this issue start?** *Your best estimate is fine.*

(MONTH/YEAR) \_\_\_\_\_

**Prefer not to answer**

- One participant recommended adding language to clarify that the question refers to the most recent instance of the issue. For example: “Approximately what month and year did the most recent instance of this issue start?” However, respondents also noted that the item was reasonably clear even without this edit.
- A participant also recommended adding a “Don’t know” option.

### Final Recommendations

*Implement the question as tested in Round 2 with the addition of a “Don’t Know” response option.*

## Information, Advice, or Help (NP2 & NP3)

### Cognitive Test – Round 1

**NP2.** Concerning this issue <issue label>, did you try or attempt to obtain information, advice, or help about:

NP2		Yes	No	Don’t know	Prefer not to answer
a.	Your rights or responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	How to deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Services that could help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Prices of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	People’s experience of different services (e.g. reviews or recommendations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Documents needed to deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Receiving assistance from somebody or something to deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	None of these	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**NP3.** Concerning this issue <issue label>, were you successful in obtaining information, advice, or help on:

NP3		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes to NP2a, ask NP3a]</i> Your rights or responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes to NP2b, ask NP3b]</i> How to deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes to NP2c, ask NP3c]</i> Services that could help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes to NP2d, ask NP3d]</i> Prices of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes to NP2e, ask NP3e]</i> People's experience of different services (e.g. reviews or recommendations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>[If yes to NP2f, ask NP3f]</i> Documents needed to deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	<i>[If yes to NP2g, ask NP3g]</i> Somebody/thing to assist you deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- One participant did not initially distinguish the “attempt” wording in **NP2** from the “success” wording in **NP3** and needed to re-read the items. After re-reading, the participant was able to complete both items without difficulty. It was suggested to bold and underline key text and to separate the justice issue text from the lead-in language to improve clarity. Another recommendation was to remove “or attempt” from **NP2**.
- Other respondents found it challenging to connect the lead-in language with the response options in **NP2** and **NP3**. Several suggested that the justice issue text be separated from the lead-in to reduce the length of the instruction, and/or that the white-space between the lead-in and the response options be reduced, as the two felt visually disconnected. It was recommended that the lead-in text be moved closer to the response options.
- The placement of the “None of these” response option at the top was confusing, as respondents must read the full list before selecting it, and in some issue types (e.g., expungement), selecting “none” would be illogical because at least one action is typically required.
- For items **NP2g** and **NP3g**, respondents recommended clarifying the phrase “Somebody/thing to assist you deal with the issue.”

## Cognitive Test – Round 2

**NP2.** Concerning **this issue, did you try** to get information, advice, or help about:

NP2		Yes	No	Don't know	Prefer not to answer
a.	Your rights or responsibilities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	How to deal with the issue?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Services that could help?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Prices of services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	People's experience of different services (e.g. reviews or recommendations)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Documents needed to deal with the issue?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	<b>How to receive assistance from an organization, program, or person?</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	None of these?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**NP3.** Concerning **this issue, were you successful** in getting information, advice, or help on:

NP3		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes to NP2a, ask NP3a]</i> Your rights or responsibilities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes to NP2b, ask NP3b]</i> How to deal with the issue?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes to NP2c, ask NP3c]</i> Services that could help?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes to NP2d, ask NP3d]</i> Prices of services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes to NP2e, ask NP3e]</i> People's experience of different services (e.g. reviews or recommendations)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>[If yes to NP2f, ask NP3f]</i> Documents needed to deal with the issue?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	<i>[If yes to NP2g, ask NP3g]</i> <b>How to receive assistance from an organization, program, or person?</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For items **NP2–NP12**, ensure that the specific justice issue referenced in each question is visible at the top of every screen or can be accessed via a hyperlink on the word “*issue*.”
- For **NP2 and NP3**, one participant suggested—and another agreed that it might be useful—to move these items so that they follow **NP5** rather than preceding **NP4**.
- For item **NP3** (“Concerning this issue, were you successful in getting information, advice, or help on...”), one participant noted that the alternating white and gray item shading caused them to visually overlook gray-shaded items. This issue may apply to other items that use similar formatting.

## Final Recommendations

Implement the questions as tested in Round 2 with the following changes:

### Sources of Help (NP4 – NP7)

#### Cognitive Test – Round 1

**NP4.** Did you obtain any information, advice, or help from any of the following sources concerning this experience <issue label>?

NP4		Yes	No	Don't know	Prefer not to answer
a.	A website, an “app,” artificial intelligence (for example, Chat GPT), or social media (for example, TikTok, Facebook, or Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	A pamphlet, book or other printed material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**NP5.** Apart from the information you told me about in the last question, did you obtain information, advice, or help from any of these people or organizations concerning this experience <issue label>?

NP5		Yes	No	Don't know	Prefer not to answer
a.	No one else, I handled it on my own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Family, friends, neighbors, or acquaintances ( <i>excluding people whose job is to advise on issues such as these; if there is overlap, please count these people in their professional capacity instead. For example, if you consulted a neighbor who is also a lawyer, you would select 'yes' for d. private lawyer and 'no' for this question.</i> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	The opposing person or entity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Private lawyer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Legal aid, public defender, or pro bono lawyer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Court, tribunal, mediator, or arbitrator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Federal, state, or local government agency, department, or authority ( <i>Not including the police</i> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Medical, mental health, or social services professionals ( <i>for example, doctor, nurse, therapist, counselor, social workers, or case managers</i> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Your employer or trade union	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

k.	Financial, accounting, or banking services professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	Community, neighborhood, nonprofit, religious, or charitable organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	Insurance company representative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n.	Any other professional person or organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[If no to NP5b-n, ask NP6]

**NP6.** Do any of the following describe why you did not obtain information, advice, or help from any people or organizations (other than yourself) concerning this experience <issue label>?

NP6		Yes	No	Don't know	Prefer not to answer
a.	There was no dispute/the other side was right	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	The issue resolved itself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	I did not need advice/knew enough myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	It did not warrant the effort or expense	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	I could not afford advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	I did not know where to get advice/couldn't find advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Advisors were too difficult to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	It would have damaged relationship with the other side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	It would have been too stressful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	I was scared of what the other side might do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	I believe it would have made no difference to the outcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	I do not think I could win against this person or organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	I have tried getting advice before and did not find it useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[If no to NP5d and NP5e, ask NP7]

**NP7.** Do any of the following describe why you did not obtain information, advice, or help from a private lawyer, public defender, pro bono attorney, or a legal aid attorney concerning this experience <issue label>?

NP7		Yes	No	Don't know	Prefer not to answer
a.	There was no dispute/the other side was right	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	The issue resolved itself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	I did not need advice/knew enough myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	It did not warrant the effort or expense	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

e.	I could not afford advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	I did not know where to get advice/couldn't find advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Lawyers were too difficult to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	It would have damaged relationship with the other side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	It would have been too stressful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	I was scared of what the other side might do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	I believe it would have made no difference to the outcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	I do not think I could win against this person or organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	I have tried getting advice before and did not find it useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For **NP4**, it was recommended to add law library or books in a library or otherwise acknowledge resources that can be accessed anonymously. However, prior research indicates that individuals rarely seek help from a library suggesting that these options may not fit well in a general population survey.
- For item **NP4a**, respondents suggested adding internet search (e.g., Google) as an explicit example.
- Respondents asked whether a “not applicable” response option could be added across items included under **NP5**.
- For item **NP5b**, multiple respondents found the exception/exclusion note confusing and frustrating. They recommended removing the text or presenting it in a pop-up bubble rather than inline.
- For item **NP5c**, respondents noted that this option did not make sense for some issues—such as expungement or unauthorized account access. Recommendations included limiting this option to relevant justice issues, shifting it toward the bottom of the list, and/or adding a “not applicable” response option.
- For items **NP5d** and **NP5e**, several respondents emphasized the importance of listing legal aid/public defender/pro bono before the private attorney option. They also recommended clarifying that a private lawyer refers to paid legal services and excludes pro bono, legal aid, and public defender services.
- For item **NP5f**, respondents agreed that hyperlink definitions would be helpful for terms such as “tribunal,” “mediator,” “arbitrator.”, and “opposing person or entity”.
- For item **NP5g**, respondents suggested adding a note clarifying that courts should also be excluded.
- For item **NP5i**, respondents suggested adding the word “program” for clarity.
- For items **NP6** and **NP7**, respondents recommended adding a response option such as “No resources available or accessible due to circumstances,” particularly for respondents who were incarcerated and therefore unable to seek help.

## Cognitive Test – Round 2

**NP4.** Did you obtain any information, advice, or help from any of the following sources concerning **this issue**?

NP4		Yes	No	Don't know	Prefer not to answer
a.	A website or internet search (like Google), an “app,” artificial intelligence (for example, Chat GPT), or social media (for example, TikTok, Facebook, or X (formerly known as Twitter))?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	A pamphlet, book or other printed material?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLES FOR THE CORRESPONDING RESPONSE OPTIONS]

**NP5e “tribunal”:** Definition: A special court or group of judges that addresses a particular issue.

**NP5e “mediator”:** Definition: A person whose job is to act as a negotiator between two opposing people or parties.

**NP5e “arbitrator”:** Definition: An independent third party whose job is to resolve a dispute between two parties outside of a traditional court setting.

**NP5m “The opposing person or entity”:** Examples of an opposing party/entity include but are not limited to: If you are a tenant renting an apartment with a disagreement with your landlord, the landlord in this example is the opposing party. If you owe a debt and are being harassed by a debt collection company, your opposing entity would be the debt collection company.

**NP5.** Apart from the information you told me about in the last question, did you obtain information, advice, or help from any of these people or organizations concerning **this issue**?

NP5		Yes	No	Don't know	Prefer not to answer
a.	No one else, I handled it on my own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Family, friends, neighbors, or acquaintances?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Legal aid, a public defender, or pro bono lawyer?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	A private lawyer? (exclude legal aid, a public defender, or pro bono lawyer)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	A court, tribunal, mediator, or arbitrator?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	A federal, state, or local government agency, department, or authority? (exclude the police or a court)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	The police?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Medical, mental health, or social services professionals? (for example, a doctor, nurse, therapist, counselor, social workers, or case managers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Your employer or trade union?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

j.	A financial, accounting, or banking services professional?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Community, neighborhood, nonprofit, religious, or charitable organization or program?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	An insurance company representative?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	The opposing person or entity?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n.	Any other professional person or organization?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

No revisions to **NP6** or **NP7**, other than the presentation of the issue name in the question stem (from "...concerning this experience <issue label>?" to "...concerning this issue?"), were implemented in Round 2. This change mirrors the stem in **NP4** and **NP5**. Most highlighted changes in **NP5** are related to reordering the question.

- Several respondents recommended adding "a discussion platform (like Reddit)," and others specifically suggested including both "ChatGPT" and "Reddit" as examples for **NP4a**.
- For item **NP4b**, respondents recommended adding "documents."
- The lead-in language for **NP5**, respondents suggested replacing "told me about" with "shared."
- For item **NP5c**, a participant recommended revising the response option to "Free lawyer help (legal aid, public defender, or pro bono)." Adding a definition for "pro bono" was also suggested.
- For item **NP5d**, respondents suggested revising "A private lawyer?" to clarify that this refers to paid legal assistance.
- Respondents generally found the hyperlinked definitions for "tribunal," "mediator," and "arbitrator" helpful, but recommended revisions to the "tribunal" and "mediator" definitions.
- Several respondents recommended adding examples such as government departments of health, human services, and social services to item **NP5f**.
- One participant asked whether online communities should be excluded in item **NP5k**.
- For **NP5m**, respondents generally found the definition of "opposing party/entity" useful, but one participant suggested adding more examples.
- For item **NP6a**, respondents recommended removing the double negative: "The other side was right / There was no dispute"
- For items **NP6a** and **NP6c**, respondents recommended avoiding response options beginning with "not" where possible.
- For items **NP6a** and **NP6b**, at least two respondents recommended moving these options to the end of the response list (to positions **NP6l** and **NP6m**). Another participant struggled with **NP6a** and **NP6b**, further supporting moving them downward. A separate participant recommended placing "Knew enough myself / I did not need advice" as the first option.

## Final Recommendations

Implement the questions as tested in Round 2 with the following changes:

- Expand **NP4** to include “artificial intelligence such as Chat GPT, a discussion platform such as Reddit, or social media such as, TikTok, Facebook, or X (formerly known as Twitter)?”
- Revise the **NP5** instructions to say, “information you shared” instead of “information you told”.
- Revise **NP5c** to state: “Free legal assistance such as legal aid, a public defender, or pro bono attorney?”
- Add a definition of pro bono lawyer to **NP5c**:
  - Definition: “Free legal services from a law firm, lawyer, or law school.”
- Revise **NP5d** to state: “Paid legal assistance such as a private lawyer or law firm?”

## Resolution Scale (NP8)

### Cognitive Test – Round 1

**NP8.** Is the issue <issue label> ongoing or done with? “Done with” means that the issue has either been resolved or that it is still going on but you and everybody else have given up trying to resolve it further.

1.	Ongoing	<input type="radio"/>
2.	Too early to say	<input type="radio"/>
3.	Done with – issue continues, but all have given up trying to resolve it further	<input type="radio"/>
4.	Done with – issue resolved	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**NP8 alternative <for cognitive testing>**. Is the issue ongoing or resolved?

1.	Not Resolved	<input type="radio"/>
2.	Ongoing	<input type="radio"/>
3.	Partially Resolved	<input type="radio"/>
4.	Fully Resolved	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

- Regarding the scale for item **NP8**, respondents reacted differently to the wording—particularly the term “resolved” in both the original and alternative versions. Some preferred the original scale (with or without minor edits), while others recommended softening the language of “given up.” Overall, if the original scale is not retained, respondents indicated that a hybrid scale combining key elements from the original and alternative versions would be preferable.
- Respondents responded favorably to a hybrid scale that integrates the concepts of “ongoing, too early to say (in progress)”, and the two “done with” options, while also incorporating features of the alternative scale. Additionally, respondents recommended adding a concept related to partially resolved near the “too early to say” option. A suggested revision is:
  - Ongoing or too early to say (in progress)
  - Done with — due to not trying to resolve further or fully resolved
  - Don't know
  - Prefer not to answer
- The lead-in to **NP8** would also be revised to clarify the meaning of “done with.”

**Cognitive Test – Round 2**

**NP8. Is the issue ongoing or has it been resolved?**

<b>NP8</b>		
1.	Issue is ongoing but resolution is in progress	<input type="radio"/>
2.	Issue is ongoing but all have stopped trying to resolve it further	<input type="radio"/>
3.	Issue is fully resolved	<input type="radio"/>
4.	Don't know	<input type="radio"/>
5.	Prefer not to answer	<input type="radio"/>

*There was no feedback about this section in Round 2.*

## Final Recommendations

Implement the questions as tested in Round 2 with no additional changes.

## Issue Outcome (NP9 – NP12)

### Cognitive Test Round 1

**NP9.** When did you and everybody else give up all actions to try to resolve the issue <issue label>? *Your best estimate will be fine.*

(MONTH/YEAR) \_\_\_\_\_

*[If (4) on NP8, then ask NP10]*

**NP10.** When did the issue <issue label> end? *Your best estimate will be fine.*

(MONTH/YEAR) \_\_\_\_\_

*[If (1) on NP8, then ask NP11]*

**NP11.** Are you satisfied with how things are going so far (as you try to resolve the issue) <issue label>?

1.	Not at all satisfied	<input type="radio"/>
2.	Slightly satisfied	<input type="radio"/>
3.	Moderately satisfied	<input type="radio"/>
4.	Very satisfied	<input type="radio"/>
5.	Extremely satisfied	<input type="radio"/>

*[If (3) or (4) on NP8, then ask NP12]*

**NP12.** Were you satisfied with the resolution of <issue label>?

1.	Not at all satisfied	<input type="radio"/>
2.	Slightly satisfied	<input type="radio"/>
3.	Moderately satisfied	<input type="radio"/>
4.	Very satisfied	<input type="radio"/>
5.	Extremely satisfied	<input type="radio"/>

There was no feedback on this section in Round 1. However, questions were edited to mirror language changes in **NP8** and align with changes/confusion discussed under **NP1**.

## Cognitive Test – Round 2

**NP9.** When did you and everybody else stop taking actions to try to resolve the issue? You said that that the issue started <month and year>, what month and year did you **stop** trying to resolve the issue. *Your best estimate will be fine.*

1. (MONTH/YEAR) \_\_\_\_\_

Prefer not to answer

*[If (3) on NP8, then ask NP10]*

**NP10.** When did the issue get resolved? You said that that the issue started <month and year>, what month and year did the issue **end**? *Your best estimate will be fine.*

1. (MONTH/YEAR) \_\_\_\_\_

Prefer not to answer

*[If (1) on NP8, then ask NP11]*

**NP11.** Are you satisfied with how things are going so far (as you try to resolve the issue)?

1.	Not at all satisfied	○
2.	Slightly satisfied	○
3.	Moderately satisfied	○
4.	Very satisfied	○
5.	Extremely satisfied	○

*[If (2) or (3) on NP8, then ask NP12]*

**NP12.** Were you satisfied with the resolution of the issue?

1.	Not at all satisfied	○
2.	Slightly satisfied	○
3.	Moderately satisfied	○
4.	Very satisfied	○
5.	Extremely satisfied	○

- It was recommended to add a “Don’t Know” option to items **NP9** and **NP10**.

## Final Recommendations

Implement the questions as tested in Round 2 with the following change:

- Revise **NP9** and **NP10** to include “Don’t Know” response options, consistent with **NP1**.

## Harms (NP13)

### Cognitive Test – Round 1

**NP13.** Serious <criminal> <civil> issues can impact people’s lives in different ways. Did your experience with <issue label> result in any of the following?

NP13		Yes	No	Don’t know	Prefer not to answer
a.	Physical health problem or injury	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Emotional or mental health problem, stress, or loss of confidence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Increased drug (including nicotine), tobacco, or alcohol use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Social problem, such as a negative impact on relationships with family or friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Decrease in safety including being harassed, threatened, or assaulted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Loss or change of employment, missed work, or loss of occupational license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Having to work increased hours or an additional job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Having to move residences or loss of housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Loss of financial or economic security or going without food or utilities (like water, gas, and electricity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Missed or expelled/suspended from school or lost access to student loans or scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Police interaction, arrest, incarceration, or criminal record	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For item **NP13b**, respondents recommended adding “loss of control” to better capture the emotional impact described by some respondents.
- For item **NP13e**, respondents suggested expanding the item to explicitly include loss of personal security.
- Respondents recommended adding “Decreased credit score or harmed credit report” as an additional harm.
- It was also suggested to add “Loss of transportation or loss of driver’s license,” to the list of harms.

## Cognitive Test – Round 2

**NP13.** Serious <criminal> <civil> issues can impact people’s lives in different ways. Did your experience with the issue result in any of the following? Mark yes for the impacts on you and your life, rather than another person who may have been involved.

NP13		Yes	No	Don't know	Prefer not to answer
a.	Physical health problem or injury or increased use of healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Emotional or mental health problem, stress, helplessness, or loss of confidence, control, trust, or self-esteem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Increased drug (including nicotine), tobacco, or alcohol use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Social problem, such as a negative impact on relationships with family or friends or social isolation or withdrawal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Decrease in or loss of personal safety or security (being harassed, threatened, or assaulted)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Loss or change of employment, missed work, or loss of occupational license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Having to work increased hours or an additional job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Having to move residences or loss of housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Loss of time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Loss of transportation or loss of driver’s license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Loss of financial or economic security or going without food or utilities (like water, gas, and electricity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	Decreased credit score or harmed credit report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	Missed or expelled/suspended from school or lost access to student loans or scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n.	Police or court interaction, arrest, incarceration, or criminal record	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- For item **NP13i**, two respondents asked for clarification on “Loss of time.” Respondents suggested that adding “waste of time” or something similar could improve clarity.
- For item **NP13n**, it was recommended to add clarification about the modes of interaction (phone, internet, email, in-person).

## Final Recommendations

Implement the questions as tested in Round 2 with the following change:

- Revise **NP13i** to read, “Loss or waste of time”.

## Causes and Consequences (NP14 & NP15)

### Cognitive Test – Round 1

**NP14.** Do you consider any of the other issues you previously reported (listed below) to be a **cause** of your experience with <serious criminal issue label, first round> <serious civil issue label, second round>?

		Yes	No	Don't know	Prefer not to answer
a.	<i>Serious Affirmative Event A</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>Serious Affirmative Event B</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>Serious Affirmative Event C</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>Serious Affirmative Event D</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>Serious Affirmative Event E</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>Serious Affirmative Event F</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g....	<i>Sequence through last serious affirmative event</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**NP15.** Do you consider any of the other issues you previously reported (listed below) to be a **consequence** of your experience with <serious criminal issue label, first round> <serious civil issue label, second round>?

		Yes	No	Don't know	Prefer not to answer
a.	<i>Serious Affirmative Event A</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>Serious Affirmative Event B</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>Serious Affirmative Event C</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>Serious Affirmative Event D</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>Serious Affirmative Event E</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>Serious Affirmative Event F</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g....	<i>Sequence through last serious affirmative event</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Most cognitive testing respondents either explicitly stated, or demonstrated through their responses, that they did not clearly distinguish between the concepts of causes and consequences.
- One proposed solution was to adjust the wording—replacing “cause” with “led to” and “consequence” with “as a result of.” However, respondents generally preferred a different approach: collapsing the cause and consequence items (**NP14** and **NP15**) into a single

question that simply asks whether the justice issue was “related” to any of the other serious legal issues reported.

## Cognitive Test – Round 2

**NP14.** Listed below are the issues you reported as having a moderate or severe impact on your life in previous sections. Do you believe that any of them **were the cause of, or led to,** your experience with the issue above?

		Yes	No	Don't know	Prefer not to answer
a.	<i>Serious Affirmative Event A</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>Serious Affirmative Event B</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>Serious Affirmative Event C</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>Serious Affirmative Event D</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>Serious Affirmative Event E</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>Serious Affirmative Event F</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g....	<i>Sequence through last serious affirmative event</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**NP15.** Listed below are the issues you reported as having a moderate or severe impact on your life in previous sections. Do you believe that any of them were a **result of, or caused by,** your experience with the issue above?

		Yes	No	Don't know	Prefer not to answer
a.	<i>Serious Affirmative Event A</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>Serious Affirmative Event B</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>Serious Affirmative Event C</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>Serious Affirmative Event D</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>Serious Affirmative Event E</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>Serious Affirmative Event F</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g....	<i>Sequence through last serious affirmative event</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Even with the language change, several respondents still experienced confusion distinguishing between “were the cause of, or led to...” and “were a result of, or caused by...” One participant viewed the issues as generally related or correlated rather than directional. Another participant did not understand how issues such as a living will or power of attorney could function as causes or consequences of other serious issues. Several respondents simply did not distinguish between causes and consequences at all.

- One participant reported not understanding **NP14** but understanding **NP15**, though this appeared to stem from comparing issues to one another rather than meaningfully evaluating cause or effect. Overall, most respondents treated the issues as *related* rather than accurately distinguishing causes from consequences.
- Multiple respondents suggested collapsing **NP14** and **NP15** into a single “related to” item.

### Final Recommendations

- Combine **NP14** and **NP15** into one question capturing both concepts as the events being “related”:
  - Listed below are the issues you reported as having a moderate or severe impact on your life in previous sections. Do you believe that any of them were **related to (led to or were a result of)** your experience with the issue above?

## Sociodemographic Questions (SD1 – SD10)

### Cognitive Test – Round 1

**SD1.** What is your age?

1.	18 – 24	<input type="radio"/>
2.	25 – 34	<input type="radio"/>
3.	35 – 49	<input type="radio"/>
4.	50 – 64	<input type="radio"/>
5.	65 or older	<input type="radio"/>

**SD2.** What is your race and/or ethnicity? *Select all that apply.*

1.	American Indian or Alaska Native	<input type="checkbox"/>
2.	Asian	<input type="checkbox"/>
3.	Black or African American	<input type="checkbox"/>
4.	Hispanic or Latino	<input type="checkbox"/>
5.	Middle Eastern or North African	<input type="checkbox"/>
6.	Native Hawaiian or Pacific Islander	<input type="checkbox"/>
7.	White	<input type="checkbox"/>

**SD3.** Have you ever served on active duty in the U. S. Armed Forces, Reserves, or National Guard?

1.	Never served in the military	<input type="radio"/>
2.	Only on active duty for training in the Reserves or National Guard	<input type="radio"/>
3.	Now on active duty	<input type="radio"/>
4.	On active duty in the past, but not now	<input type="radio"/>

**SD4a.** How many total people – adults and children – currently live in your household, including yourself? *A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.*

Number of people \_\_\_\_\_

**SD4b.** Of these people in the household, how many are children under 18 years of age?

Number of children (under 18 years of age) \_\_\_\_\_

**SD5.** In the past 36 months, how many times have you moved residences? *Include all moves from one residence to another, even moves within the same city, town, or community.*

1.	0	<input type="radio"/>
2.	1	<input type="radio"/>
3.	2	<input type="radio"/>
4.	3	<input type="radio"/>
5.	4 or more	<input type="radio"/>

**SD6.** Which of the following best represents how you think of yourself?

1.	Gay or lesbian	<input type="radio"/>
2.	Straight, that is not gay or lesbian	<input type="radio"/>
3.	Bisexual	<input type="radio"/>
4.	I use a different term [free-text] _____	<input type="radio"/>
5.	I don't know	<input type="radio"/>

**SD7.** Are you male or female?

1.	Male	<input type="radio"/>
2.	Female	<input type="radio"/>

**SD8.**

		Yes	No
a.	Do you have any type of health condition, mental health condition, or disability that has lasted or is expected to last for 6 months or more?	<input type="radio"/>	<input type="radio"/>
b.	Are you deaf or do you have serious difficulty hearing?	<input type="radio"/>	<input type="radio"/>
c.	Are you blind or do you have serious difficulty seeing even when wearing glasses?	<input type="radio"/>	<input type="radio"/>
<b>Because of a physical, mental, or emotional condition, do you:</b>			
d.	Have serious difficulty concentrating, remembering, or making decisions?	<input type="radio"/>	<input type="radio"/>
e.	Have serious difficulty walking or climbing stairs?	<input type="radio"/>	<input type="radio"/>
f.	Have serious difficulty dressing or bathing?	<input type="radio"/>	<input type="radio"/>
g.	Have difficulty doing errands alone such as visiting a doctor's office or shopping?	<input type="radio"/>	<input type="radio"/>

**SD9.** Which category represents the total combined income of all members of your household during the past 12 months? This includes money from jobs, net income from businesses, farm or rent, pensions, dividends, interest, Social Security payments, and any other money income received by members of this household who are 15 years of age or older. *A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.*

1.	<\$19,999	<input type="radio"/>
2.	\$20,000 - \$39,999	<input type="radio"/>
3.	\$40,000 - \$59,999	<input type="radio"/>
4.	\$60,000 - \$79,999	<input type="radio"/>
5.	\$80,000 - \$99,999	<input type="radio"/>
6.	\$100,000-\$149,999	<input type="radio"/>
7.	\$150,000 - \$199,999	<input type="radio"/>
8.	\$200,000 or more	<input type="radio"/>
9.	Prefer not to answer	<input type="radio"/>

**SD10.** What is the highest degree or level of school you have completed? *Select only one answer.*

1.	Less than high school	<input type="radio"/>
2.	Some high school	<input type="radio"/>
3.	High school graduate (Diploma or equivalent)	<input type="radio"/>
4.	Some college (No degree)	<input type="radio"/>
5.	Associate's degree (e.g., AA, AS)	<input type="radio"/>
6.	Bachelor's degree (e.g., BA, BS, AB)	<input type="radio"/>
7.	Master's degree (e.g., MA, MS, MEd, MSW, MBA)	<input type="radio"/>
8.	Professional school degree (e.g., MD, DDS, DVM, LLB, JD)	<input type="radio"/>
9.	Doctorate degree (e.g., PhD, EdD)	<input type="radio"/>

- There were few comments or suggestions for the sociodemographic section.
- Regarding the response options for item **SD6**, one participant expressed confusion and frustration with the option worded as “Straight, that is not gay or lesbian.” The participant noted that if someone selects “straight,” it is already understood that they cannot also choose gay or lesbian, making the additional phrase unnecessary. They also questioned why bisexual is not mentioned alongside gay and lesbian in this clarifying text. The participant felt that the current phrasing could be perceived as insulting or off-putting to some respondents.
- Respondents questioned why there is not a “Prefer not to answer” option for sociodemographics where there was in the rest of the survey.

## Cognitive Test – Round 2

*Sociodemographic questions were not changed substantively for Round 2. The minor revisions prior to Round 2 were (1) the addition of an intro sentence: “The following questions ask you about yourself. They cannot and will not be used to identify you.” (2) the addition of “Prefer not to answer” to questions **SD1**, **SD3-SD8**, and **SD10**, and (3) altering the time frame in the question stem (from “past 36 months” to “past 3 years”) for **SD5**.*

- For item **SD6**, at least two respondents suggested removing the phrase “...that is not gay or lesbian” after “straight.” Respondents viewed the additional clarification as unnecessary and potentially awkward.
- For item **SD7**, one participant recommended adding a response option for “Nonbinary.” Another suggested including both “Non-binary” and “Other” with a fillable text box for respondents to specify their identity.

## Final Recommendations

*Implement as tested in Round 2 with the following changes:*

- Add the response option “Something else” to **SD6**.
- Specific to the pilot, create a question **SD11** to identify the member of the household with the next birthday and if they were the one who completed the survey (see *Survey Consent* section above):
  - “Among members of your household that are age 18 or older, who has the next upcoming birthday? A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.”

## Additional Suggestions

### Cognitive Test – Round 1

- Additional Wording: Bold and underline the word “exclude” throughout
- Yes or No or Maybe: A participant noted that sometimes their answer fell between yes and no and suggested adding a “maybe” option between the two
- Design Issues: Bolding, Improving Font Type/Size, Changing Formatting
  - It was recommended to use bolding, improved font type/size, and/or other formatting enhancements to highlight key text (e.g., time frames or critical parts of items), since people often skim for keywords.

### Cognitive Test – Round 2

- Completion Bar: Several respondents expressed interest in adding a “completion bar” at the top of the survey to show their progress. However, this could be challenging or potentially confusing given the dynamic structure of the survey. Because respondents’ responses can increase or decrease the number of subsequent items, both the numerator and denominator of a progress indicator may shift during completion.
- One participant noted not liking the introductory text as a separate screen for each of the justice areas unless the text was substantive (for example, noting that upcoming questions would be sensitive or confidential). They expressed concern that the additional clicks could increase burden and that respondents might visually overlook the lead-in screen text. It was suggested instead to start each justice area section with a simple heading such as “Housing and Neighborhood,” “Medicine and Health,” “Consumer and Financial,” and so on. These headings would appear above the “In the past 3 years...” text on each screen. However, multiple other respondents reported liking the lead-in slides before each justice event section.

## Final Recommendations

*Do not implement any changes not previously discussed.*

# Usability Test Findings

Usability test respondents took between 8 and 30 minutes to complete the CLNS web survey. Half of the respondents finished the survey in approximately 15 minutes, which aligns with the estimate provided in the participant recruitment materials. No participant required more than 30 minutes to complete the survey.

In terms of technology used, five respondents completed the survey on a laptop or desktop computer, while one participant completed it on an iPhone.

Browser usage varied across respondents. Three respondents completed the survey using Google Chrome, while the remaining respondents used a variety of other browsers: ARC, Safari, and Microsoft Edge—each used by one participant. Specific results from the usability test are summarized in **Table 5**.

**Table 5. Usability Test Findings**

Measure	Value	# of respondents
<b>Length of time to complete survey</b>	8 minutes	1
	15 minutes	3
	20 minutes	1
	30 minutes	1
<b>Device used to complete survey</b>	Computer/Laptop	5
	iPhone	1
<b>Browser used to complete survey</b>	Google Chrome	3
	ARC	1
	Safari	1
	Microsoft Edge	1

- Technical Issues Reported:** By and large, usability test respondents reported that the survey was easy to complete. All respondents completed the survey independently, without assistance. No respondents reported any display issues with the questions, or the pop-up definitions present throughout the survey. No respondents reported any issues with closing out of the survey or using their PIN to re-enter where they left off. Some respondents reported minor issues progressing through the survey at times; however, these issues were not encountered during the interviews, and respondents chalked them up to issues with their individual internet connections.

- **Bolding Text:** One participant noted that throughout the survey, text is emphasized either through bolding or italicization. The participant recommended that text be emphasized by uniform bolding throughout the survey, as bold words stand out more than italicized words because they differ in color from the standard font used throughout the survey.
- **Space Between “Next” Button and “If you experience technical issues...” Sentence:** One participant noted that there was not much space between the “Next” button and the sentence at the bottom of the web instrument reading “If you experience technical issues, please call 1-202-695-0518 or email [CLNS@norc.org](mailto:CLNS@norc.org) for assistance”. This was problematic for the participant because the sentence includes a [mailto:] link for the CLNS project inbox, and they accidentally clicked on that link when they meant to progress through the survey. More space should be added between the “Next” button and the sentence informing respondents where to reach out if they encounter technical issues to prevent this issue from recurring.
- **Greater Distinction Between Section Introductions and Subsection Introductions:** Many respondents reported slight confusion about the larger section introductions and the smaller subsection introductions focused on a specific subset of questions regarding a particular civil or criminal justice topic (e.g., the Civil Legal Introduction followed by 1HN Introduction). Because these two types of introductions are formatted identically, respondents reported wondering whether they had missed a question after progressing past the larger section introductions. The larger section introductions should be distinguished from the smaller subsection introductions in some fashion to reduce this confusion.
- **Drop-Down Menu for Year in NP9 and NP10:** One participant noted that, since NP19 and NP10 ask about when issues a respondent has experienced within the last 3 years were resolved, the year drop-down menu should be limited to only include the past 3 years.
- **Phrasing of NP14L:** One participant noted that the phrasing of NP14 was unclear. The interviewer, in their debriefing call, explained what the question was asking, and the participant understood afterwards; however, they recommended that an example be included or that simplified language be used to ensure that respondents completing the survey fully understand the question. Potential clarifying language to be listed after the current question text could read as follows: “As an example, do you believe that *Serious Affirmative Event A* was the cause of *Civil or Criminal Event Selected*? Or do you believe that *Serious Affirmative Event A* was the result of *Civil or Criminal Event Selected*?”

## Final Recommendations

*Resolve all technical issues but do not implement any changes to the instrument’s wording or examples.*

# Summary

This report documents findings from the cognitive and usability testing conducted to inform the development of the CLNS for AJDTP. Cognitive and usability testing assessed the clarity, comprehension, and functionality of the draft survey instrument through 23 cognitive interviews and six usability interviews with respondents of varying backgrounds and experiences. Findings identified issues related to complex wording, inconsistent terminology, and unclear reference periods, and provided opportunities to improve survey navigation and display. Revisions addressed these issues through simplified language, clearer definitions and examples, improved formatting, and refined skip logic. Usability testing confirmed that the instrument performs effectively across devices and can be completed within a reasonable timeframe. Collectively, these results demonstrate that the revised CLNS instrument is substantially improved in clarity, usability, and measurement quality, providing a strong foundation for pilot testing with a nationally representative sample.

# Appendix A: Project Description

## Access to Justice Design and Testing Program

We currently know that around the world people experience a wide variety of civil legal needs in core areas of daily life. These include housing, employment, finances, family issues, domestic violence, and more. Specifically, in the U.S., people face between 150 to 250 million new civil justice problems each year. Some of these civil justice problems move from civil issues to criminal issues. Yet, we do not have a reliable, systematic way to look at how issues within the civil and criminal systems overlap or move from system to system. To better understand this process, the U.S. Department of Justice's Bureau of Justice Statistics (BJS) funded NORC at the University of Chicago (NORC) and the American Bar Foundation (ABF) to conduct a study to explore this issue. Work began in 2023 to implement a new project called the *Access to Justice Design and Testing Program (AJDTP)*.

### Project Goals

The goals of AJDTP are to:

1. Draft a web-based survey called the Civil Legal Needs Survey (CLNS) which will ask questions about civil issues and how they overlap with the criminal system.
2. Randomly select addresses across the continental U.S. and asks households to complete the CLNS.
3. Receive feedback on the CLNS questions.
4. Update the CLNS web survey based on feedback from the household respondents.
5. Separate from the CLNS survey, explore the types of data that is already being collected on these topics. This data is anticipated to be administrative records.
6. Complete the necessary data sharing agreements to receive the administrative records.
7. Review and summarize the administrative records.
8. Draft a public facing report that describes the activities and the results.

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**With funding from:**  
Bureau of Justice Statistics

Specifically, the *CLNS* will be shared with an address-based sample of 5,000 addresses in the U.S. with the request that an adult aged 18 years and older complete the survey and provide feedback. Respondents will receive a stipend for their time.

The administrative data review will focus on understanding the criminal-civil overlap of civil protection orders and drivers license suspensions, identify a data collection method by which to test the collection of standardized data on the overlap, and implement data collection in a specified geographic area(s) to learn about data availability, level of completeness of data, and costs associated with data collection, among other things.

Information from both activities will inform a larger, national survey on civil legal needs in the U.S, as well as inform the ability to collect reliable national data on the criminal-civil legal nexus of civil protection orders and drivers license suspensions.

# Appendix B: Cognitive Test Recruitment Materials

Cognitive interview session invitation email



Dear [RESPONDENT NAME],

On behalf of The Bureau of Justice Statistics (BJS) within the U.S. Department of Justice, NORC at the University of Chicago and the American Bar Foundation are working to develop a survey that asks about people’s experiences with civil justice needs and the potential interaction with the criminal justice system. This includes experiences such as issues with housing payments, employment, family disputes, income problems, government agencies, identity theft, and medical debt, and the best way to ask these questions. The survey is called the Civil Legal Needs Survey (CLNS).

The draft survey was developed with input from academics, researchers, and subject matter experts. We are now moving into the testing phase where we invite a small number of people to participate in a cognitive interview to provide comments on the survey questions and response options.

We received your name from [ORGANIZATION] as someone who might help us with the testing of this survey. Your participation is completely voluntary, and you can stop the interview at any time. Your name will not be shared in any reports or published material.

We now invite you to participate in the following cognitive interview activities for which you will receive a \$50 prepaid Visa card upon completion:

- Join a Zoom or Teams video conference session
- Complete the CLNS survey during the session and provide feedback to the interviewer in real-time

We hope that you will be able to participate at one of the following times:

- Date 1
- Date 2
- Date 3

If the above dates do not work with your schedule, please let me know and I will look for additional times.

Please let us know if there are any questions by responding to this email or calling 1-XXX-XXX-XXXX.

Thank you,  
<name>, <affiliation>  
CLNS Project Team

<SUID>

**Phone call to prompt cognitive test non-responders**

**If voicemail:**

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of the American Bar Foundation and the NORC at the University of Chicago. We received your information from [ORGANIZATION]. We are working on a survey for the Bureau of Justice Statistics called the Civil Legal Needs Survey and we recently sent an invitation for you to participate in our cognitive test to provide feedback on the survey questions. I would appreciate if you could call me back at <phone> to talk about this further.

**If answering phone:**

Hello, may I please speak with (NAME)?

Hello, my name is \_\_\_\_\_ and I'm calling from NORC/American Bar Foundation. I'm calling to follow up on my email about the Bureau of Justice Statistics project we are working on to develop a civil legal needs survey. Did you receive the email? <If yes> Would you like additional information, or would you like to help?

***No, I did not receive that email, or Yes, but I would like additional information.***

Ok, let me give you some background on the Civil Legal Needs Survey. The Civil Legal Needs Survey is being conducted on behalf of the U.S. Department of Justice's Bureau of Justice Statistics (BJS) by a team of researchers from NORC at the University of Chicago (NORC) and the American Bar Foundation. The survey is intended to understand the breadth and types of civil legal needs experienced by persons living in the United States and the intersectionality of their interactions across the criminal and civil justice systems. It was developed in consultation with experts in civil legal needs surveys and the intersection of civil and criminal justice. We are currently working with organizations who serve people experiencing civil and/or criminal justice events to identify people who could complete the survey and provide feedback. They will receive a \$50 incentive for their time.

At this time, we are asking a small number of people to complete the survey online with an interviewer from NORC/ABF during which feedback will be provided on the survey questions and answers. The cognitive interview feedback session will take about 60 minutes. We would like to invite you to participate in a cognitive interview at a time that is convenient to you. <If no, go to "yes but I cannot participate. If yes, "yes, and I would like to participate.>

***Yes, but I cannot participate.***

Ok, thank you for letting me know. Would you be able to let me know why you are not able to participate? This information is also helpful for our testing purposes.

Thank you

***Yes, and I would like to participate:***

Great! Are you available at any of these days or times?

-DATE

-DATE

-DATE

If not, can you please provide us with some dates and times that you are available, and I will check with the team's availability? If needed, what is the best way to reach you in the future – phone or email? <Confirm phone number and/or email address.> Thanks so much for your time.

**Cognitive test meeting invitation**



Dear [Respondent name],

Thank you for agreeing to meet with us on <DATE> at <TIME> to talk about the Civil Legal Needs Survey (CLNS).

The <ZOOM/TEAMS> link to join the session is: <LINK>

During the session our plan is that you will complete the web survey and let our interviewer, <NAME>, know if anything should be changed. This might be the way a question is worded or if your answer isn't on the list of options.

The session should take about 60 minutes. If you are no longer able to make the interview at the date and time listed above, please contact us at <INTERVIEWER EMAIL> or via phone at <INTERVIEWER PHONE>.

Your feedback on the survey questions is very important in making sure that we are asking the right questions in the right way. You will receive a \$50 prepaid Visa card for your time.

Thank you,

<name>, <affiliation>

CLNS Project Team

<SUID>

# Appendix C: Informed Consent Form



## Consent for Cognitive Interview or Usability Testing

### What is the research about?

NORC and the American Bar Foundation (ABF) are conducting a research study that involves interviewing individuals who have had experiences with the civil or criminal justice systems for the Bureau of Justice Statistics (BJS). BJS is authorized to conduct this data collection under Title 34, United States Code, Section 10132.

As part of the study, we are interviewing up to 60 people about the types of experiences with civil and criminal issues and the impact they have had on their lives.

### What will I be asked to do?

If you agree, you will participate in *[insert <an hour and 20 minute> for cognitive tests OR insert <a 1-hour interview> for usability testing]* over a video call with a NORC or ABF interviewer. We ask that you take this interview in a private location where you can't be overheard. With your permission, we would like to audio record the interview to ensure that we have a complete record as we review participants' responses for our research. The interview will ask questions about the types of civil and criminal experiences you may have had in the past three years, how those issues might be related, and the types of help you might have sought. As part of the interview, *[insert <I will also talk to you about your thoughts on the survey questions. This is to help us make improvements to the questions so that that all respondents understand what the survey questions are asking> for cognitive tests OR insert <I will also talk to you about your thoughts on the survey platform and your experiencing using it. Your feedback will help us make improvements to the survey, so it works as smoothly as possible going forward> for usability tests]*. You will receive a card or code to a \$50 pre-paid Visa upon completion of the interview to help cover costs associated with data and internet usage.

### How will my responses be used?

By law, we can only use and release the information we collect for statistical or research purposes under Title 34, U.S.C. Section 10134. Your responses will be combined with the responses we get from other participants and be used to help BJS develop a standardized survey instrument that will help us better understand the relationship between the civil and criminal justice systems.

### What are the possible benefits and risks?

There are no known benefits to you for taking part in the interview, but your participation is vital to making this study successful and helping BJS develop a survey instrument that will collect reliable and accurate data.

Some of the interview questions might make you feel upset or uncomfortable, such as those asking about being a victim of crime, which describe the types of crime. The goal of this wording is to ensure that BJS is collecting accurate data by making sure people who respond to the survey understand what is being asked. We will provide a list of resources you can reach out to if you need assistance.

**Do I have to take part in this study?**

Participating in the interview is completely voluntary. It is entirely up to you whether you participate in the interview. You can skip any questions you do not want to answer, and you can stop the interview at any time. No one will be notified of your participation, and no one will be upset whether you do this or not.

**How will my information be protected?**

The Bureau of Justice Statistics, NORC, and ABF are required by federal law to protect your privacy and confidentiality (Title 34 U.S.C. 10231). The information you share in the interview and the digital audio recording will remain confidential, and nobody outside the BJS/NORC/ABF study team will know what you, specifically, told us. The interview does not ask for any personally identifying information about you. The exception to our promise of confidentiality includes if you disclose that you plan to seriously harm yourself or a specific person or plan to commit a future crime (28 CFR 22.20). When we write up the study findings, your information will be combined with information from other people who participate in the study. You will not be identified in any published or presented materials. Your contact information and the digital audio recording will be destroyed at the end of the study. It is a federal crime with serious consequences for anyone on the project team to release your confidential information.

**What if I have questions?**

If you have any questions about the study, you can contact John Roman (the lead researcher) at CLNS@norc.org or 1-XXX-XXX-XXX. If you have any questions about your rights as a research participant, contact the NORC Office of Research Protection at 1-866-309-0542. If you would like to speak with someone at the Bureau of Justice Statistics, please contact [AskBJS@usdoj.gov](mailto:AskBJS@usdoj.gov).

**Documentation of Decision**

Do you have any questions for me about the study or anything that we have just talked about? Please let me know which box best matches your decision:

- I agree to do the interview, and it is **OK** to make a digital audio recording of it.
- I agree to do the interview, but it is **not OK** to make a digital audio recording of it.
- I do not want to do the study.

-----  
[FOR THE INTERVIEWER TO COMPLETE] I have explained this study to and answered questions of the potential participant whose study ID number is at the top of this form.

\_\_\_\_\_  
Signature of Research Team Member Obtaining Consent

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name of Research Team Member Obtaining Consent

## RESOURCES

If you are concerned about any of the topics covered in this survey, or if you would like more information on these issues, you are encouraged to contact the following organizations:

- Rape, Abuse & Incest National Network (RAINN): call a victim's assistance hotline available 24/7 at 800-656-HOPE (4673) or chat live visit <https://hotline.rainn.org/online/>.
- National Domestic Violence: call hotline at 800-799-7233, TTY 800-787-3224, or to receive real-time, one-on-one support through live chat available 24/7 visit <http://www.thehotline.org/what-is-live-chat/>
- Office for Victims of Crime: for help for victims visit <https://ovc.ojp.gov/help-for-victims/overview>, and to search a directory of crime victim services visit: <https://ovc.ojp.gov/directory-crime-victim-services/search>

# Appendix D: Round 1 Cognitive Test Survey and Protocol



### <Following cognitive test informed consent>

#### Introduction to purpose and procedures of interview

On behalf of NORC and ABF, I would like to thank you for taking the time to speak with me today. I greatly appreciate it.

**Purpose:** The purpose of this interview is to get your feedback on some survey questions for this new Civil Legal Needs Survey (CLNS). The CLNS is a new survey that is being piloted by the Bureau of Justice Statistics to help understand individuals' civil legal aid needs and also individuals' interactions with both the criminal and civil legal systems. Since this is a new survey, we want to ensure the questions make sense and understand what the questions mean to you. Your feedback will help us improve the questions and make them as clear as possible.

**Procedure:** I would like you to please answer these questions to the best of your knowledge and to know that there are no right or wrong answers. After some of the survey questions, I may stop and ask you follow-up questions to better understand your answer and the way you thought about the question. Most of my follow-up questions will ask what you thought about certain words or phrases or what you think a question is trying to ask.

As we are going through the survey, please feel free to tell me anything that comes to mind or to ask me anything you are unclear about. Feel free to tell me what you are thinking as you are answering these questions. We want your honest opinions about what you like and dislike and what you do and don't understand so we can improve this survey. I also want to remind you that you do not have to answer any questions you do not want to, and you can end the interview at any time. If I ask you a question you do not want to answer, you can just say "Pass."

Now, I will share my screen and pull up the survey questions for us to review. I ask that you read it on your own and then verbally tell me which of the response options you select. After you read the question in your head and tell me your response, I will likely follow up with a few questions about how you came to your answer or what a specific word means to you and then we will move on to the next question. If you do not understand a question, please let me know, and we can discuss it.

**Do you have any questions before we begin? [LAUNCH SCREEN SHARE, AND CONFIRM PARTICIPANT CAN SEE THE SCREEN]**

[PROTOCOL NOTE: For all questions – ask probes before hitting submit or closing out of the screen so that question(s) and answers are still visible to the respondent]

## Civil Legal Needs Survey

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### CONSENT

The Bureau of Justice Statistics (BJS) within the U.S. Department of Justice is conducting a pilot survey of households across the United States to learn about people’s experiences with civil justice needs, such as experiences with housing payments, employment, family disputes, income problems, government agencies, identity theft, and medical debt, and the best way to ask these questions. This survey will ask about these and other similar topics. We understand that your time is valuable and would appreciate the contribution of your unique insights and experiences. This survey takes about 15 minutes to complete, and your participation is voluntary.

You may choose to skip any question you don’t wish to answer or end the survey at any time. Whether or not you decide to participate, there will be no impact on any rights or services you are entitled to.

*BJS will not know who participated in this survey. Any information you provide will be kept strictly confidential.* NORC at the University of Chicago is collecting these data on behalf of BJS, and they will not share any contact information with BJS. Under Title 34, U.S.C. Section 10134 the information you provide can only be used for statistical or research purposes and BJS and NORC at the University of Chicago are required by law to protect your privacy and confidentiality (Title 34 U.S.C. 10231). No personal identifying information will be released to the public.

You will receive a \$50 prepaid Visa card for your participation. Your contact information will be used by NORC to send you a prepaid card thanking you for your participation.

If you have any questions, please contact us at 1-202-695-0518 or [CLNS@norc.org](mailto:CLNS@norc.org).

Thank you for your help!

- 01 Please check this box to continue. By checking the box, I acknowledge that I have read the above information, am at least 18 years old, and voluntarily agree to participate.
- 02 I do not agree to participate.

**PROGRAMMER: IF FIRST BOX IS CHECKED PROCEED TO THE NEXT SCREEN; IF THE SECOND BOX IS CHECKED PROCEED TO THE END SCREEN.**

**PROBE:** We will be surveying households once we fully implement the survey. If before this section we had asked the following question, how easy or difficult would it have been to understand? Could it be reworded to be clearer?

**Question 1:** Are you the adult age 18 or older in your household who will have the next birthday? A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.

**[If no] Question 2:** Please have the adult in your household who will have the next birthday complete the survey.

**BEGIN INSTRUMENT:**

**S1.** To begin with, the following questions ask about things that you may have experienced over the past 36 months from today, or since X DATE.

S1.	In the past 36 months, meaning since X DATE, have you:	Yes	No	Don't know	Prefer not to answer
a.	Owned, purchased, had a mortgage for, or sold a home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Rented a home, apartment, condo, or another rented living space?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Had health insurance or attempted to get health insurance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Experienced a problem with medical debts or billing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Fallen behind on paying bills or had difficulties with debt?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Attempted to obtain, maintain, or use government assistance, or other benefits such as food assistance, housing assistance, disability benefits, or income assistance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Had a job, been an employee, or worked for pay as a contractor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Been the parent or guardian of a child under the age of 18?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Experienced a theft, break-in, or property damage or an attempted theft, break-in, or property damage?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Experienced identity theft, fraud, or a breach of personal data?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Experienced physical attacks, sexual violence, harassment, or stalking, or threats of violence or personal harm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult were these questions to answer?

**PROBE 2:** Was there anything confusing about any of these questions?

**PROBE 3:** Were all of these questions worded clearly?

**PROBE 4:** These questions will screen you into other sections that will have more detailed questions, but could you think of any broad topics that might have been missed?

**PROBE 5:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

S2. The following question asks about things that you may have ever experienced.

S2.	Have you EVER:	Yes	No	Don't know	Prefer not to answer
a.	Been arrested for, charged with, or convicted of a crime?	0	0	0	0

**PROBE 1:** Did you feel comfortable answering this question? Is there any way it could have been more comfortable for you?

**PROBE 2:** Was it clear that the time frame was different for this question?

**SKIP PATTERN PROGRAMMING:**

[If no or prefer not to answer is selected, respondent is screened out of follow up questions.]

- If yes or don't know to S1a., then enable HN1b through and HN1c.
- If yes or don't know to S1b., then enable HN1d through and HN1e.
- If yes or don't know to S1c., then enable MH1b. and MH1c.
- If yes or don't know to S1d., then enable MH1d. and MH1e.
- If yes or don't know to S1e., then enable CF1d through CF1e.
- If yes or don't know to S1f., then enable PT1b through PT1d.
- If yes or don't know to S1g., then enable E1a through E1d.
- If yes or don't know to S1h., then enable FC1b through FC1d.
- If yes or don't know to S1i., then enable CVP1a. through CVP1d.
- If yes or don't know to S1j., then enable IFD1a through IFD1d.
- If yes or don't know to S1k., then enable CVV1a through CVV1d.
- If yes or don't know to S2a., then enable Cj1i through Cj1j.

## SECTION 1. CIVIL JUSTICE QUESTIONS

The next few sections of the survey are about issues that people commonly experience in everyday life.

### SECTION 1HN. HOUSING and YOUR NEIGHBORHOOD

*[If respondent answers no or prefer not to answer to S1a and S1b, ask only HN1a]*

The next questions are about issues you may have experienced related to housing and your neighborhood.

**HN1.** In the past 36 months, that is since X DATE, have you:

HN1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Had problems with your neighbors over noise, property lines, fences, trees, litter, parking spots, or pets?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1a, ask HN1b]</i> Experienced problems in the process of purchasing (not renting) a home, including problems with financing, closing, inspections, warranties, or fees?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1a, ask HN1c]</i> Fallen behind on mortgage repayments or had to make special arrangements for payment with the lender?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1b, ask HN1d]</i> Had a landlord or other property manager fail to keep a home you were renting in good repair and condition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to S1b, ask HN1e]</i> Experienced disputes about rules, rent, or other terms of a lease with a landlord, public housing authority, or other property manager?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult [was this]/[were these] question(s) to answer?

**PROBE 2:** Was there anything confusing about [this]/[any of these] question(s)?

**PROBE 3:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**[If asked any of HN1b-e] PROBE 4:** Within the area of housing and your neighborhood, could you think of any experiences that are missing?

*[If yes to any of HN1a-e then ask HN2(a-e) after each applicable affirmative response]*

**HN2(a-e).** You responded that you <affirmative justiciable event from HN1a-HN1e; e.g., fallen behind on mortgage repayments or had to make special arrangements for payment with the lender>. Please rate the seriousness of the housing or neighborhood issue <issue label> that you experienced.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

Please keep these questions in mind as we move through the survey, as you will be asked about the seriousness of other events you report:

**PROBE 1:** Do these levels of seriousness make sense? Did this rating scale feel applicable to your experience?

**[If no] PROBE 2:** Would there be a different way to ask this question that made more sense?

SECTION 1MH. MEDICINE and HEALTH

*[If respondent answers no or prefer not to answer to both S1c and S1d, ask only MH1a]*

**The next questions are about issues you may have experienced related to medicine or health.**

**MH1.** In the past 36 months, that is since X DATE, have you:

MH1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Set-up or changed an advanced medical directive, health care power of attorney, or living will?	0	0	0	0
b.	<i>[If yes or don't know to S1c, ask MH1b]</i> Had problems getting or keeping health insurance (private, employer-sponsored, public, or government-funded)?	0	0	0	0
c.	<i>[If yes or don't know to S1c, ask MH1c]</i> Had an insurance claim denied for coverage of medical care or a prescription drug?	0	0	0	0
d.	<i>[If yes or don't know to S1d, ask MH1d]</i> Been billed incorrectly for medical services, including but not limited to co-pays and deductibles?	0	0	0	0
e.	<i>[If yes or don't know to S1d, ask MH1e]</i> Had unpaid medical debt or had someone try to collect money for medical debt?	0	0	0	0

**PROBE 1:** How easy or difficult were these question(s) to answer? Why?

**PROBE 2:** Was there anything confusing about [this]/[any of these] question(s)?

**PROBE 3:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**[After MH1a] PROBE 4:** Did you understand the terms in this question (e.g. advanced medical directive, health care power of attorney, or living will)? If not, can you think of another way to phrase them?

**[If asked any of MH1b-e] PROBE 5:** Within the topic of medicine and health, can you think of anything that is missing?

*[If yes to any of MH1a-e then ask MH2(a-e) after each applicable affirmative response]*

**MH2(a-e).** You responded that you <affirmative justiciable event from M1a-M1e; e.g., set-up or changed an advanced medical directive, healthcare power of attorney, or living will>. Please rate the seriousness of the medical and health issue <issue label> that you experienced.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

SECTION 1CF. CONSUMER and FINANCIAL

*[If respondent answers no or prefer not to answer to S1e, ask only CF1a-c]*

**The next questions are about issues you may have experienced related to finances, debt, and other consumer issues.**

**CF1.** In the past 36 months, that is since X DATE, have you:

		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Been harassed by or had disputes with creditors or collection agencies? <i>Please exclude harassment for and disputes over medical debt.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[Ask all]</i> Had an error on your credit report, such as an unrecognized account, unrecognized debt reported to collections, incorrect listing of a late payment, or incorrect listing of a missed payment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[Ask all]</i> Had problems with refinancing, repaying, or interest rates charged on a credit card or loan? <i>Please exclude problems paying a mortgage.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes to S1e, ask CF1d]</i> Had a utility (water, electricity, or gas) that was disconnected due to problems paying the bill?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes to S1e, ask CF1e]</i> Filed or needed to file for bankruptcy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult were these question(s) to answer? Why?

**PROBE 2:** Was there anything confusing about [this]/[any of these] question(s)?

**PROBE 3:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**PROBE 4:** Within the topic of consumer and financial issues, can you think of anything that is missing?

*[If yes to any of CF1a-e then ask CF2(a-e) after each applicable affirmative response]*

**CF2(a-e).** You responded that you <affirmative justiciable event from CF1a-CF1e; e.g., had a utility (water, electricity, or gas) that was disconnected due to problems paying the bill>. Please rate the seriousness of the consumer or financial issue <issue label> that you experienced.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**SECTION 1PT. PUBLIC BENEFITS OR GOVERNMENT SERVICES**

*[If respondent answers no or prefer not to answer to S1f, ask only PT1a]*

**The next questions are about issues you may have had with obtaining government assistance, services, and benefits and other issues with government agencies.**

**PT1.** In the past 36 months, that is since X DATE, have you:

PT1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Had problems obtaining or regaining government-issued identification, licenses (including driver's license), permits, or documents?	O	O	O	O
b.	<i>[If yes or don't know to S1f, ask PT1b]</i> Had problems claiming, keeping, or using state or federal disability benefits (including Social Security Disability Insurance [SSDI] and state disability insurance)?	O	O	O	O
c.	<i>[If yes or don't know to S1f, ask PT1c]</i> Had problems claiming, keeping, or using food stamps or government food assistance, such as SNAP (Supplemental Nutrition Assistance Program), WIC (Special Supplemental Nutrition Program for Women, Infants and Children), or other government food assistance programs?	O	O	O	O
d.	<i>[If yes or don't know to S1f, ask PT1d]</i> Had problems claiming, keeping, or using subsidized housing or a Section 8 voucher?	O	O	O	O

**PROBE 1:** How easy or difficult were these question(s) to answer? Why?

**PROBE 2:** Was there anything confusing about [this]/[any of these] question(s)?

**PROBE 3:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**[If asked PT1b-d] PROBE 4:** Within the topic of public benefits and government issues, can you think of anything that is missing?

*[If yes to any of PT1a-d then ask PT2(a-d) after each applicable affirmative response]*

**PT2(a-d).** You responded that you had issues with <affirmative justiciable event from PT1a-PT1d; e.g., claiming, keeping, or using subsidized housing or a Section 8 voucher >. Please rate the seriousness of the public benefits or government service issue <issue label> that you experienced.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

SECTION 1E. WORK AND INCOME

*[If respondent answers no or prefer not to answer to S1g, skip section 1E]*

The next questions are about issues that you may have experienced related to work or income.

E1. In the past 36 months, that is since X DATE, have you:

E1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes or don't know to S1g, ask E1a]</i> Been fired, demoted, or denied a job opportunity for unfair or discriminatory reasons?	O	O	O	O
b.	<i>[If yes or don't know to S1g, ask E1b]</i> Expressed a workplace complaint that was not taken seriously or adequately dealt with?	O	O	O	O
c.	<i>[If yes or don't know to S1g, ask E1c]</i> Not received wages or benefits from an employer that you were owed for work performed?	O	O	O	O
d.	<i>[If yes or don't know to S1g, ask E1d]</i> Been exposed to working conditions that were physically unsafe or unhealthy?	O	O	O	O

**PROBE 1:** How easy or difficult were these questions to answer? Why?

**PROBE 2:** Was there anything confusing about any of these question(s)?

**PROBE 3:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**PROBE 4:** Within the topic of work and income issues, can you think of anything that is missing?

*[If yes to any of E1a-d then ask E2(a-d) after each applicable affirmative response]*

**E2(a-d).** You responded that you <affirmative justiciable event from E1a-E1d; e.g., experienced difficulties collecting money owed to you >. Please rate the seriousness of the work or income issue <issue label> that you experienced.

1.	Not at all serious	O
2.	Mildly serious	O
3.	Moderately serious	O
4.	Extremely serious	O
5.	Don't know	O
6.	Prefer not to answer	O

SECTION 1FC. FAMILY and CHILDREN ISSUES

[If respondent answers no or prefer not to answer to S1h, ask only FC1a]

The next questions are about issues you may have experienced related to your family or children.

**FC1.** In the past 36 months, that is since X DATE, have you:

FC1.		Yes	No	Don't know	Prefer not to answer
a.	[Ask All] Experienced divorce or legal separation from a spouse?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[If yes or don't know to S1h, ask FC1b] Experienced difficulties with custody or visitation arrangements for child(ren) (e.g., reaching an agreement or following an agreement)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[If yes or don't know to S1h, ask FC1c] Experienced problems related to child support (e.g., collecting or paying child support)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[If yes or don't know to S1h, ask FC1d] Had Child Protective Services (CPS) or another state agency focused on children and family safety get involved in a family situation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult were these question(s) to answer? Why?

**PROBE 2:** Was there anything confusing about [this]/[any of these] question(s)?

**PROBE 3:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**[If asked FC1b-d] PROBE 4:** Within the topic of family and children issues, can you think of anything that is missing?

[If yes to any of FC1a-d then ask FC2(a-d) after each applicable affirmative response]

**FC2(a-d).** You responded that you <affirmative justiciable event from FC1a-FC1d; e.g., experienced divorce or legal separation from a legal spouse>. Please rate the seriousness of the family or child issue <issue label> that you experienced.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

## SECTION 2. CRIMINAL JUSTICE QUESTIONS

The following sets of questions ask about experiences that you may have had with being a victim of crime or other interactions with the criminal justice system. We understand that these questions are very sensitive. Please remember that your answers will be kept strictly confidential.

### SECTION 2CVP. CRIMINAL VICTIMIZATION: PROPERTY

*[If respondent answers no or prefer not to answer to S1i, skip section 2CVP]*

The next questions are about property crime victimization that you may have experienced.

**CVP1.** During the past 36 months, meaning since X date, have you experienced any of the following:

CVP1		Yes	No	Don't Know	Prefer not to answer
a.	<i>[If yes or don't know to S1i, ask CVP1a]</i> Someone stole or tried to steal your car or other motor vehicle or any vehicle parts, such as a tire, battery or gas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1i, ask CVP1b]</i> Someone stole or attempted to steal something of yours? This could have been something you wear or carry, electronic equipment, or something in our home and happened while you were at home, work, school, or somewhere else?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1i, ask CVP1c]</i> Someone deliberately damaged or destroyed something belonging to you or anyone else in your household, such as breaking windows, slashing tires, or painting graffiti on walls?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1i, ask CVP1d]</i> Someone broke in or tried to break into your home or any other building on your property, such as a shed, garage, or storage room?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult were these questions to answer? Why?

**PROBE 2:** Was there anything confusing about any of these question(s)?

**PROBE 3:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**PROBE 4:** Did you have any experiences with property crime that you didn't see here?

*[If yes to any of CVP1a-d then ask CVP2(a-d) after each applicable affirmative response]*

**CVP2(a-d).** You responded that you experienced that *<affirmative justiciable event from CVP1a-CVP1d; e.g., someone illegally broke into or tried to break into your home or any other building on your property, such as a shed, garage, or storage building>*. Please rate the seriousness of the property crime or theft issue *<issue label>* that you experienced.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**SECTION 2IFD. IDENTITY THEFT, FRAUD, DATA BREACHES**

*[If respondent answers no or prefer not to answer to S1j, skip section 2IFD]*

**The next questions are about issues you may have experienced related to identity theft, fraud, or breaches of personal data.**

**IFD1.** During the past 36 months, meaning since X date, have you experienced any of the following:

IFD1		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes or don't know to S1j, ask IFD1a]</i> A company, government agency, or some other organization informed you that your personal information had been stolen or that your data had been breached?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1j, ask IFD1b]</i> An existing credit card, bank account, email/social media account, or other type of existing account was accessed by someone else without your permission?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1j, ask IFD1c]</i> Your personal information was used without your permission to open a new account or to apply for a benefit, job, or service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1j, ask IFD1d]</i> You were tricked or deceived out of money, goods, or services either in person, by telephone, or online?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult were these question(s) to answer? Why?

**PROBE 2:** Was there anything confusing about any of these question(s)?

**PROBE 3:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**PROBE 4:** Did you have any experiences with identity theft, fraud or data breaches that you didn't see here?

*[If yes to any of IFD1a-d then ask IFD2(a-d) after each applicable affirmative response]*

**IFD2.** You responded that you experienced <affirmative justiciable event from IFD1a-IFD1d; e.g., Being tricked or deceived out of money, goods, or services either in person, by telephone, or online >. Please rate the seriousness of the identity theft, fraud, or data breach crime issue <issue label> that you experienced.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

### SECTION 2CVV. CRIMINAL VICTIMIZATION: VIOLENCE

*[If respondent answers no or prefer not to answer to S1k, skip section 2CVV]*

**The next questions are about violent crime victimization you may have experienced. Please remember that your answers will be kept strictly confidential and cannot be tied back to your personal information.**

**CVV1.** During the past 36 months, meaning since X date, have you experienced any of the following:

CVV1		Yes	No	Don't Know	Prefer not to answer
a.	<i>[If yes or don't know to S1k, ask CVV1a]</i> Someone attacked or tried to attack you, with a weapon, by throwing something at you, by hitting or choking you, or using force against you in any other way?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1k, ask CVV1b]</i> Someone forced you to have sexual contact that you did not consent to and that you did not want to happen? Sexual contact includes someone touching your sexual body parts, unwanted sex, or making you do these kinds of things to them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1k, ask CVV1c]</i> A current or former intimate dating partner or spouse or family member committed physical or sexual violence against you. This may be referred to as domestic or intimate partner violence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1k, ask CVV1d]</i> Someone committed repeated unwanted contacts or behaviors either in-person or online that caused you substantial emotional distress or made you fear for your safety or the safety of someone you know? This may be referred to as stalking.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** Did you feel comfortable answering these questions? If not, do you have a suggestion on a different way for us to learn this information and understand these issues? Is there any way it could have been more comfortable for you?

**PROBE 2:** Was there anything confusing about any of these question(s)? Could they have been worded differently to be clearer?

**PROBE 3:** Did you have any experiences with violent crime that you didn't see here?

*[If yes to any of CVV1a-d then ask CVV2(a-d) after each applicable affirmative response]*

**CVV2(a-d).** You responded that you experienced that *<affirmative justiciable event from CVV1a-CVV1d; e.g., someone threatened to, tried to, or actually hit you, knocked you down, or attacked you in any way>*. Please rate the seriousness of the violent crime issue *<issue label>* that you experienced.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

SECTION 2CJ. OTHER CRIMINAL JUSTICE SYSTEM CONTACT

The following questions ask about various interactions you may have had with the criminal justice system.

**CJ1.** In the past 36 months, that is since X DATE, have you:

CJ1		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Received a ticket from a police officer that required payment of a fine or a court appearance but no jail time (for example, a traffic or parking ticket; a payable offense)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[Ask all] Been arrested by police?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[Ask all] Been charged with a crime by prosecutors and appeared in court (for example, a misdemeanor or felony)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[Ask all] Been convicted of a crime?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	[Ask all] Been required to pay a court fine, fee, judgment, or to participate in a program due to a criminal or juvenile case?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	[Ask all] Served time in jail or prison (before a trial or after a conviction)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	[Ask all] Been on probation, parole, or supervised release (including electronic monitoring)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	[If yes or don't know to CJ1e, ask CJ1h] Had problems related to paying a court fine, fee, or judgment or paying for a program required due to a criminal or juvenile case?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	[If yes or don't know to S2a, ask CJ1i] Had your criminal record included in a background check for housing, employment, loans, or education?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	[If yes or don't know to S2a, ask CJ1j] Tried to expunge, seal, or remove something from your criminal record?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** Is each question clear and asking about something different? If not, which ones were not clear or asked the same thing? Could they have been worded differently to be clearer?

**PROBE 2:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**PROBE 3:** Did you have any contact with the criminal justice system that you didn't see here?

*[If yes to any of CJ1a-j then ask CJ2(a-j) after each applicable affirmative response]*

**CJ2.** You responded that you experienced <affirmative justiciable event from CJ1a-CJ1j; e.g., *Been arrested by police*>. Please rate the seriousness of contact with the criminal justice system <issue label> that you experienced.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

## SECTION 3: NATURE OF THE ISSUE

### **Instructions <selection criteria>**

*[Directions for the selection of justiciable events for inclusion in the Nature of the Issue module(s): In the previous modules, participants rated the perceived seriousness of each justiciable event they reported experiencing in the prior 36 months. Only justiciable events that were rated as “moderately” or “extremely serious” qualify for selection for this module.*

*Each Nature of the Issue module will have tailored language linked to the randomly selected criminal or civil justice issue. Question stems will include the issue descriptor selected in the question stem (e.g., divorce or separation, if randomly selected as the civil justice issue).*

*The participant will first complete the module with language in NP1-NP15 reflecting the criminal justice event. After the participant completes all questions regarding this event, the module will restart and populate questions NP1-NP15 to include the language tailored for the randomly selected civil event.*

*If **no events qualify**, this module does not populate and the participant is instead, diverted to the Sociodemographic module.*

*If a participant reports **at least one qualifying** civil or criminal justiciable event in the previous modules, up to one qualifying criminal event and up to one qualifying civil event will be selected for inclusion.*

*If a qualifying event is reported **in only one of the two subsets** (defined as criminal or civil events), the module will only populate once (e.g., if no qualifying criminal event but at least one qualifying civil event is reported, the participant only completes one module specific to the civil event).*

*If a qualifying event is reported in **both subsets**, the module will populate twice, once with a criminal event and once with a civil event.*

*If a participant reports **multiple qualifying events within a subset** of events, the event upon which the module will focus will be randomly selected from all qualifying events within that subset. This means one criminal issue is randomly selected from a participant’s qualifying criminal justice issues and one civil issue is randomly selected from a participant’s qualifying civil justice issues. No more than one event per subset will be selected for the module for no more than one iteration of the Nature of the Legal Issue module per subset (two total).]*

You reported that you experienced <serious criminal issue label, first round> <serious civil issue label, second round> within the past 36 months. The following questions aim to better understand what happened with that event.

**NP1.** Approximately, what month and year did the issue <issue label> start? *Your best estimate is fine.*

1. (MONTH/YEAR) \_\_\_\_\_

**PROBE 1:** Was it easy to recall this date? Why or why not?

**NP2.** Concerning this issue <issue label>, did you try or attempt to obtain information, advice, or help about:

NP2		Yes	No	Don't know	Prefer not to answer
a.	Your rights or responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	How to deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Services that could help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Prices of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	People's experience of different services (e.g. reviews or recommendations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Documents needed to deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Somebody/thing to assist you deal with the issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	None of these	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** Were any of these types of information, advice, or help confusing? How could we clarify?

**PROBE 2:** Did you reach out for any types of information, advice, or help that you did not see here?

**NP3.** Concerning this issue <issue label>, were you successful in obtaining information, advice, or help on:

NP3		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes to NP2a, ask NP3a]</i> Your rights or responsibilities	0	0	0	0
b.	<i>[If yes to NP2b, ask NP3b]</i> How to deal with the issue	0	0	0	0
c.	<i>[If yes to NP2c, ask NP3c]</i> Services that could help	0	0	0	0
d.	<i>[If yes to NP2d, ask NP3d]</i> Prices of services	0	0	0	0
e.	<i>[If yes to NP2e, ask NP3e]</i> People's experience of different services (e.g. reviews or recommendations)	0	0	0	0
f.	<i>[If yes to NP2f, ask NP3f]</i> Documents needed to deal with the issue	0	0	0	0
g.	<i>[If yes to NP2g, ask NP3g]</i> Somebody/thing to assist you deal with the issue	0	0	0	0

**PROBE 1:** Was it clear that this question was different than the one before it?

**NP4.** Did you obtain any information, advice, or help from any of the following sources concerning this experience <issue label>?

NP4		Yes	No	Don't know	Prefer not to answer
a.	A website, an "app," artificial intelligence (for example, Chat GPT), or social media (for example, TikTok, Facebook, or Twitter)	0	0	0	0
b.	A pamphlet, book or other printed material	0	0	0	0

**PROBE 1:** How easy or difficult was this question to answer? Could it have been phrased differently?

**PROBE 2:** Did you seek information, advice, or help from sources you looked at that you don't see here? Please don't include people or organizations as you will be asked about them next.

**NP5.** Apart from the information you told me about in the last question, did you obtain information, advice, or help from any of these people or organizations concerning this experience <issue label>?

NP5		Yes	No	Don't know	Prefer not to answer
a.	No one else, I handled it on my own	0	0	0	0
b.	Family, friends, neighbors, or acquaintances ( <i>excluding people whose job is to advise on issues such as these; if there is overlap, please count these people in their professional capacity instead. For example, if you consulted a neighbor who is also a lawyer, you would select 'yes' for d. private lawyer and 'no' for this question.</i> )	0	0	0	0
c.	The opposing person or entity	0	0	0	0
d.	Private lawyer	0	0	0	0
e.	Legal aid, public defender, or pro bono lawyer	0	0	0	0
f.	Court, tribunal, mediator, or arbitrator	0	0	0	0
g.	Federal, state, or local government agency, department, or authority ( <i>Not including the police</i> )	0	0	0	0
h.	Police	0	0	0	0
i.	Medical, mental health, or social services professionals ( <i>for example, doctor, nurse, therapist, counselor, social workers, or case managers</i> )	0	0	0	0
j.	Your employer or trade union	0	0	0	0
k.	Financial, accounting, or banking services professional	0	0	0	0
l.	Community, neighborhood, nonprofit, religious, or charitable organization	0	0	0	0
m.	Insurance company representative	0	0	0	0
n.	Any other professional person or organization	0	0	0	0

**PROBE 1:** How easy or difficult was this question to answer? Could it have been phrased differently?

**PROBE 2:** Did you know what a mediator or arbitrator is? What about a tribunal?

**PROBE 3:** Did how the people and organizations were grouped make sense to you? Are there any you would have separated out? Are there any you thought could be combined?

**PROBE 4:** Are there any people or organizations you sought information, advice, or help from that you did not see here?

[If no to NP5b-n, ask NP6]

**NP6.** Do any of the following describe why you did not obtain information, advice, or help from any people or organizations (other than yourself) concerning this experience <issue label>?

NP6		Yes	No	Don't know	Prefer not to answer
a.	There was no dispute/the other side was right	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	The issue resolved itself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	I did not need advice/knew enough myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	It did not warrant the effort or expense	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	I could not afford advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	I did not know where to get advice/couldn't find advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Advisors were too difficult to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	It would have damaged relationship with the other side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	It would have been too stressful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	I was scared of what the other side might do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	I believe it would have made no difference to the outcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	I do not think I could win against this person or organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	I have tried getting advice before and did not find it useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult was this question to answer?

**PROBE 2:** Did these reasons for not seeking out information, advice, or help feel relevant to your experience?

**[If no] PROBE 3:** How might you reword them? Are there any you would take away?

**PROBE 4:** Were all the reasons you did not seek out help here? Are there any you would add?

*[If no to NP5d and NP5e, ask NP7]*

**NP7.** Do any of the following describe why you did not obtain information, advice, or help from a private lawyer, public defender, pro bono attorney, or a legal aid attorney concerning this experience <issue label>?

NP7		Yes	No	Don't know	Prefer not to answer
a.	There was no dispute/the other side was right	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	The issue resolved itself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	I did not need advice/knew enough myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	It did not warrant the effort or expense	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	I could not afford advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	I did not know where to get advice/couldn't find advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Advisors were too difficult to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	It would have damaged relationship with the other side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	It would have been too stressful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	I was scared of what the other side might do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	I believe it would have made no difference to the outcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	I do not think I could win against this person or organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	I have tried getting advice before and did not find it useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult was this question to answer?

**PROBE 2:** Was it clear how this question was different from the one before it?

**PROBE 3:** Were all the reasons you did not seek out help from a private lawyer, public defender, pro bono attorney, or a legal aid attorney here? Are there any you would add?

**NP8.** Is the issue ongoing or done with? *“Done with” means that the issue has either been resolved or that it is still going on but you and everybody else have given up trying to resolve it further.*

1.	Ongoing	0
2.	Too early to say	0
3.	Done with – issue continues, but all have given up trying to resolve it further	0
4.	Done with – issue resolved	0
5.	Don’t know	0
6.	Prefer not to answer	0

**PROBE 1:** How easy or difficult was it to answer this question?

**PROBE 2:** *[If we had asked the question as follows instead, how would you respond?]*

**NP8alternative <for cognitive testing>**. Is the issue ongoing or resolved?

1.	Not Resolved	0
2.	Ongoing	0
3.	Partially Resolved	0
4.	Fully Resolved	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[If (3) on NP8, then ask NP9]*

**NP9.** When did you and everybody else give up all actions to try to resolve the issue <issue label>? *Your best estimate will be fine.*

2. (MONTH/YEAR) \_\_\_\_\_

**PROBE 1:** Was it easy to recall this date? Why or why not?

**PROBE 2:** Did you know all the information needed to answer this question?

**[If no] PROBE 3:** What weren’t you sure about?

*[If (4) on NP8, then ask NP10]*

**NP10.** When did the issue <issue label> end? *Your best estimate will be fine.*

2. (MONTH/YEAR) \_\_\_\_\_

**PROBE 1:** Was it easy to recall this date? Why or why not?

*[If (1) on NP8, then ask NP11]*

**NP11.** Are you satisfied with how things are going so far (as you try to resolve the issue) <issue label>?

1.	Not at all satisfied	0
2.	Slightly satisfied	0
3.	Moderately satisfied	0
4.	Very satisfied	0
5.	Extremely satisfied	0

**PROBE 1:** How easy or difficult was this question to answer?

*[If (3) or (4) on NP8, then ask NP12]*

**NP12.** Were you satisfied with the outcome <issue label>?

1.	Not at all satisfied	0
2.	Slightly satisfied	0
3.	Moderately satisfied	0
4.	Very satisfied	0
5.	Extremely satisfied	0

[Programming: Code stem as criminal if the nature of the issue is a criminal issue sequence. Code stem as civil if the nature of the issue is a civil issue sequence.]

**NP13.** Serious <criminal> <civil> issues can impact people’s lives in different ways. Did your experience with <issue label> result in any of the following?

NP13		Yes	No	Don’t know	Prefer not to answer
a.	Physical health problem or injury	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Emotional or mental health problem, stress, or loss of confidence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Increased drug (including nicotine), tobacco, or alcohol use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Social problem, such as a negative impact on relationships with family or friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Decrease in safety including being harassed, threatened, or assaulted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Loss or change of employment, missed work, or loss of occupational license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Having to work increased hours or an additional job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Having to move residences or loss of housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Loss of financial or economic security or going without food or utilities (like water, gas, and electricity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Missed or expelled/suspended from school or lost access to student loans or scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Police interaction, arrest, incarceration, or criminal record	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult was this question to answer?

**PROBE 2:** Did how the impacts on your life were grouped make sense to you? Are there any you would have separated out? Are there any you thought could be combined?

**PROBE 3:** Are there any impacts you experienced that you did not see here?

*[Directions for populating questions NP14 and NP15: All qualifying (i.e., those rated as moderately or extremely serious) criminal and civil justice events reported by the participant, excluding the event that the module is referencing, will be presented as cause and consequence response options.*

*If the participant only reported one qualifying event across both subsets (e.g. this module will only populate once), questions NP14 and NP15 will be skipped in programming and not be presented to the respondent.]*

**NP14.** In considering the <serious criminal issue label, first round> <serious civil issue label, second round> and the other events that you reported experiencing in the last 36 months. Which of the following would you consider a **cause** of your experience with <serious criminal issue label, first round> <serious civil issue label, second round> event?

		Yes	No	Don't know	Prefer not to answer
a.	<i>Serious Affirmative Event A</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>Serious Affirmative Event B</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>Serious Affirmative Event C</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>Serious Affirmative Event D</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>Serious Affirmative Event E</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>Serious Affirmative Event F</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g....	<i>Sequence through last serious affirmative event</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult was this question to answer?

**PROBE 2:** Could it have been presented or phrased differently to make it clearer?

**NP15.** In considering the <serious criminal issue label, first round> <serious civil issue label, second round> and the other events that you reported experiencing in the last 36 months. Which of the following would you consider a **consequence** of your experience with <serious criminal issue label, first round> <serious civil issue label, second round> event?

		Yes	No	Don't know	Prefer not to answer
a.	<i>Serious Affirmative Event A</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>Serious Affirmative Event B</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>Serious Affirmative Event C</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>Serious Affirmative Event D</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>Serious Affirmative Event E</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>Serious Affirmative Event F</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g....	<i>Sequence through last serious affirmative event</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** Was it clear that this question was different from the one before it?

**NATURE OF THE ISSUE SHORT DEBRIEF:**

**GENERAL PROBE 1:** Did these questions feel tied together / make sense as a group?

**GENERAL PROBE 2:** Is there anything missing that would help us better understand your experience?

## SECTION 5. SOCIODEMOGRAPHIC QUESTIONS

**SD1.** What is your age?

1.	18 – 24	<input type="radio"/>
2.	25 – 34	<input type="radio"/>
3.	35 – 49	<input type="radio"/>
4.	50 – 64	<input type="radio"/>
5.	65 or older	<input type="radio"/>

**SD2.** What is your race and/or ethnicity? *Select all that apply.*

1.	American Indian or Alaska Native	<input type="checkbox"/>
2.	Asian	<input type="checkbox"/>
3.	Black or African American	<input type="checkbox"/>
4.	Hispanic or Latino	<input type="checkbox"/>
5.	Middle Eastern or North African	<input type="checkbox"/>
6.	Native Hawaiian or Pacific Islander	<input type="checkbox"/>
7.	White	<input type="checkbox"/>

**PROBE 1:** Did you have any trouble selecting a response(s)? Why?

**PROBE 2:** Would having examples listed for each category have helped you make a selection(s)?

**SD3.** Have you ever served on active duty in the U. S. Armed Forces, Reserves, or National Guard?

1.	Never served in the military	<input type="radio"/>
2.	Only on active duty for training in the Reserves or National Guard	<input type="radio"/>
3.	Now on active duty	<input type="radio"/>
4.	On active duty in the past, but not now	<input type="radio"/>

**SD4a.** How many total people – adults and children – currently live in your household, including yourself? A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.

1. Number of people \_\_\_\_\_

**SD4b.** Of these people in the household, how many are children under 18 years of age?

1. Number of children (under 18 years of age) \_\_\_\_\_

**SD5.** In the past 36 months, how many times have you moved residences?

*Include all moves from one residence to another, even moves within the same city, town, or community.*

1.	0	<input type="radio"/>
2.	1	<input type="radio"/>
3.	2	<input type="radio"/>
4.	3	<input type="radio"/>
5.	4 or more	<input type="radio"/>

**SD6.** Which of the following best represents how you think of yourself?

1.	Gay or lesbian	<input type="radio"/>
2.	Straight, that is not gay or lesbian	<input type="radio"/>
3.	Bisexual	<input type="radio"/>
4.	I use a different term [free-text] _____	<input type="radio"/>
5.	I don't know	<input type="radio"/>

**SD7.** Are you male or female?

1.	Male	<input type="radio"/>
2.	Female	<input type="radio"/>

**SD8.**

		Yes	No
a.	Do you have any type of health condition, mental health condition, or disability that has lasted or is expected to last for 6 months or more?	<input type="radio"/>	<input type="radio"/>
b.	Are you deaf or do you have serious difficulty hearing?	<input type="radio"/>	<input type="radio"/>
c.	Are you blind or do you have serious difficulty seeing even when wearing glasses?	<input type="radio"/>	<input type="radio"/>
<b>Because of a physical, mental, or emotional condition, do you:</b>			
d.	Have serious difficulty concentrating, remembering, or making decisions?	<input type="radio"/>	<input type="radio"/>
e.	Have serious difficulty walking or climbing stairs?	<input type="radio"/>	<input type="radio"/>
f.	Have serious difficulty dressing or bathing?	<input type="radio"/>	<input type="radio"/>
g.	Have difficulty doing errands alone such as visiting a doctor’s office or shopping?	<input type="radio"/>	<input type="radio"/>

**SD9.** Which category represents the total combined income of all members of your household during the past 12 months? This includes money from jobs, net income from businesses, farm or rent, pensions, dividends, interest, Social Security payments, and any other money income received by members of this household who are 15 years of age or older. *A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.*

1.	<\$19,999	<input type="radio"/>
2.	\$20,000 - \$39,999	<input type="radio"/>
3.	\$40,000 - \$59,999	<input type="radio"/>
4.	\$60,000 - \$79,999	<input type="radio"/>
5.	\$80,000 - \$99,999	<input type="radio"/>
6.	\$100,000-\$149,999	<input type="radio"/>
7.	\$150,000 - \$199,999	<input type="radio"/>
8.	\$200,000 or more	<input type="radio"/>
9.	Prefer not to answer	<input type="radio"/>

**SD10.** What is the highest degree or level of school you have completed? *Select only one answer.*

1.	Less than high school	<input type="radio"/>
2.	Some high school	<input type="radio"/>
3.	High school graduate (Diploma or equivalent)	<input type="radio"/>
4.	Some college (No degree)	<input type="radio"/>
5.	Associate’s degree (e.g., AA, AS)	<input type="radio"/>
6.	Bachelor’s degree (e.g., BA, BS, AB)	<input type="radio"/>
7.	Master’s degree (e.g., MA, MS, Mend, MSW, MBA)	<input type="radio"/>
8.	Professional school degree (e.g., MD, DDS, DVM, LLB, JD)	<input type="radio"/>
9.	Doctorate degree (e.g., PhD., EdD)	<input type="radio"/>

**SD11.** Please provide the state or ZIP Code where you are currently living.

1.	State <drop down menu>	<input type="text"/>
2.	Zip Code <five digits>	<input type="text"/>

**GENERAL COGNITIVE INTERVIEW QUESTIONS TO DRAW FROM DURING THE SESSION DURING DEBRIEF**

Debrief on content:

1. Did you feel that the reference period (36 months, or three years) was too long?
2. Did you think it was easy to respond to the ‘seriousness’ questions? Did you understand what the levels of ‘seriousness’ meant?
3. Which questions were particularly hard to answer?
4. Were there any questions that did not feel were appropriate or applicable?
5. Which section/questions would produce the information that is the most interesting to you?
6. Are there any important topics that do not currently appear on the survey that you would recommend including? If so, why?

Debrief on functionality:

1. Are there any other improvements to the survey that you would recommend that we make?
2. How long should we give people to complete the CLNS before following up with them?
3. In your opinion, what mode of communication would be most effective in following up to remind respondents to complete the CLNS? Phone call, text, email, or regular mail?

Thank you so much for the time you've dedicated to reviewing and improving the CLNS instrument. If you think of anything else you'd like to note about the survey, please don't hesitate to reach back out to me via phone or email.

[GO TO INSTRUCTIONS FOR THE \$50 STIPEND]

Thank you again.

VISA

[INCENTIVES INTRO]: Thank you, that concludes the survey! NORC will mail you a \$50 prepaid Visa card to thank you for your time.

So that NORC may mail you your \$50 prepaid Visa card, please enter the following information.

- Check this box ONLY if you do not want to provide your name and mailing address. By checking this box, you acknowledge that you will be unable to receive your \$50 prepaid Visa card. [PROGRAMMER: MOVE ON TO END\_SCREEN].

CODE\_FNAME  
 First Name: \_\_\_\_\_ (required)

CODE\_LNAME  
 Last Name: \_\_\_\_\_ (required)

CODE\_ADDRESS\_1  
 Address 1: \_\_\_\_\_ (required)

CODE\_ADDRESS\_2  
 Address 2: \_\_\_\_\_

CODE\_CITY  
 City: \_\_\_\_\_ (required)

CODE\_STATE  
 State: \_\_\_\_\_ (required)

CODE\_ZIP  
 Zip: \_\_\_\_\_ (required)

(ONCE COMPLETED, GO TO END\_SCREEN)

END\_SCREEN

[SHOW IF RESPONDENT CHOOSES TO RECEIVE INCENTIVE] Thank you for your participation. Your \$50 prepaid Visa card will be mailed to you within 7 business days. If you have any questions about the study, please contact NORC at 1-202-695-0518 or CLNS@norc.org. If you have questions about your rights as a study participant, you may contact the NORC Institutional Review Board at 1-866-309-0542.

[SHOW IF RESPONDENT CHOOSES TO NOT PARTICIPATE IN SURVEY ON CONSENT SCREEN OR CHOOSES NOT TO RECEIVE INCENTIVE] Thank you for your participation. If you have any questions about the study, please contact NORC at 1-202-695-0518 or CLNS@norc.org. If you have questions about your rights as a study participant, you may contact the NORC Institutional Review Board at 1-866-309-0542.

[SHOW IF ADDRESS\_CONFIRMATION=02] Thank you for your willingness to participate in the Civil Legal Needs Survey. To maintain the scientific validity of the study, we are only gathering information from people currently living in the household located at [SAMPLED ADDRESS]. If you have any questions about the study, please contact NORC at 1-202-695-0518 or CLNS@norc.org. If you have questions about your rights as a study participant, you may contact the NORC Institutional Review Board at 1-866-309-0542.

END

# Appendix E: Round 2 Cognitive Test Survey and Protocol



### <Following cognitive test informed consent>

#### Introduction to purpose and procedures of interview

On behalf of NORC and ABF, I would like to thank you for taking the time to speak with me today. I greatly appreciate it.

**Purpose:** The purpose of this interview is to get your feedback on some survey questions for this new Civil Legal Needs Survey (CLNS). The CLNS is a new survey that is being piloted by the Bureau of Justice Statistics to help understand individuals' civil legal aid needs and also individuals' interactions with both the criminal and civil legal systems. Since this is a new survey, we want to ensure the questions make sense and understand what the questions mean to you. Your feedback will help us improve the questions and make them as clear as possible.

**Procedure:** I would like you to please answer these questions to the best of your knowledge and to know that there are no right or wrong answers. After some of the survey questions, I may stop and ask you follow-up questions to better understand your answer and the way you thought about the question. Most of my follow-up questions will ask what you thought about certain words or phrases or what you think a question is trying to ask.

As we are going through the survey, please feel free to tell me anything that comes to mind or to ask me anything you are unclear about. Feel free to tell me what you are thinking as you are answering these questions. We want your honest opinions about what you like and dislike and what you do and don't understand so we can improve this survey. I also want to remind you that you do not have to answer any questions you do not want to, and you can end the interview at any time. If I ask you a question you do not want to answer, you can just say "Pass."

Now, I will share my screen and pull up the survey questions for us to review. I ask that you read it on your own and then verbally tell me which of the response options you select. After you read the question in your head and tell me your response, I will likely follow up with a few questions about how you came to your answer or what a specific word means to you and then we will move on to the next question. If you do not understand a question, please let me know, and we can discuss it.

**Do you have any questions before we begin? [LAUNCH SCREEN SHARE, AND CONFIRM PARTICIPANT CAN SEE THE SCREEN]**

[PROTOCOL NOTE: For all questions – ask probes before hitting submit or closing out of the screen so that question(s) and answers are still visible to the respondent]

## Civil Legal Needs Survey

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### CONSENT

The Bureau of Justice Statistics (BJS) within the U.S. Department of Justice is conducting a pilot survey of households across the United States to learn about people’s experiences with civil justice needs, such as experiences with housing payments, employment, family disputes, income problems, government agencies, identity theft, and medical debt, and the best way to ask these questions. This survey will ask about these and other similar topics. We understand that your time is valuable and would appreciate the contribution of your unique insights and experiences. This survey takes about 15 minutes to complete, and your participation is voluntary.

You may choose to skip any question you don’t wish to answer or end the survey at any time. Whether or not you decide to participate, there will be no impact on any rights or services you are entitled to.

*BJS will not know who participated in this survey. Any information you provide will be kept strictly confidential.* NORC at the University of Chicago and the American Bar Foundation are collecting these data on behalf of BJS, and they will not share any contact information with BJS. Under Title 34 U.S.C. Section 10134, the information you provide can only be used for statistical or research purposes, and BJS, NORC at the University of Chicago, and the American Bar Foundation are required by law to protect your privacy and confidentiality (Title 34 U.S.C. 10231). No personally identifying information will be released to the public.

You will receive a \$50 prepaid Visa card for your participation. Your contact information will only be used by NORC to send you a prepaid card thanking you for your participation.

If you have any questions, please contact us at 1-202-695-0518 or [CLNS@norc.org](mailto:CLNS@norc.org).

Thank you for your help!

- 01 Please check this box to continue. By checking the box, I acknowledge that: 1) I have read the above information; 2) I am at least 18 years old; and 3) I voluntarily agree to participate.**
- 02 I do not agree to participate.**

[PROGRAMMER: IF FIRST BOX IS CHECKED PROCEED TO THE NEXT SCREEN; IF THE SECOND BOX IS CHECKED PROCEED TO THE END SCREEN].

**PROBE:** We will be surveying households once we fully implement the survey. If before this section we had asked the following question, how easy of difficult would it have been to understand? Could it be reworded to be clearer?

**Question 1:** Are you the adult age 18 or older in your household who will have the next birthday? A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.

**[If no] Question 2:** Please have the adult in your household who will have the next birthday complete the survey.

## ADDRESS\_CONFIRMATION

Before beginning the survey, we need to confirm that we are speaking with someone from the correct address. Do you live at [SAMPLED ADDRESS]?

- 01 Yes, this is my home address.
- 02 No, this is not my home address.

[PROGRAMMER: IF FIRST BOX IS CHECKED PROCEED TO THE NEXT SCREEN; IF THE SECOND BOX IS CHECKED PROCEED TO END\_SCREEN].

[PROGRAMMER: IN ADDITION TO BETWEEN EACH QUESTION/SET OF QUESTIONS, INSERT SCREEN BREAKS **BEFORE** AND **AFTER** TEXT THAT IS TITLED INTRO]

[PROGRAMMER: IF THE RESPONSE GRID HAS MORE THAN SIX ROWS, PLEASE SPLIT THEM ONTO SEPARATE PAGES WITH THE QUESTION REPEATED ON THE SUBSEQUENT PAGES].

### **BEGIN INSTRUMENT:**

**[INSTRUMENT INTRO]: Your answers to the following questions help to better understand your life experiences. This allows for tailoring survey questions to be more relevant to you. Some questions may be sensitive. Please remember that your answers will be kept strictly confidential. Please respond if you experienced any of the following issues during the specified time period.**

**S1.** To begin with, the following questions ask about things that you may have experienced over the **past 3 years** from today, or since **X DATE**.

S1.	In the past 3 years, meaning since X DATE, have you:	Yes	No	Don't know	Prefer not to answer
a.	Owned, purchased, had a mortgage for, or sold a home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Rented a home, apartment, condo, or another rented living space?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Had health insurance or attempted to get health insurance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Experienced a problem with medical debts or billing? <i>(include the medical debt/billing problems of a person for whom you are responsible).</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Fallen behind on paying bills or had difficulties with debt? <i>(exclude medical debts and bills and include the bills and debt of a person for whom you are responsible).</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Applied for, received, maintained, adjusted, or used government assistance or other benefits such as food assistance, housing assistance, disability benefits, health insurance, unemployment benefits, or income assistance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Had a job, been an employee, or worked for pay as a contractor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Been the parent or guardian of a child under the age of 18?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Experienced a theft, break-in, or property damage or an attempted theft, break-in, or property damage?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Experienced identity theft, fraud, or a breach of personal data?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Experienced physical attacks, sexual violence, harassment, or stalking, or threats of violence or personal harm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult were these questions to answer?

**PROBE 2:** Was there anything confusing about any of these questions?

**PROBE 3:** Were all of these questions worded clearly?

**PROBE 4:** These questions will screen you into other sections that will have more detailed questions, but could you think of any broad topics that might have been missed?

**PROBE 5:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**S2.** The following question asks about things that you may have **ever** experienced.

S2.	Have you EVER:	Yes	No	Don't know	Prefer not to answer
a.	Been arrested for, charged with, or convicted of a crime? <i>Answer yes if an arrest, charge, or conviction has been sealed, expunged, or cleared.</i>	○	○	○	○

**PROBE 1:** Did you feel comfortable answering this question? Is there any way it could have been more comfortable for you?

**PROBE 2:** Was it clear that the time frame was different for this question?

**SKIP PATTERN PROGRAMMING:**

[If no or prefer not to answer is selected, respondent is screened out of follow up questions.]

- If yes or don't know to S1a, then enable HN1b and HN1d.
- If yes or don't know to S1b, then enable HN1e and HN1f.
- If yes or don't know to S1c, then enable MH1b and MH1c.
- If yes or don't know to S1d, then enable MH1d and MH1e.
- If yes or don't know to S1e, then enable CF1e and CF1f.
- If yes or don't know to S1f, then enable PT1b through PT1f.
- If yes or don't know to S1g, then enable E1a through E1d.
- If yes or don't know to S1h, then enable FC1b through FC1d.
- If yes or don't know to S1i, then enable CVP1a. through CVP1d.
- If yes or don't know to S1j, then enable IFD1a through IFD1d.
- If yes or don't know to S1k, then enable CVV1a through CVV1d.
- If yes or don't know to S2a, then enable CJ2h through CJ2i.

## SECTION 1. CIVIL JUSTICE QUESTIONS

**[CIVIL JUSTICE INTRO]:** The next few sections of the survey are about issues that people commonly experience in everyday life.

### SECTION 1HN. HOUSING and YOUR NEIGHBORHOOD

*[If respondent answers no or prefer not to answer to S1a and S1b, ask only HN1a]*

**[1HN INTRO]:** The next questions are about issues you may have experienced related to housing and your neighborhood.

**HN1.** *In the past 3 years, that is since X DATE, have you:*

HN1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Had problems with people in your neighborhood over noise (including yelling), shared spaces, property lines, fences, trees, litter, parking spots, or pets?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1a, ask HN1b]</i> Experienced problems in the process of purchasing (not renting) a home, including problems with financing, closing, inspections, warranties, or fees?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1a, ask HN1c]</i> Fallen behind on mortgage repayments or had to make special arrangements for payment with the lender?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1a, ask HN1d]</i> Had problems paying your home's property taxes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to S1b, ask HN1e]</i> Had a landlord or other property manager fail to keep a home you were renting in good repair and condition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>[If yes or don't know to S1b, ask HN1f]</i> Experienced disputes about rules, rent, agreements, security deposits, repair charges, or leases with a landlord, public housing authority, or other property manager?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult [was this]/[were these] question(s) to answer?

**PROBE 2:** Was there anything confusing about [this]/[any of these] question(s)?

**PROBE 3:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**[If asked any of HN1b-e] PROBE 4:** Within the area of housing and your neighborhood, could you think of any experiences that are missing?

*[If yes to any of HN1a-f then ask HN2(a-f) after each applicable affirmative response]*

**HN2(a-f).** You responded that you have <affirmative justiciable event from HN1a-HN1f; e.g., fallen behind on mortgage repayments or had to make special arrangements for payment with the lender>. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

Please keep these questions in mind as we move through the survey, as you will be asked about the seriousness of other events you report:

**PROBE 1:** Do these levels of seriousness make sense? Did this rating scale feel applicable to your experience?

**[If no] PROBE 2:** Would there be a different way to ask this question that made more sense?

SECTION 1MH. MEDICINE and HEALTH

[If respondent answers no or prefer not to answer to both S1c and S1d, ask only MH1a]

**[1MH INTRO]: The next questions are about issues you may have experienced related to medicine or health.**

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLES FOR THE CORRESPONDING RESPONSE OPTIONS]

**MH1a “health care power of attorney”:** Definition: A healthcare power of attorney is a document that names a person who can make medical decisions on your behalf when you are not able to make those decisions yourself.

**MH1a “living will”:** Definition: A living will is a document that describes the medical treatments that would accept or deny if you cannot express yourself or make decisions in a medical emergency.

**MH1a “medical guardian”:** Definition: A medical guardianship is guardian established by a court for a person cannot make medical decisions for oneself, typically due to disability or incapacitation.

**MH1.** In the **past 3 years**, that is since X DATE, have you:

MH1.		Yes	No	Don’t know	Prefer not to answer
a.	[Ask all] Set up or changed a health care power of attorney a, living will, or medical guardianship either for yourself or a family member?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[If yes or don’t know to S1c, ask MH1b] Had problems getting or keeping health insurance (private, employer-sponsored, public, or government-funded [including but not limited to Medicaid or Medicare])?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[If yes or don’t know to S1c, ask MH1c] Had an insurance claim denied for coverage of medical care or a prescription drug?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[If yes or don’t know to S1d, ask MH1d] Been billed incorrectly for medical services? ( <b>include</b> medical billing problems of a person for whom you are responsible)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	[If yes or don’t know to S1d, ask MH1e] Had unpaid medical debt or had someone try to collect money for medical debt? ( <b>include</b> medical debt problems of a person for whom you are responsible)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult were these question(s) to answer? Why?

**PROBE 2:** Was there anything confusing about [this]/[any of these] question(s)?

**PROBE 3:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**[After MH1a] PROBE 4:** Did you understand the terms in this question (e.g., health care power of attorney, or living will)? If not, can you think of another way to phrase them?

**[If asked any of MH1b-e] PROBE 5:** Within the topic of medicine and health, can you think of anything that is missing?

*[If yes to any of MH1a-e then ask MH2(a-e) after each applicable affirmative response]*

**MH2(a-e).** You responded that you have <affirmative justiciable event from M1a-M1e; e.g., set up or changed an advanced medical directive, healthcare power of attorney, or living will>. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

SECTION 1CF. CONSUMER and FINANCIAL

[If respondent answers no or prefer not to answer to S1e ask only CF1a-d]

**[1CF INTRO]:** The next questions are about issues you may have experienced related to finances, debt, and other consumer issues.

**CF1.** In the **past 3 years**, that is since X DATE, have you:

CF1.		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Been harassed by or had disputes with creditors or collection agencies over debt that you owed? <i>(exclude harassment for and disputes over medical debt)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[Ask all] Had an error on your credit report, such as an unrecognized account, unrecognized debt reported to collections, incorrect listing of a late payment, or incorrect listing of a missed payment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[Ask all] Had problems with refinancing, transferring, consolidating, repaying, or terms of an existing credit card or loan? <i>(exclude mortgage loans)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[Ask all] Had problems getting or accessing a new credit card or loan for unfair or discriminatory reasons? <i>(exclude mortgage loans)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	[If yes to S1e, ask CF1e] Had a utility (water, electricity, gas, or phone) that was disconnected due to problems paying the bill?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	[If yes to S1e, ask CF1f] Filed or needed to file for bankruptcy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult were these question(s) to answer? Why?

**PROBE 2:** Was there anything confusing about [this]/[any of these] question(s)?

**PROBE 3:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**PROBE 4:** Within the topic of consumer and financial issues, can you think of anything that is missing?

*[If yes to any of CF1a-f then ask CF2(a-f) after each applicable affirmative response]*

**CF2(a-f).** You responded that you have *<affirmative justiciable event from CF1a-CF1f; e.g., had a utility (water, electricity, or gas) that was disconnected due to problems paying the bill>*. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

SECTION 1PT. PUBLIC BENEFITS OR GOVERNMENT SERVICES

*[If respondent answers no or prefer not to answer to S1f, ask only PT1a]*

**[1PT INTRO]: The next questions are about issues you may have had with obtaining government assistance, services, and benefits and other issues with government agencies.**

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLES FOR THE CORRESPONDING RESPONSE OPTIONS]

**PT1c “SNAP”:** Supplemental Nutrition Assistance Program

**PT1c “WIC”:** Special Supplemental Nutrition Program for Women, Infants and Children

**PT1f “TANF”:** Temporary Assistance to Needy Families

**PT1f “SSI”:** Supplemental Security Income

**PT1f “LIHEAP”:** Low Income Home Energy Assistance Program

**PT1.** In the **past 3 years**, that is since X DATE, have you:

PT1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Either were denied obtaining or regaining government-issued identification or a license (a driver’s license, passport, professional license, or another government ID) or were denied obtaining or regaining a government permit?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1f, ask PT1b]</i> Had problems claiming, keeping, or using state or federal disability benefits (including Social Security Disability Insurance [SSDI] and state disability insurance)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1f, ask PT1c]</i> Had problems claiming, keeping, adjusting, or using food stamps or government food/meal assistance, such as SNAP, WIC, or other government food/meal assistance programs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1f, ask PT1d]</i> Had problems claiming, keeping, or using subsidized housing or a Section 8 voucher?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to S1f, ask PT1e]</i> Had problems claiming, keeping, adjusting, or using other public income benefits (TANF, SSI, or state general/transitional assistance), unemployment benefits, energy assistance benefits (LIHEAP), or government subsidized student loans?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult were these question(s) to answer? Why?

**PROBE 2:** Was there anything confusing about [this]/[any of these] question(s)?

**PROBE 3:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**[If asked PT1b-d] PROBE 4:** Within the topic of public benefits and government issues, can you think of anything that is missing?

*[If yes to any of PT1a-e then ask PT2(a-e) after each applicable affirmative response]*

**PT2(a-e).** You responded that you have <affirmative justiciable event from PT1a-PT1e; e.g., claiming, keeping, or using subsidized housing or a Section 8 voucher >. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

SECTION 1E. WORK AND INCOME

[If respondent answers no or prefer not to answer to S1g, skip section 1E]

[1E INTRO]: The next questions are about issues that you may have experienced related to work or income.

E1. In the **past 3 years**, that is since X DATE, have you:

E1.		Yes	No	Don't know	Prefer not to answer
a.	[If yes or don't know to S1g, ask E1a] For unfair or discriminatory reasons, been fired or demoted from a job or were denied a job opportunity or promotion?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[If yes or don't know to S1g, ask E1b] Expressed a workplace complaint that was <b>not</b> taken seriously or adequately dealt with?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[If yes or don't know to S1g, ask E1c] <b>Not</b> received wages or benefits from an employer, organization, company, or person that you were owed for work performed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[If yes or don't know to S1g, ask E1d] Been exposed to working conditions that were physically unsafe or unhealthy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult were these questions to answer? Why?

**PROBE 2:** Was there anything confusing about any of these question(s)?

**PROBE 3:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**PROBE 4:** Within the topic of work and income issues, can you think of anything that is missing?

[If yes to any of E1a-d then ask E2(a-d) after each applicable affirmative response]

**E2(a-d).** You responded that you have <affirmative justiciable event from E1a-E1d; e.g., experienced difficulties collecting money owed to you >. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

SECTION 1FC. FAMILY and CHILDREN ISSUES

*[If respondent answers no or prefer not to answer to S1h, ask only FC1a]*

**[1FC INTRO]:** The next questions are about issues you may have experienced related to your family or children.

**FC1.** In the **past 3 years**, that is since X DATE, have you:

FC1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask All]</i> Experienced divorce or legal separation from a spouse?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1h, ask FC1b]</i> Experienced difficulties with custody or visitation arrangements for child(ren) (e.g., reaching an agreement or following an agreement)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1h, ask FC1c]</i> Experienced problems related to child support (collecting, paying, adjusting, or enforcing child support)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1h, ask FC1d]</i> Had Child Protective Services (CPS) or another state agency focused on children and family safety get involved in a situation with your family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult were these question(s) to answer? Why?

**PROBE 2:** Was there anything confusing about [this]/[any of these] question(s)?

**PROBE 3:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**[If asked FC1b-d] PROBE 4:** Within the topic of family and children issues, can you think of anything that is missing?

*[If yes to any of FC1a-d then ask FC2(a-d) after each applicable affirmative response]*

**FC2(a-d).** You responded that you have <affirmative justiciable event from FC1a-FC1d; e.g., experienced divorce or legal separation from a legal spouse>. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

## SECTION 2. CRIMINAL JUSTICE QUESTIONS

**[CRIMINAL JUSTICE INTRO]:** The following sets of questions ask about experiences that you may have had with being a victim of crime or other interactions with the criminal justice system. We understand that these questions are very sensitive. Please remember that your answers will be kept strictly confidential.

### SECTION 2CVP. CRIMINAL VICTIMIZATION: PROPERTY

*[If respondent answers no or prefer not to answer to S1i, skip section 2CVP]*

**[2CVP INTRO]:** The next questions are about property crime victimization that you may have experienced.

**CVP1.** During the **past 3 years**, meaning since X DATE, have you experienced any of the following:

CVP1.		Yes	No	Don't Know	Prefer not to answer
a.	<i>[If yes or don't know to S1i, ask CVP1a]</i> Someone stole or tried to steal your car or other motor vehicle or any vehicle parts, such as a tire, battery or gas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1i, ask CVP1b]</i> Someone stole or attempted to steal something of yours (other than a motor vehicle) from where you live, store your items (shed or storage unit), go to school, or work? This could have been something you wear or carry, electronic equipment, a pet, bicycle, cash, or any other item you consider your property.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1i, ask CVP1c]</i> Someone deliberately damaged or destroyed something belonging to you or anyone else in your household, such as breaking windows, slashing tires, harmed a pet, or painting graffiti on walls?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1i, ask CVP1d]</i> Someone broke in or tried to break into your home or any other building (property you own or rent, such as a shed, garage, or storage room)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult were these questions to answer? Why?

**PROBE 2:** Was there anything confusing about any of these question(s)?

**PROBE 3:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**PROBE 4:** Did you have any experiences with property crime that you didn't see here?

*[If yes to any of CVP1a-d then ask CVP2(a-d) after each applicable affirmative response]*

**CVP2(a-d).** You responded that *<affirmative justiciable event from CVP1a-CVP1d; e.g., someone illegally broke into or tried to break into your home or any other building on your property, such as a shed, garage, or storage building>*. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

## SECTION 2IFD. IDENTITY THEFT, FRAUD, DATA BREACHES

*[If respondent answers no or prefer not to answer to S1j, skip section 2IFD]*

**[2IFD INTRO]:** The next questions are about issues you may have experienced related to identity theft, fraud, or breaches of personal data.

**IFD1.** During the **past 3 years**, meaning since X DATE, have you experienced any of the following:

IFD1		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes or don't know to S1j, ask IFD1a]</i> A company, government agency, or some other organization informed you that your personal information had been stolen or that your data had been breached?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1j, ask IFD1b]</i> An existing credit card, bank account, email/social media account, or other type of existing account was accessed by someone else without your permission?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1j, ask IFD1c]</i> Your personal information was used without your permission to open a new account or to apply for a benefit, job, or service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1j, ask IFD1d]</i> You were tricked or deceived out of money, goods, or services either in person, by telephone, or online?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult were these question(s) to answer? Why?

**PROBE 2:** Was there anything confusing about any of these question(s)?

**PROBE 3:** Did you feel comfortable answering these questions? Is there any way it could have been more comfortable for you?

**PROBE 4:** Did you have any experiences with identity theft, fraud or data breaches that you didn't see here?

*[If yes to any of IFD1a-d then ask IFD2(a-d) after each applicable affirmative response]*

**IFD2.** You responded that <affirmative justiciable event from IFD1a-IFD1d; e.g., *Being tricked or deceived out of money, goods, or services either in person, by telephone, or online*>. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**SECTION 2CVV. CRIMINAL VICTIMIZATION: VIOLENCE**

*[If respondent answers no or prefer not to answer to S1k, skip section 2CVV]*

**[2CVV INTRO]: The next questions are about violent victimization you may have experienced. Please remember that your answers will be kept strictly confidential and cannot be tied back to your personal information.**

**CVV1.** During the **past 3 years**, meaning since X DATE, have you experienced any of the following:

CVV1		Yes	No	Don't Know	Prefer not to answer
a.	<i>[If yes or don't know to S1k, ask CVV1a]</i> Someone attacked or tried to attack you, by throwing something at you, by hitting or choking you, with a weapon, or using force against you in any other way?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1k, ask CVV1b]</i> Someone forced you to have sexual contact that you did not consent to and that you did not want to happen? Sexual contact includes someone touching your sexual body parts, unwanted sex, or making you do these kinds of things to them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1k, ask CVV1c]</i> A current or former intimate dating partner or spouse or family member committed physical or sexual violence against you. This may be referred to as domestic or intimate partner violence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1k, ask CVV1d]</i> Someone committed repeated unwanted contacts or behaviors either in-person, by phone, or online that caused you substantial emotional distress or made you fear for your safety or the safety of someone you know? This may be referred to as harassment or stalking.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** Did you feel comfortable answering these questions? If not, do you have a suggestion on a different way for us to learn this information and understand these issues? Is there any way it could have been more comfortable for you?

**PROBE 2:** Was there anything confusing about any of these question(s)? Could they have been worded differently to be clearer?

**PROBE 3:** Did you have any experiences with violent crime that you didn't see here?

*[If yes to any of CVV1a-d then ask CVV2(a-d) after each applicable affirmative response]*

**CVV2(a-d).** You responded that <affirmative justiciable event from CVV1a-CVV1d; e.g., someone threatened to, tried to, or actually hit you, knocked you down, or attacked you in any way>. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0



SECTION 2CJ. OTHER CRIMINAL JUSTICE SYSTEM CONTACT

**[2CJ INTRO]:** The following questions ask about various interactions you may have had with the criminal justice system.

**CJ1.** In the **past 3 years**, that is since X DATE, have you:

CJ1		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Received a ticket from a police officer that required payment of a fine or a court appearance but no jail time (for example, a traffic or parking ticket; a payable offense)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**CJ2.** You were previously asked if you had **ever** been arrested, charged with, or convicted of a crime. These questions are specific to the past 3 years. Please exclude any parking or traffic tickets and violations which did not result in jail time.

CJ2		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Been arrested by police?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[Ask all]</i> Been charged with a crime by prosecutors and appeared in court (for example, a misdemeanor or felony)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[Ask all]</i> Been convicted of a crime?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[Ask all]</i> Been required to pay a court fine, fee, restitution, judgment, or to participate in a program due to a criminal case?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to CJ2d, ask CJ2e]</i> Had problems related to paying a court fine, fee, restitution, or judgment or paying for a program required due to a criminal case?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>[Ask all]</i> Served time in jail or prison (before a trial or after a conviction)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	<i>[Ask all]</i> Been on probation, parole, an alternative sentence, or supervised release (including electronic monitoring)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	<i>[If yes or don't know to S2a, ask CJ2h]</i> Have you had to disclose a conviction that was on your criminal record as part of a background check for housing, employment, loans, or education?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	<i>[If yes or don't know to S2a, ask CJ2i]</i> Tried to expunge, seal, clear, or remove something from your criminal record?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	<i>[If yes or don't know to CJ2i, ask CJ2j]</i> Successfully expunged, sealed, cleared, or removed something from your criminal record?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** Did you feel comfortable answering these questions? If not, do you have a suggestion on a different way for us to learn this information and understand these issues? Is there any way it could have been more comfortable for you?

**PROBE 2:** Was there anything confusing about any of these question(s)? Could they have been worded differently to be clearer?

**PROBE 3:** Did you have any experiences with violent crime that you didn't see here?

*[If yes to any of CJ1a or CJ2(a-h) after each applicable affirmative response. If yes to CJ2j and no to CJ2j ask CJ3i. If yes to CJ2i and CJ2j, ask CJ3j and DO NOT ask CJ3i]*

**CJ3.** You responded that you have <affirmative justiciable event from CJ1a and CJ2a-j; e.g., Been arrested by police >. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

## SECTION 3: NATURE OF THE ISSUE

### **Instructions <selection criteria>**

*[Directions for the selection of justiciable events for inclusion in the Nature of the Issue module(s): In the previous modules, participants rated the perceived seriousness of each justiciable event they reported experiencing in the prior 3 years. Only justiciable events that were rated as “moderately” or “extremely serious” qualify for selection for this module.*

*Each Nature of the Issue module will have tailored language linked to the randomly selected criminal or civil justice issue. Question stems will include the issue descriptor selected in the question stem (e.g., divorce or separation, if randomly selected as the civil justice issue).*

*The participant will first complete the module with language in NP1-NP15 reflecting the criminal justice event. After the participant completes all questions regarding this event, the module will restart and populate questions NP1-NP15 to include the language tailored for the randomly selected civil event.*

*If **no events qualify**, this module does not populate and the participant is instead, diverted to the Sociodemographic module.*

*If a participant reports **at least one qualifying** civil or criminal justiciable event in the previous modules, up to one qualifying criminal event and up to one qualifying civil event will be selected for inclusion.*

*If a qualifying event is reported **in only one of the two subsets** (defined as criminal or civil events), the module will only populate once (e.g., if no qualifying criminal event but at least one qualifying civil event is reported, the participant only completes one module specific to the civil event).*

*If a qualifying event is reported in **both subsets**, the module will populate twice, once with a criminal event and once with a civil event.*

*If a participant reports **multiple qualifying events within a subset** of events, the event upon which the module will focus will be randomly selected from all qualifying events within that subset. This means one criminal issue is randomly selected from a participant’s qualifying criminal justice issues and one civil issue is randomly selected from a participant’s qualifying civil justice issues. No more than one event per subset will be selected for the module for no more than one iteration of the Nature of the Legal Issue module per subset (two total).]*

**[NATURE OF THE ISSUE INTRO]:** The following sets of questions aim to better understand what happened with the moderately or extremely serious criminal and civil issues you indicated that you experienced in the past 3 years. We understand that these questions are very sensitive. Please remember that your answers will be kept strictly confidential.

**[QUESTIONS INTRO]:** You reported that you experienced moderately or extremely serious <serious criminal issue label, first round> <serious civil issue label, second round> within the past 3 years. The following questions aim to better understand what happened with that event.

**[PROGRAMMER: AS A HEADER AT THE TOP OF EACH PAGE, PLEASE INSERT TEXT: You reported that you experienced <serious criminal issue label, first round> <serious civil issue label, second round> within the past 3 years.]**

**NP1.** Approximately, what month and year did this issue start? *Your best estimate is fine.*

1. (MONTH/YEAR) \_\_\_\_\_

Prefer not to answer

**PROBE 1:** Was it easy to recall this date? Why or why not?

**NP2.** Concerning this issue, **did you try** to get information, advice, or help about:

NP2		Yes	No	Don't know	Prefer not to answer
a.	Your rights or responsibilities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	How to deal with the issue?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Services that could help?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Prices of services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	People's experience of different services (e.g. reviews or recommendations)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Documents needed to deal with the issue?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	How to receive assistance from an organization, program, or person?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	None of these?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**[PROGRAMMER: PLACE "NONE OF THESE?" AT BOTTOM OF THE TABLE].**

**PROBE 1:** Were any of these types of information, advice, or help confusing? How could we clarify?

**PROBE 2:** Did you reach out for any types of information, advice, or help that you did not see here?

**NP3.** Concerning this issue, **were you successful** in getting information, advice, or help on:

NP3		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes to NP2a, ask NP3a]</i> Your rights or responsibilities?	0	0	0	0
b.	<i>[If yes to NP2b, ask NP3b]</i> How to deal with the issue?	0	0	0	0
c.	<i>[If yes to NP2c, ask NP3c]</i> Services that could help?	0	0	0	0
d.	<i>[If yes to NP2d, ask NP3d]</i> Prices of services?	0	0	0	0
e.	<i>[If yes to NP2e, ask NP3e]</i> People's experience of different services (e.g. reviews or recommendations)?	0	0	0	0
f.	<i>[If yes to NP2f, ask NP3f]</i> Documents needed to deal with the issue?	0	0	0	0
g.	<i>[If yes to NP2g, ask NP3g]</i> How to receive assistance from an organization, program, or person?	0	0	0	0

**PROBE 1:** Was it clear that this question was different than the one before it?

**NP4.** Did you obtain any information, advice, or help from any of the following sources concerning this issue?

NP4		Yes	No	Don't know	Prefer not to answer
a.	A website or internet search (like Google), an "app," artificial intelligence (for example, Chat GPT), or social media (for example, TikTok, Facebook, or X (formerly known as Twitter))?	0	0	0	0
b.	A pamphlet, book or other printed material?	0	0	0	0

**PROBE 1:** How easy or difficult was this question to answer? Could it have been phrased differently?

**PROBE 2:** Did you seek information, advice, or help from sources you looked at that you don't see here? Please don't include people or organizations as you will be asked about them next.

**NP5.** Apart from the information you told me about in the last question, did you obtain information, advice, or help from any of these people or organizations concerning this issue?

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLES FOR THE CORRESPONDING RESPONSE OPTIONS]

**NP5e “tribunal”:** Definition: A special court or group of judges that addresses a particular issue.

**NP5e “mediator”:** Definition: A person whose job is to act as a negotiator between two opposing people or parties.

**NP5e “arbitrator”:** Definition: An independent third party whose job is to resolve a dispute between two parties outside of a traditional court setting.

**NP5m “The opposing person or entity”:** Examples of an opposing party/entity include but are not limited to: If you are a tenant renting an apartment with a disagreement with your landlord, the landlord in this example is the opposing party. If you owe a debt and are being harassed by a debt collection company, your opposing entity would be the debt collection company.

NP5		Yes	No	Don't know	Prefer not to answer
a.	No one else, I handled it on my own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Family, friends, neighbors, or acquaintances?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Legal aid, a public defender, or pro bono lawyer?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	A private lawyer? ( <b>exclude</b> legal aid, a public defender, or pro bono lawyer)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	A court, tribunal, mediator, or arbitrator?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	A federal, state, or local government agency, department, or authority? ( <b>exclude the police or a court</b> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	The police?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Medical, mental health, or social services professionals? ( <i>for example, a doctor, nurse, therapist, counselor, social workers, or case managers</i> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Your employer or trade union?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	A financial, accounting, or banking services professional?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Community, neighborhood, nonprofit, religious, or charitable organization or program?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	An insurance company representative?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	The opposing person or entity?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n.	Any other professional person or organization?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult was this question to answer? Could it have been phrased differently?

**PROBE 2:** Did you know what a mediator or arbitrator is? What about a tribunal?

**PROBE 3:** Did how the people and organizations were grouped make sense to you? Are there any you would have separated out? Are there any you thought could be combined?

**PROBE 4:** Are there any people or organizations you sought information, advice, or help from that you did not see here?

*[If no to NP5b-n, ask NP6]*

**NP6.** Do any of the following describe why you did **not** obtain information, advice, or help from **any people or organizations (other than yourself)** concerning this issue?

NP6		Yes	No	Don't know	Prefer not to answer
a.	There was no dispute/the other side was right	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	The issue resolved itself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	I did not need advice/knew enough myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	It did not warrant the effort or expense	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	I could not afford advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	I did not know where to get advice/couldn't find advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Advisors were too difficult to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	It would have damaged relationship with the other side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	It would have been too stressful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	I was scared of what the other side might do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	I believe it would have made no difference to the outcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	I do not think I could win against this person or organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	I have tried getting advice before and did not find it useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult was this question to answer?

**PROBE 2:** Did these reasons for not seeking out information, advice, or help feel relevant to your experience?

**[If no] PROBE 3:** How might you reword them? Are there any you would take away?

**PROBE 4:** Were all the reasons you did not seek out help here? Are there any you would add?

[If no to NP5d and NP5e, ask NP7]

**NP7.** Do any of the following describe why you did **not** obtain information, advice, or help from a **private lawyer, public defender, pro bono attorney, or a legal aid attorney** concerning this issue ?

NP7		Yes	No	Don't know	Prefer not to answer
a.	There was no dispute/the other side was right	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	The issue resolved itself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	I did not need advice/knew enough myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	It did not warrant the effort or expense	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	I could not afford advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	I did not know where to get advice/couldn't find advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Lawyers were too difficult to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	It would have damaged relationship with the other side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	It would have been too stressful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	I was scared of what the other side might do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	I believe it would have made no difference to the outcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	I do not think I could win against this person or organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	I have tried getting advice before and did not find it useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult was this question to answer?

**PROBE 2:** Was it clear how this question was different from the one before it?

**PROBE 3:** Were all the reasons you did not seek out help from a private lawyer, public defender, pro bono attorney, or a legal aid attorney here? Are there any you would add?

**NP8.** Is the issue ongoing or has it been resolved?

<b>NP8</b>		
1.	Issue is ongoing but resolution is in progress	0
2.	Issue is ongoing but all have stopped trying to resolve it further	0
3.	Issue is fully resolved	0
4.	Don't know	0
5.	Prefer not to answer	0

**PROBE 1:** How easy or difficult was it to answer this question?

**PROBE 2:** *[If we had asked the question as follows instead, how would you respond?]*

**NP8alternative <for cognitive testing>**. Is the issue ongoing or resolved?

1.	Not Resolved	0
2.	Ongoing	0
3.	Partially Resolved	0
4.	Fully Resolved	0
5.	Don't know	0
6.	Prefer not to answer	0

*[If (2) on NP8, then ask NP9]*

**NP9.** When did you and everybody else stop taking actions to try to resolve the issue? You said that that the issue started <month and year>, what month and year did you **stop** trying to resolve the issue? *Your best estimate will be fine.*

1. (MONTH/YEAR) \_\_\_\_\_

Prefer not to answer

**PROBE 1:** Was it easy to recall this date? Why or why not?

**PROBE 2:** Did you know all the information needed to answer this question?

**[If no] PROBE 3:** What weren't you sure about?

*[If (3) on NP8, then ask NP10]*

**NP10.** When did the issue get resolved? You said that that the issue started <month and year>, what month and year did the issue **end**? *Your best estimate will be fine.*

1. (MONTH/YEAR) \_\_\_\_\_

Prefer not to answer

**PROBE 1:** Was it easy to recall this date? Why or why not?

*[If (1) on NP8, then ask NP11]*

**NP11.** Are you satisfied with how things are going so far (as you try to resolve the issue)?

1.	Not at all satisfied	0
2.	Slightly satisfied	0
3.	Moderately satisfied	0
4.	Very satisfied	0
5.	Extremely satisfied	0

**PROBE 1:** How easy or difficult was this question to answer?

*[If (2) or (3) on NP8, then ask NP12]*

**NP12.** Were you satisfied with the resolution of the issue?

1.	Not at all satisfied	0
2.	Slightly satisfied	0
3.	Moderately satisfied	0
4.	Very satisfied	0
5.	Extremely satisfied	0

[PROGRAMMER: CODE STEM AS CRIMINAL IF THE NATURE OF THE ISSUE IS A CRIMINAL ISSUE SEQUENCE. CODE STEM AS CIVIL IF THE NATURE OF THE ISSUE IS A CIVIL ISSUE SEQUENCE.]

**NP13.** Serious <criminal> <civil> issues can impact people’s lives in different ways. Did your experience with the issue result in any of the following? Mark yes for the impacts **on you and your life**, rather than another person who may have been involved.

NP13		Yes	No	Don't know	Prefer not to answer
a.	Physical health problem or injury or increased use of healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Emotional or mental health problem, stress, helplessness, or loss of confidence, control, trust, or self-esteem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Increased drug (including nicotine), tobacco, or alcohol use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Social problem, such as a negative impact on relationships with family or friends or social isolation or withdrawal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Decrease in or loss of personal safety or security (being harassed, threatened, or assaulted)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Loss or change of employment, missed work, or loss of occupational license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Having to work increased hours or an additional job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Having to move residences or loss of housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Loss of time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Loss of transportation or loss of driver’s license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Loss of financial or economic security or going without food or utilities (like water, gas, and electricity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	Decreased credit score or harmed credit report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	Missed or expelled/suspended from school or lost access to student loans or scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n.	Police or court interaction, arrest, incarceration, or criminal record	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult was this question to answer?

**PROBE 2:** Did how the impacts on your life were grouped make sense to you? Are there any you would have separated out? Are there any you thought could be combined?

**PROBE 3:** Are there any impacts you experienced that you did not see here?

[PROGRAMMER: DIRECTIONS FOR POPULATING QUESTIONS NP14 AND NP15: ALL QUALIFYING (I.E., THOSE RATED AS MODERATELY OR EXTREMELY SERIOUS) CRIMINAL AND CIVIL JUSTICE EVENTS REPORTED BY THE PARTICIPANT, EXCLUDING THE EVENT THAT THE MODULE IS REFERENCING, WILL BE PRESENTED AS CAUSE AND CONSEQUENCE RESPONSE OPTIONS.

IF THE PARTICIPANT ONLY REPORTED ONE QUALIFYING EVENT ACROSS BOTH SUBSETS (E.G. THIS MODULE WILL ONLY POPULATE ONCE), QUESTIONS NP14 AND NP15 WILL BE SKIPPED IN PROGRAMMING AND NOT BE PRESENTED TO THE RESPONDENT.]

**NP14.** Listed below are the issues you reported as having a moderate or severe impact on your life in previous sections. Do you believe that any of them *were the cause of, or led to*, your experience with the issue above?

		Yes	No	Don't know	Prefer not to answer
a.	<i>Serious Affirmative Event A</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>Serious Affirmative Event B</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>Serious Affirmative Event C</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>Serious Affirmative Event D</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>Serious Affirmative Event E</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>Serious Affirmative Event F</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g...	<i>Sequence through last serious affirmative event</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** How easy or difficult was this question to answer?

**PROBE 2:** Could it have been presented or phrased differently to make it clearer?

**NP15.** Listed below are the issues you reported as having a moderate or severe impact on your life in previous sections. Do you believe that any of them were a **result of, or caused by**, your experience with the issue above?

		Yes	No	Don't know	Prefer not to answer
a.	<i>Serious Affirmative Event A</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>Serious Affirmative Event B</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>Serious Affirmative Event C</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>Serious Affirmative Event D</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>Serious Affirmative Event E</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>Serious Affirmative Event F</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g....	<i>Sequence through last serious affirmative event</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PROBE 1:** Was it clear that this question was different from the one before it?

**NATURE OF THE ISSUE SHORT DEBRIEF:**

**GENERAL PROBE 1:** Did these questions feel tied together / make sense as a group?

**GENERAL PROBE 2:** Is there anything missing that would help us better understand your experience?

## SECTION 5. SOCIODEMOGRAPHIC QUESTIONS

**[DEMOGRAPHICS INTRO]:** The following questions ask you about yourself. They cannot and will not be used to identify you.

**SD1.** What is your age?

1.	18 – 24	<input type="radio"/>
2.	25 – 34	<input type="radio"/>
3.	35 – 49	<input type="radio"/>
4.	50 – 64	<input type="radio"/>
5.	65 or older	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

[PROGRAMMER: “PREFER NOT TO ANSWER” IS NOT A RESPONSE CATEGORY HERE. DO NOT FORCE A RESPONSE]

**SD2.** What is your race and/or ethnicity? *Select all that apply.*

1.	American Indian or Alaska Native	<input type="checkbox"/>
2.	Asian	<input type="checkbox"/>
3.	Black or African American	<input type="checkbox"/>
4.	Hispanic or Latino	<input type="checkbox"/>
5.	Middle Eastern or North African	<input type="checkbox"/>
6.	Native Hawaiian or Pacific Islander	<input type="checkbox"/>
7.	White	<input type="checkbox"/>

**PROBE 1:** Did you have any trouble selecting a response(s)? Why?

**PROBE 2:** Would having examples listed for each category have helped you make a selection(s)?

**SD3.** Have you ever served on active duty in the U.S. Armed Forces, Reserves, or National Guard?

1.	Never served in the military	0
2.	Only on active duty for training in the Reserves or National Guard	0
3.	Now on active duty	0
4.	On active duty in the past, but not now	0
5.	Prefer not to answer	0

**SD4a.** How many total people – adults and children – currently live in your household, including yourself? A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.

1. Number of people \_\_\_\_\_

Prefer not to answer

**SD4b.** Of these people in the household, how many are children under 18 years of age?

1. Number of children (under 18 years of age) \_\_\_\_\_

Prefer not to answer

**SD5.** In the **past 3 years**, how many times have you moved residences? *Include all moves from one residence to another, even moves within the same city, town, or community.*

1.	0	0
2.	1	0
3.	2	0
4.	3	0
5.	4 or more	0
6.	Prefer not to answer	0

**SD6.** Which of the following best represents how you think of yourself?

1.	Gay or lesbian	<input type="radio"/>
2.	Straight, that is not gay or lesbian	<input type="radio"/>
3.	Bisexual	<input type="radio"/>
4.	I use a different term [free-text] _____	<input type="radio"/>
5.	I don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**SD7.** Are you male or female?

1.	Male	<input type="radio"/>
2.	Female	<input type="radio"/>
3.	Prefer not to answer	<input type="radio"/>

**SD8.**

		Yes	No	Prefer not to answer
<b>a.</b>	Do you have any type of health condition, mental health condition, or disability that has lasted or is expected to last for 6 months or more?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>b.</b>	Are you deaf or do you have serious difficulty hearing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>c.</b>	Are you blind or do you have serious difficulty seeing even when wearing glasses?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Because of a physical, mental, or emotional condition, do you:</b>				
<b>d.</b>	Have serious difficulty concentrating, remembering, or making decisions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>e.</b>	Have serious difficulty walking or climbing stairs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f.</b>	Have serious difficulty dressing or bathing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>g.</b>	Have difficulty doing errands alone such as visiting a doctor's office or shopping?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**SD9.** Which category represents the total combined income of all members of your household during the past 12 months? This includes money from jobs, net income from businesses, farm or rent, pensions, dividends, interest, Social Security payments, and any other money income received by members of this household who are 15 years of age or older. *A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.*

1.	<\$19,999	<input type="radio"/>
2.	\$20,000 - \$39,999	<input type="radio"/>
3.	\$40,000 - \$59,999	<input type="radio"/>
4.	\$60,000 - \$79,999	<input type="radio"/>
5.	\$80,000 - \$99,999	<input type="radio"/>
6.	\$100,000-\$149,999	<input type="radio"/>
7.	\$150,000 - \$199,999	<input type="radio"/>
8.	\$200,000 or more	<input type="radio"/>
9.	Prefer not to answer	<input type="radio"/>

**SD10.** What is the highest degree or level of school you have completed? *Select only one answer.*

1.	Less than high school	<input type="radio"/>
2.	Some high school	<input type="radio"/>
3.	High school graduate (Diploma or equivalent)	<input type="radio"/>
4.	Some college (No degree)	<input type="radio"/>
5.	Associate’s degree (e.g., AA, AS)	<input type="radio"/>
6.	Bachelor's degree (e.g., BA, BS, AB)	<input type="radio"/>
7.	Master’s degree (e.g., MA, MS, MEd, MSW, MBA)	<input type="radio"/>
8.	Professional school degree (e.g., MD, DDS, DVM, LLB, JD)	<input type="radio"/>
9.	Doctorate degree (e.g., PhD, EdD)	<input type="radio"/>
10.	Prefer not to answer	<input type="radio"/>

**GENERAL COGNITIVE INTERVIEW QUESTIONS TO DRAW FROM DURING THE SESSION DURING DEBRIEF**

Debrief on content:

1. Did you feel that the reference period (36 months, or three years) was too long?
2. Did you think it was easy to respond to the ‘seriousness’ questions? Did you understand what the levels of ‘seriousness’ meant?
3. Which questions were particularly hard to answer?
4. Were there any questions that did not feel were appropriate or applicable?
5. Which section/questions would produce the information that is the most interesting to you?
6. Are there any important topics that do not currently appear on the survey that you would recommend including? If so, why?

Debrief on functionality:

1. Are there any other improvements to the survey that you would recommend that we make?
2. How long should we give people to complete the CLNS before following up with them?
3. In your opinion, what mode of communication would be most effective in following up to remind respondents to complete the CLNS? Phone call, text, email, or regular mail?

Thank you so much for the time you’ve dedicated to reviewing and improving the CLNS instrument. If you think of anything else you’d like to note about the survey, please don’t hesitate to reach back out to me via phone or email.

[GO TO INSTRUCTIONS FOR THE \$50 STIPEND]

Thank you again.

VISA

[INCENTIVES INTRO]: Thank you, that concludes the survey! NORC will mail you a \$50 prepaid Visa card to thank you for your time.

So that NORC may mail you your \$50 prepaid Visa card, please enter the following information.

- Check this box ONLY if you do not want to provide your name and mailing address. By checking this box, you acknowledge that you will be unable to receive your \$50 prepaid Visa card. [PROGRAMMER: MOVE ON TO END\_SCREEN].

CODE\_FNAME  
First Name: \_\_\_\_\_ (required)

CODE\_LNAME  
Last Name: \_\_\_\_\_ (required)

CODE\_ADDRESS\_1  
Address 1: \_\_\_\_\_ (required)

CODE\_ADDRESS\_2  
Address 2: \_\_\_\_\_

CODE\_CITY  
City: \_\_\_\_\_ (required)

CODE\_STATE  
State: \_\_\_\_\_ (required)

CODE\_ZIP  
Zip: \_\_\_\_\_ (required)

(ONCE COMPLETED, GO TO END\_SCREEN)

END\_SCREEN

[PROGRAMMER: SHOW IF RESPONDENT CHOOSES TO RECEIVE INCENTIVE] Thank you for your participation. Your \$50 prepaid Visa card will be mailed to you within 7 business days. If you have any questions about the study, please contact NORC at 1-202-695-0518 or CLNS@norc.org. If you have questions about your rights as a study participant, you may contact the NORC Institutional Review Board at 1-866-309-0542.

[PROGRAMMER: SHOW IF RESPONDENT CHOOSES TO NOT PARTICIPATE IN SURVEY ON CONSENT SCREEN OR CHOOSES NOT TO RECEIVE INCENTIVE] Thank you for your participation. If you have any questions about the study, please contact NORC at 1-202-695-0518 or CLNS@norc.org. If you have questions about your rights as a study participant, you may contact the NORC Institutional Review Board at 1-866-309-0542.

[PROGRAMMER: SHOW IF ADDRESS\_CONFIRMATION=02] Thank you for your willingness to participate in the Civil Legal Needs Survey. To maintain the scientific validity of the study, we are only gathering information from people currently living in the household located at [SAMPLED ADDRESS]. If you have any questions about the study, please contact NORC at 1-202-695-0518 or CLNS@norc.org. If you have questions about your rights as a study participant, you may contact the NORC Institutional Review Board at 1-866-309-0542.

[FOR CATI]

[INTERVIEWER: PLEASE CLOSE THIS SCREEN AND CODE OUT THIS CASE AS COMPLETE]

END

# Appendix F: Usability Test Recruitment Materials

## Usability test invitation email



Dear [RESPONDENT NAME],

On behalf of The Bureau of Justice Statistics (BJS) within the U.S. Department of Justice, NORC at the University of Chicago and the American Bar Foundation are working to develop a survey that asks about people's experiences with civil justice needs and the potential interaction with the criminal justice system. This includes experiences such as issues with housing payments, employment, family disputes, income problems, government agencies, identity theft, and medical debt, and the best way to ask these questions. The survey is called the Civil Legal Needs Survey (CLNS).

The draft survey was programmed for people to complete on the web. We are now inviting a small number of people to complete the survey and let us know how well the web survey does or does not work.

We received your name from [ORGANIZATION] as someone who might help us with the testing of this survey. Your participation is completely voluntary, and you can stop the interview at any time. Your name will not be shared in any reports or published material.

We now invite you to participate in the following usability test activities for which you will receive a \$50 prepaid Visa card upon completion:

- Complete the 15-minute CLNS survey.
- As you are completing the survey, **please make note of specific questions where you encounter challenges.** Specifically, we are interested in:
  - difficulty opening the survey
  - display issues
  - loss of responses/data after closing the survey
  - ease of navigating through the survey
- Following the survey, an interviewer will join you, and you will participate in a 60-minute debriefing phone or video call. During this time, you will be asked about any technical issues encountered while answering questions or advancing through the survey.

We hope that you will be able to participate at one of the following times:

- Date 1
- Date 2
- Date 3

If the above dates do not work with your schedule, please let me know and I will look for additional times. Please let us know if there are any questions by responding to this email or call 1-XXX-XXX-XXXX.

Thank you,  
<name>, <affiliation>  
CLNS Project Team

<SUID>

## Phone call to prompt usability test non-responders

### If voicemail:

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of the American Bar Foundation and the NORC at the University of Chicago. We received your information from [ORGANIZATION]. We are working on a survey for the Bureau of Justice Statistics called the Civil Legal Needs Survey and we recently sent an invitation for you to participate in our usability test and to provide feedback on the web survey. I would appreciate if you call me back at <INTERVIEWER PHONE> to talk about this further.

### If answering phone:

Hello, may I please speak with (NAME)?

Hello, my name is \_\_\_\_\_ and I'm calling from NORC/American Bar Foundation. I'm calling to follow up on my email about the Bureau of Justice Statistics project we are working on to develop a civil legal needs survey. Did you receive the email? <If yes> Would you like additional information, or would you like to help?

#### ***No, I did not receive that email, or Yes, but I would like additional information.***

Ok, let me give you some background on the Civil Legal Needs Survey. The Civil Legal Needs Survey is being conducted on behalf of the U.S. Department of Justice's Bureau of Justice Statistics (BJS) by a team of researchers from NORC at the University of Chicago (NORC) and the American Bar Foundation. The survey is intended to understand the breadth and types of civil legal needs experienced by persons living in the United States and the intersectionality of their interactions across the criminal and civil justice systems. It was developed in consultation with experts in civil legal needs surveys and the intersection of civil and criminal justice. We are currently working with organizations who serve people experiencing civil and/or criminal justice events to identify people who could complete the survey and provide feedback. They will receive a \$50 incentive for their time.

At this time, we are asking a small number of people to complete the survey online and then provide us with their feedback. The survey will take about 15 minutes to complete, and the feedback session will take about 60 minutes. We would like to invite you to participate at a time that is convenient for you. <If no, go to "yes but I cannot participate. If yes, "yes, and I would like to participate.>

#### ***Yes, but I cannot participate.***

Ok, thank you for letting me know. Would you be able to let me know why you are not able to participate? This information is also helpful for our testing purposes.

Thank you

#### ***Yes, and I would like to participate:***

Great! Are you available at any of these days or times?

-DATE

-DATE

-DATE

If not, can you please provide us with some dates and times that you are available, and I will check with the team's availability? If needed, what is the best way to reach you in the future – phone or email? *<Confirm phone number and/or email address.>* Thanks so much for your time.

**Usability test meeting invitation**



Dear [Respondent name],

Thank you for agreeing to meet with us on <DATE> at <TIME> to talk about the Civil Legal Needs Survey (CLNS).

The link to the survey is: [INSERT HYPERLINK]

The <ZOOM/TEAMS> link to join the session is: <LINK>

During the session our plan is that you will let our interviewer, <NAME>, know what worked well and what didn't work well as you completed the CLNS web survey. This might be how a question is displayed on the screen or where a button is placed.

The session should take about 60 minutes, and the survey itself should take about 15 minutes to complete. If you are no longer able to make the interview at the date and time listed above, please contact us at <INTERVIEWER EMAIL> or via phone at <INTERVIEWER PHONE>.

When completing the survey, you encounter difficulties advancing through the survey or need additional assistance, please reach out to CLNS@norc.org.

Your feedback on how the survey functions is very important in making sure future people have a smooth experience answering the questions. You will receive a \$50 prepaid Visa card for your time.

Thank you,

<name>, <affiliation>

CLNS Project Team

<SUID>

# Appendix G: Usability Test Interview Protocol



Hello, my name is \_\_\_\_\_ and I'm with NORC/ABF and here to talk with you about the Bureau of Justice Statistics' *Civil Legal Needs Survey* that you just completed. Thank you for completing the survey and for making yourself available to talk with me today.

### <Complete the usability testing informed consent>

This call/video session will take about 60 minutes, and you will receive a \$50 prepaid Visa code or card. We'll go through the major sections of the survey, and for each section, I'll ask you if there were any particular issues you encountered such as:

- problems opening the survey,
- problems selecting more than one option,
- inputting a free text response,
- display issues,
- the compatibility of the instrument with your device,
- closing out of the survey, and
- coming back to where you left off.

This feedback will help us make sure that the web survey is easy to use. I will pull up the survey to help guide us. In the future, 5,000 people will be asked to complete the survey, so your comments are very valuable to us.

Please remember, participating in this debriefing interview is completely voluntary, and you can stop at any time.

### **Do you have any questions before we begin? [LAUNCH SCREEN SHARE, AND CONFIRM PARTICIPANT CAN SEE THE SCREEN]**

#### **General Questions:**

1. How long did it take you to complete the survey?
2. Did you use a computer or a mobile phone to complete the survey?
  - a. If computer, what internet browser did you use?
  - b. If mobile phone, what kind of mobile phone do you have (e.g., Apple, Samsung, Google)?
3. Did you have any problems opening the survey? Did you have any problems moving from one section to another?
4. Did you have any problems completing the survey? (probe to determine problem or problems)

**Questions for each module:** <Scroll through the survey as you ask these questions for each section>

5. Are there any questions that you think did not display properly (e.g., screen seemed to cut off, not obvious to scroll for more response options)? (probe to determine problems)
6. Did you need anyone else to help you with moving forward and back within the survey?

**Wrap up questions:**

7. Did you experience any other technical difficulties completing the survey?
8. Is there any other feedback on the web survey that you'd like to share?

# Appendix H: Usability Test Survey

## Civil Legal Needs Survey

---

### CONSENT

The Bureau of Justice Statistics (BJS) within the U.S. Department of Justice is conducting a pilot survey of households across the United States to learn about people’s experiences with civil justice needs, such as experiences with housing payments, employment, family disputes, income problems, government agencies, identity theft, and medical debt, and the best way to ask these questions. This survey will ask about these and other similar topics. We understand that your time is valuable and would appreciate the contribution of your unique insights and experiences. This survey takes about 15 minutes to complete, and your participation is voluntary.

You may choose to skip any question you don’t wish to answer or end the survey at any time. Whether or not you decide to participate, there will be no impact on any rights or services you are entitled to.

*BJS will not know who participated in this survey. Any information you provide will be kept strictly confidential.* NORC at the University of Chicago and the American Bar Foundation are collecting these data on behalf of BJS, and they will not share any contact information with BJS. Under Title 34 U.S.C. Section 10134, the information you provide can only be used for statistical or research purposes, and BJS, NORC at the University of Chicago, and the American Bar Foundation are required by law to protect your privacy and confidentiality (Title 34 U.S.C. 10231). No personally identifying information will be released to the public.

You will receive a \$50 prepaid Visa card for your participation. Your contact information will only be used by NORC to send you a prepaid card thanking you for your participation.

If you have any questions, please contact us at 1-202-695-0518 or [CLNS@norc.org](mailto:CLNS@norc.org).

Thank you for your help!

- 01 Please check this box to continue. By checking the box, I acknowledge that:
- 1) I have read the above information;
  - 2) I am at least 18 years old; and
  - 3) I voluntarily agree to participate.
- 02 I do not agree to participate.

[PROGRAMMER: IF FIRST BOX IS CHECKED PROCEED TO THE NEXT SCREEN; IF THE SECOND BOX IS CHECKED PROCEED TO THE END SCREEN].

## ADDRESS\_CONFIRMATION

Before beginning the survey, we need to confirm that we are speaking with someone from the correct address. Do you live at [SAMPLED ADDRESS]?

- 01 Yes, this is my home address.
- 02 No, this is not my home address.

[PROGRAMMER: IF FIRST BOX IS CHECKED PROCEED TO THE NEXT SCREEN; IF THE SECOND BOX IS CHECKED PROCEED TO END\_SCREEN].

[PROGRAMMER: IN ADDITION TO BETWEEN EACH QUESTION/SET OF QUESTIONS, INSERT SCREEN BREAKS **BEFORE** AND **AFTER** TEXT THAT IS TITLED INTRO]

[PROGRAMMER: IF THE RESPONSE GRID HAS MORE THAN SIX ROWS, PLEASE SPLIT THEM ONTO SEPARATE PAGES WITH THE QUESTION REPEATED ON THE SUBSEQUENT PAGES].

**BEGIN INSTRUMENT:**

**[INSTRUMENT INTRO]: Your answers to the following questions help to better understand your life experiences. This allows for tailoring survey questions to be more relevant to you. Some questions may be sensitive. Please remember that your answers will be kept strictly confidential. Please respond if you experienced any of the following issues during the specified time period.**

**S1.** To begin with, the following questions ask about things that you may have experienced over the **past 3 years** from today, or since **X DATE**.

S1.	In the past 3 years, meaning since X DATE, have you:	Yes	No	Don't know	Prefer not to answer
a.	Owned, purchased, paid a mortgage for, or sold a home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Paid rent for a house, apartment, condo, or another rented living space?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Had health insurance or attempted to get health insurance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Experienced a problem with medical or dental debts or billing? ( <i>include the medical or dental debt/billing problems of a person for whom you are responsible</i> ).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Fallen behind on paying bills or had difficulties with debt? ( <i>exclude medical debts and bills and include the bills and debt of a person for whom you are responsible</i> ).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Applied for, received, maintained, adjusted, or used government assistance or other benefits such as food assistance, housing assistance, disability benefits, health insurance, unemployment benefits, or income assistance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

g.	Had a job, been an employee, or otherwise worked for pay?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Been the parent or guardian of a child under the age of 18?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Experienced a theft, break-in, or property damage or an attempted theft, break-in, or property damage?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Experienced identity theft, fraud, or a breach of personal data?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Experienced physical attacks, sexual violence, harassment, or stalking, or threats of violence or personal harm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLE FOR THE CORRESPONDING RESPONSE OPTIONS]

**S2a “expunged”:** Definition: Removing a criminal arrest or conviction from public view by completing a legal process (for example, by petitioning a court, State’s Attorney, or government agency).

S2. The following question asks about things that you may have **ever** experienced.

S2.	Have you EVER:	Yes	No	Don’t know	Prefer not to answer
a.	Been arrested for, charged with, or convicted of a crime? <i>Answer yes if an arrest, charge, or conviction has been sealed, expunged, or cleared.</i>	O	O	O	O

**SKIP PATTERN PROGRAMMING:**

[If no or prefer not to answer is selected, respondent is screened out of follow up questions.]

- If yes or don’t know to S1a, then enable HN1b and HN1d.
- If yes or don’t know to S1b, then enable HN1e and HN1f.
- If yes or don’t know to S1c, then enable MH1b and MH1c.
- If yes or don’t know to S1d, then enable MH1d and MH1e.
- If yes or don’t know to S1e, then enable CF1e and CF1f.
- If yes or don’t know to S1f, then enable PT1b through PT1f.
- If yes or don’t know to S1g, then enable E1a through E1d.
- If yes or don’t know to S1h, then enable FC1b through FC1d.
- If yes or don’t know to S1i, then enable CVP1a. through CVP1d.
- If yes or don’t know to S1j, then enable IFD1a through IFD1d.
- If yes or don’t know to S1k, then enable CVV1a through CVV1d.
- If yes or don’t know to S2a, then enable CJ2a through CJ2j.
- If no or prefer not to answer to S2a, then skip CJ2a through CJ2j.

## SECTION 1. CIVIL JUSTICE QUESTIONS

**[CIVIL JUSTICE INTRO]:** The next few sections of the survey are about issues that people commonly experience in everyday life.

### SECTION 1HN. HOUSING and YOUR NEIGHBORHOOD

*[If respondent answers no or prefer not to answer to S1a and S1b, ask only HN1a]*

**[1HN INTRO]:** The next questions are about issues you may have experienced related to housing and your neighborhood.

**HN1.** In the **past 3 years**, that is since X DATE, have you:

HN1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Had problems with people in your neighborhood over issues such as noise (including yelling), shared spaces, property lines, fences, trees, litter, parking spots, or pets?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1a, ask HN1b]</i> Experienced problems in the process of purchasing (not renting) a home, including problems with financing, closing, inspections, warranties, or fees?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1a, ask HN1c]</i> Fallen behind on mortgage repayments or had to make special arrangements for payment with the lender?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1a, ask HN1d]</i> Had problems paying your home's property taxes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to S1b, ask HN1e]</i> Had a landlord or other property manager <b>fail</b> to keep a house or apartment you were renting in good repair and condition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>[If yes or don't know to S1b, ask HN1f]</i> Experienced disputes about rules, rent, agreements, security deposits, repair charges or requests, or leases with a landlord, public housing authority, or other property manager?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of HN1a-f then ask HN2(a-f) after each applicable affirmative response]*

**HN2a.** You responded that you have had problems with people in your neighborhood over issues such as noise (including yelling), shared spaces, property lines, fences, trees, litter, parking spots, or pets. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**HN2b.** You responded that you have experienced problems in the process of purchasing (not renting) a home, including problems with financing, closing, inspections, warranties, or fees. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**HN2c.** You responded that you have fallen behind on mortgage repayments or had to make special arrangements for payment with the lender. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**HN2d.** You responded that you have had problems paying your home’s property taxes. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**HN2e.** You responded that you have had a landlord or other property manager **fail** to keep a house or apartment you were renting in good repair and condition. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**HN2f.** You responded that you have experienced disputes about rules, rent, agreements, security deposits, repair charges or requests, or leases with a landlord, public housing authority, or other property manager. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

SECTION 1MH. MEDICINE and HEALTH

[If respondent answers no or prefer not to answer to both S1c and S1d, ask only MH1a]

[1MH INTRO]: The next questions are about issues you may have experienced related to medicine or health.

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLES FOR THE CORRESPONDING RESPONSE OPTIONS]

**MH1a “health care power of attorney”:** Definition: A healthcare power of attorney is a document that names a person who can make medical decisions on your behalf when you are not able to make those decisions yourself.

**MH1a “living will”:** Definition: A living will is a document that describes the medical treatments that you would accept or deny if you cannot express yourself or make decisions in a medical emergency.

**MH1a “medical guardianship”:** Definition: A medical guardianship is a guardianship established by a court for a person who cannot make medical decisions for oneself, typically due to disability or incapacitation.

**MH1.** In the **past 3 years**, that is since X DATE, have you:

MH1.		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Set up or changed a health care power of attorney, living will, or medical guardianship either for yourself or a family member?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[If yes or don't know to S1c, ask MH1b] Had problems getting or keeping health insurance (private, employer-sponsored, public, or government-funded [including but not limited to Medicaid or Medicare])?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[If yes or don't know to S1c, ask MH1c] Had an insurance claim denied for coverage of medical or dental care or a prescription drug?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[If yes or don't know to S1d, ask MH1d] Been billed incorrectly for medical or dental services? ( <b>include</b> medical or dental billing problems of a person for whom you are responsible)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	[If yes or don't know to S1d, ask MH1e] Had unpaid medical or dental debt or had someone try to collect money for medical or dental debt? ( <b>include</b> medical or dental debt problems of a person for whom you are responsible)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of MH1a-e then ask MH2(a-e) after each applicable affirmative response]*

**MH2a.** You responded that you have set up or changed a health care power of attorney, living will, or medical guardianship either for yourself or a family member. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**MH2b.** You responded that you have had problems getting or keeping health insurance (private, employer-sponsored, public, or government-funded [including but not limited to Medicaid or Medicare]). Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**MH2c.** You responded that you have had an insurance claim denied for coverage of medical or dental care or a prescription drug. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**MH2d.** You responded that you have been billed incorrectly for medical or dental services (including medical or dental billing problems of a person for whom you are responsible). Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

**MH2e.** You responded that you have had unpaid medical or dental debt or had someone try to collect money for medical or dental debt (including medical or dental debt problems of a person for whom you are responsible). Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

SECTION 1CF. CONSUMER and FINANCIAL

[If respondent answers no or prefer not to answer to S1e ask only CF1a-d]

**[1CF INTRO]:** The next questions are about issues you may have experienced related to finances, debt, and other consumer issues.

**CF1.** In the **past 3 years**, that is since X DATE, have you:

		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Been harassed by or had disputes with creditors or collection agencies over debt that you owed? (exclude harassment for and disputes over medical or dental debt)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[Ask all] Had an error on your credit report, such as an unrecognized account, unrecognized debt reported to collections, incorrect listing of a late payment, or incorrect listing of a missed payment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[Ask all] Had problems with refinancing, transferring, consolidating, repaying, or terms of an existing credit card or loan? (exclude mortgage loans)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[Ask all] Had problems getting or accessing a new credit card or loan for unfair or discriminatory reasons? (exclude mortgage loans)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	[If yes to S1e, ask CF1e] Had a utility (water, electricity, gas, or phone) that was disconnected due to problems paying the bill?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	[If yes to S1e, ask CF1f] Filed or needed to file for bankruptcy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[If yes to any of CF1a-f then ask CF2(a-f) after each applicable affirmative response]

**CF2a.** You responded that you have been harassed by or had disputes with creditors or collection agencies over debt that you owed (excluding harassment for and disputes over medical or dental debt). Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**CF2b.** You responded that you have had an error on your credit report, such as an unrecognized account, unrecognized debt reported to collections, incorrect listing of a late payment, or incorrect listing of a missed payment. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CF2c.** You responded that you have had problems with refinancing, transferring, consolidating, repaying, or terms of an existing credit card or loan (excluding mortgage loans). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CF2d.** You responded that you have had problems getting or accessing a new credit card or loan for unfair or discriminatory reasons (excluding mortgage loans). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CF2e.** You responded that you have had a utility (water, electricity, gas, or phone) disconnected due to problems paying the bill. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CF2d.** You responded that you have filed or needed to file for bankruptcy. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**SECTION 1PT. PUBLIC BENEFITS OR GOVERNMENT SERVICES**

*[If respondent answers no or prefer not to answer to S1f, ask only PT1a]*

**[1PT INTRO]: The next questions are about issues you may have had with obtaining government assistance, services, and benefits and other issues with government agencies.**

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLES FOR THE CORRESPONDING RESPONSE OPTIONS]

**PT1c “SNAP”:** Supplemental Nutrition Assistance Program

**PT1c “WIC”:** Special Supplemental Nutrition Program for Women, Infants and Children

**PT1f “TANF”:** Temporary Assistance to Needy Families

**PT1f “SSI”:** Supplemental Security Income

**PT1f “LIHEAP”:** Low Income Home Energy Assistance Program

**PT1.** In the **past 3 years**, that is since X DATE, have you:

PT1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Been denied obtaining or regaining government-issued identification or a license (a driver’s license, passport, professional license, or another government ID)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1f, ask PT1b]</i> Had problems applying for, keeping, using, or being denied for state or federal disability benefits (including Social Security Disability Insurance [SSDI] and state disability insurance)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1f, ask PT1c]</i> Had problems applying for, keeping, using, or being denied food stamps or government food/meal assistance, such as SNAP, WIC, or other government food/meal assistance programs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1f, ask PT1d]</i> Had problems applying for, keeping, using, or being denied for subsidized housing or a Section 8 voucher?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to S1f, ask PT1e]</i> Had problems applying for, keeping, using, or being denied other public income benefits (TANF, SSI, or state general/transitional assistance), unemployment benefits, energy assistance benefits (LIHEAP), or government subsidized student loans?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of PT1a-e then ask PT2(a-e) after each applicable affirmative response]*

**PT2a.** You responded that you have been denied obtaining or regaining government-issued identification or a license (a driver’s license, passport, professional license, or another government ID). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**PT2b.** You responded that you have had problems applying for, keeping, using, or being denied state or federal disability benefits (including Social Security Disability Insurance [SSDI] and state disability insurance). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**PT2c.** You responded that you have had problems applying for, keeping, using, or being denied food stamps or government food/meal assistance, such as SNAP, WIC, or other government food/meal assistance programs. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**PT2d.** You responded that you have had problems applying for, keeping, using, or being denied for subsidized housing or a Section 8 voucher. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**PT2e.** You responded that you have had problems applying for, keeping, using, or being denied other public income benefits (TANF, SSI, or state general/transitional assistance), unemployment benefits, energy assistance benefits (LIHEAP), or government subsidized student loans. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

SECTION 1E. WORK AND INCOME

*[If respondent answers no or prefer not to answer to S1g, skip section 1E]*

**[1E INTRO]: The next questions are about issues that you may have experienced related to work or income.**

**E1.** In the **past 3 years**, that is since X DATE, have you:

E1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes or don't know to S1g, ask E1a]</i> For unfair or discriminatory reasons, been fired or demoted from a job or were denied a job opportunity or promotion?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1g, ask E1b]</i> Expressed a workplace complaint that was <b>not</b> taken seriously or adequately dealt with?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1g, ask E1c]</i> <b>Not</b> received wages or benefits from an employer, organization, company, or person that you were owed for work performed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1g, ask E1d]</i> Been exposed to working conditions that were physically unsafe or unhealthy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of E1a-d then ask E2(a-d) after each applicable affirmative response]*

**E2a.** You responded that you have, for unfair or discriminatory reasons, been fired or demoted from a job or were denied a job opportunity or promotion. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**E2c.** You responded that you have expressed a workplace complaint that was not taken seriously or adequately dealt with. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**E2d.** You responded that you have not received wages or benefits from an employer, organization, company, or person that you were owed for work performed. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**E2e.** You responded that you have been exposed to working conditions that were physically unsafe or unhealthy. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**SECTION 1FC. FAMILY and CHILDREN ISSUES**

*[If respondent answers no or prefer not to answer to S1h, ask only FC1a]*

**[1FC INTRO]:** The next questions are about issues you may have experienced related to your family or children.

**FC1.** In the **past 3 years**, that is since X DATE, have you:

FC1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask All]</i> Experienced divorce or legal separation from a spouse?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1h, ask FC1b]</i> Experienced difficulties with custody or visitation arrangements for child(ren) (e.g., reaching an agreement or following an agreement)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1h, ask FC1c]</i> Experienced problems related to child support (collecting, paying, adjusting, or enforcing child support)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1h, ask FC1d]</i> Had Child Protective Services (CPS) or another state agency focused on children and family safety get involved in a situation with your family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of FC1a-d then ask FC2(a-d) after each applicable affirmative response]*

**FC2a.** You responded that you have experienced divorce or legal separation from a spouse. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**FC2b.** You responded that you have experienced difficulties with custody or visitation arrangements for child(ren) (e.g., reaching an agreement or following an agreement). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**FC2c.** You responded that you have experienced problems related to child support (collecting, paying, adjusting, or enforcing child support). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**FC2d.** You responded that you have had Child Protective Services (CPS) or another state agency focused on children and family safety get involved in a situation with your family. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

## SECTION 2. CRIMINAL JUSTICE QUESTIONS

**[CRIMINAL JUSTICE INTRO]:** The following sets of questions ask about experiences that you may have had with being a victim of crime or other interactions with the criminal justice system. We understand that these questions are very sensitive. Please remember that your answers will be kept strictly confidential.

### SECTION 2CVP. CRIMINAL VICTIMIZATION: PROPERTY

*[If respondent answers no or prefer not to answer to S1i, skip section 2CVP]*

**[2CVP INTRO]:** The next questions are about property crime victimization that you may have experienced.

**CVP1.** During the **past 3 years**, meaning since X DATE, have you experienced any of the following:

CVP1		Yes	No	Don't Know	Prefer not to answer
a.	<i>[If yes or don't know to S1i, ask CVP1a]</i> Someone stole or tried to steal your car or other motor vehicle or any vehicle parts, such as a tire, battery, or gas?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1i, ask CVP1b]</i> Someone stole or attempted to steal something other than a motor vehicle from where you live, store your items (shed or storage unit), go to school, or work? <i>This could have been something you wear or carry, electronic equipment, a pet, bicycle, cash, or any other item you consider your property.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1i, ask CVP1c]</i> Someone deliberately damaged or destroyed something belonging to you or anyone else in your household, such as breaking windows, slashing tires, harming a pet, or painting graffiti on walls?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1i, ask CVP1d]</i> Someone broke in or tried to break into your house, apartment, or any other building, such as a shed, garage, or storage facility that you owned or rented?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of CVP1a-d then ask CVP2(a-d) after each applicable affirmative response]*

**CVP2a.** You responded that someone stole or tried to steal your car or other motor vehicle or any vehicle parts, such as a tire, battery, or gas. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CVP2b.** You responded that someone stole or attempted to steal something other than a motor vehicle from where you live, store your items (shed or storage unit), go to school, or work. This could have been something you wear or carry, electronic equipment, a pet, bicycle, cash, or any other item you consider your property. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CVP2c.** You responded that someone deliberately damaged or destroyed something belonging to you or anyone else in your household, such as breaking windows, slashing tires, harming a pet, or painting graffiti on walls. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CVP2d.** You responded that someone broke in or tried to break into your house or apartment or any other building such as a shed, garage, or storage facility that you own or rent. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**SECTION 2IFD. IDENTITY THEFT, FRAUD, DATA BREACHES**

*[If respondent answers no or prefer not to answer to S1j, skip section 2IFD]*

**[2IFD INTRO]: The next questions are about issues you may have experienced related to identity theft, fraud, or breaches of personal data.**

**IFD1.** *During the past 3 years, meaning since X DATE, have you experienced any of the following:*

IFD1		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes or don't know to S1j, ask IFD1a]</i> A company, government agency, or some other organization informed you that your personal information had been stolen or that your data had been breached?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1j, ask IFD1b]</i> An existing credit card, bank account, email/social media account, or other type of existing account was accessed by someone else without your permission?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1j, ask IFD1c]</i> Your personal information was used without your permission to open a new account or to apply for a benefit, job, or service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1j, ask IFD1d]</i> You were tricked or deceived out of money, goods, or services either in person, by telephone, or online?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of IFD1a-d then ask IFD2(a-d) after each applicable affirmative response]*

**IFD2a.** You responded that a company, government agency, or some other organization informed you that your personal information had been stolen or that your data had been breached. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**IFD2b.** You responded that an existing credit card, bank account, email/social media account, or other type of existing account was accessed by someone else without your permission. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**IFD2c.** You responded that your personal information was used without your permission to open a new account or to apply for a benefit, job, or service. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**IFD2d.** You responded that you were tricked or deceived out of money, goods, or services either in person, by telephone, or online. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**SECTION 2CVV. CRIMINAL VICTIMIZATION: VIOLENCE**

*[If respondent answers no or prefer not to answer to S1k, skip section 2CVV]*

**[2CVV INTRO]: The next questions are about violent victimization you may have experienced. Please remember that your answers will be kept strictly confidential and cannot be tied back to your personal information.**

**CVV1.** During the **past 3 years**, meaning since X DATE, have you experienced any of the following:

CVV1		Yes	No	Don't Know	Prefer not to answer
a.	<i>[If yes or don't know to S1k, ask CVV1a]</i> Someone attacked or tried to attack you, by throwing something at you, by hitting or choking you, with a weapon, or using force against you in any other way?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1k, ask CVV1b]</i> Someone forced you to have sexual contact that you did not consent to and that you did not want to happen? Sexual contact includes someone touching your sexual body parts, unwanted sex, or making you do these kinds of things to them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1k, ask CVV1c]</i> A current or former intimate dating partner or spouse or family member committed physical or sexual violence against you? This may be referred to as domestic or intimate partner violence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1k, ask CVV1d]</i> Someone committed repeated unwanted contacts or behaviors either in-person, by phone, or online that caused you substantial emotional distress or made you fear for your safety or the safety of someone you know? This may be referred to as harassment or stalking.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of CVV1a-d then ask CVV2(a-d) after each applicable affirmative response]*

**CVV2a.** You responded that someone attacked or tried to attack you, by throwing something at you, by hitting or choking you, with a weapon, or using force against you in any other way.  
Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**CVV2b.** You responded that someone forced you to have sexual contact that you did not consent to and that you did not want to happen. Sexual contact includes someone touching your sexual body parts,

unwanted sex, or making you do these kinds of things to them. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CVV2c.** You responded that a current or former intimate dating partner or spouse or family member committed physical or sexual violence against you. This may be referred to as domestic or intimate partner violence. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CVV2d.** You responded that someone committed repeated unwanted contacts or behaviors either in-person, by phone, or online that caused you substantial emotional distress or made you fear for your safety or the safety of someone you know. This may be referred to as harassment or stalking. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

SECTION 2CJ. OTHER CRIMINAL JUSTICE SYSTEM CONTACT

**[2CJ INTRO]:** The following questions ask about various interactions you may have had with the criminal justice system.

**CJ1.** In the **past 3 years**, that is since X DATE, have you experienced the following:

CJ1		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Received a ticket from a police officer, parking enforcement, or a camera that required payment of a fine or a court appearance but no jail time (for example, a traffic or parking ticket; a payable offense)?	0	0	0	0

[If yes or don't know to S2a, then ask CJ2(a-j). If no or prefer not to answer to S2a, skip CJ2(a-j).]

**CJ2.** You were previously asked if you had ever been arrested, charged with, or convicted of a crime. These questions are specific to the **past 3 years**. Please **exclude** any parking or traffic tickets and violations which did not result in jail time. *In the past 3 years, that is since X DATE, have you experienced any of the following:*

CJ2		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Been arrested by police?	0	0	0	0
b.	[Ask all] Been charged with a crime by prosecutors and appeared in court (for example, a misdemeanor or felony)?	0	0	0	0
c.	[Ask all] Been convicted of a crime?	0	0	0	0
d.	[Ask all] Been required to pay a court fine, fee, restitution, judgment, or to participate in a program due to a criminal case?	0	0	0	0
e.	[If yes or don't know to CJ2d, ask CJ2e] Had problems related to paying a court fine, fee, restitution, or judgment or paying for a program required due to a criminal case?	0	0	0	0
f.	[Ask all] Served time in jail or prison (before a trial or after a conviction)?	0	0	0	0

g.	[Ask all] Been on probation, parole, an alternative sentence, or supervised release (including electronic monitoring)?	0	0	0	0
h.	[If yes or don't know to S2a, ask CJ2h] Had to disclose a conviction that was on your criminal record as part of a background check for housing, employment, loans, or education?	0	0	0	0
i.	[If yes or don't know to S2a, ask CJ2i] Tried to expunge, seal, clear, or remove something from your criminal record?	0	0	0	0

j.	<i>[If yes or don't know to CJ2i, ask CJ2j]</i> Successfully expunged, sealed, cleared, or removed something from your criminal record?	0	0	0	0
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*[If yes to any of CJ1a or CJ2(a-h) after each applicable affirmative response. If yes to CJ2i and no to CJ2j ask CJ3i. If yes to CJ2i and CJ2j, or yes to only CJ2j, ask CJ3j and DO NOT ask CJ3i]*

*[Ask only if CJ1a=yes]*

**CJ3a.** You responded that you have received a ticket from a police officer, parking enforcement, or a camera that required payment of a fine or a court appearance but no jail time (for example, a traffic or parking ticket; a payable offense). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

*[Ask only if CJ2a=yes]*

**CJ3b.** You responded that you have been arrested by police. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

*[Ask only if CJ2b=yes]*

**CJ3c.** You responded that you have been charged with a crime by prosecutors and appeared in court (for example, a misdemeanor or felony). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2c=yes]*

**CJ3d.** You responded that you have been convicted of a crime. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2d=yes]*

**CJ3e.** You responded that you have been required to pay a court fine, fee, restitution, judgment, or to participate in a program due to a criminal case. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2e=yes]*

**CJ3f.** You responded that you have had problems related to paying a court fine, fee, restitution, or judgment or paying for a program required due to a criminal case. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2f=yes]*

**CJ3g.** You responded that you have served time in jail or prison (before a trial or after a conviction). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2g=yes]*

**CJ3h.** You responded that you have been on probation, parole, an alternative sentence, or supervised release (including electronic monitoring). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2h=yes]*

**CJ3i.** You responded that you have had to disclose a conviction that was on your criminal record as part of a background check for housing, employment, loans, or education. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2i=yes]*

**CJ3j.** You responded that you have tried to expunge, seal, clear, or remove something from your criminal record. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2j=yes]*

**CJ3k.** You responded that you have successfully expunged, sealed, cleared, or removed something from your criminal record. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

## SECTION 3: NATURE OF THE ISSUE

### **Instructions <selection criteria>**

*[Directions for the selection of justiciable events for inclusion in the Nature of the Issue module(s): In the previous modules, participants rated the perceived seriousness of each justiciable event they reported experiencing in the prior 3 years. Only justiciable events that were rated as “moderately” or “extremely serious” qualify for selection for this module.*

*Each Nature of the Issue module will have tailored language linked to the randomly selected criminal or civil justice issue. Question stems will include the issue descriptor selected in the question stem (e.g., divorce or separation, if randomly selected as the civil justice issue).*

*The participant will first complete the module with language in NP1-NP15 reflecting the criminal justice event. After the participant completes all questions regarding this event, the module will restart and populate questions NP1-NP15 to include the language tailored for the randomly selected civil event.*

*If **no events qualify**, this module does not populate and the participant is instead, diverted to the Sociodemographic module.*

*If a participant reports **at least one qualifying** civil or criminal justiciable event in the previous modules, up to one qualifying criminal event and up to one qualifying civil event will be selected for inclusion.*

*If a qualifying event is reported **in only one of the two subsets** (defined as criminal or civil events), the module will only populate once (e.g., if no qualifying criminal event but at least one qualifying civil event is reported, the participant only completes one module specific to the civil event).*

*If a qualifying event is reported in **both subsets**, the module will populate twice, once with a criminal event and once with a civil event.*

*If a participant reports **multiple qualifying events within a subset** of events, the event upon which the module will focus will be randomly selected from all qualifying events within that subset. This means one criminal issue is randomly selected from a participant’s qualifying criminal justice issues and one civil issue is randomly selected from a participant’s qualifying civil justice issues. No more than one event per subset will be selected for the module for no more than one iteration of the Nature of the Legal Issue module per subset (two total).]*

**[NATURE OF THE ISSUE INTRO]:** The following sets of questions aim to better understand what happened with the moderately or extremely serious criminal and civil issues you indicated that you experienced in the past 3 years. We understand that these questions are very sensitive. Please remember that your answers will be kept strictly confidential.

**[QUESTIONS INTRO]:**

**[PROGRAMMER: CRIMINAL ISSUE INTROS TO BE LISTED IN THIS SECTION ARE LISTED BELOW]**

*[If CVP1a is selected]*

You reported that you experienced the moderately or extremely serious issue of *someone stealing or trying to steal your car or other motor vehicle or any vehicle parts, such as a tire, battery, or gas* within the past 3 years. The following questions aim to better understand what happened with that event.

*[If CVP1b is selected]*

You reported that you experienced the moderately or extremely serious issue of *someone stealing or attempting to steal something other than a motor vehicle from where you live, store your items (shed or storage unit), go to school, or work* within the past 3 years. The following questions aim to better understand what happened with that event.

*[If CVP1c is selected]*

You reported that you experienced the moderately or extremely serious issue of *someone deliberately damaging or destroying something belonging to you or anyone else in your household, such as breaking windows, slashing tires, harming a pet, or painting graffiti on walls* within the past 3 years. The following questions aim to better understand what happened with that event.

*[If CVP1d is selected]*

You reported that you experienced the moderately or extremely serious issue of *someone breaking in or trying to break into your house, apartment, or any other building such as a shed, garage, or storage facility that you own or rent* within the past 3 years. The following questions aim to better understand what happened with that event.

*[If IFD1a is selected]*

You reported that you experienced the moderately or extremely serious issue of *a company, government agency, or some other organization informing you that your personal information had been stolen or that your data had been breached* within the past 3 years. The following questions aim to better understand what happened with that event.

*[If IFD1b is selected]*

You reported that you experienced the moderately or extremely serious issue of *someone accessing your existing credit card, bank account, email/social media account, or other type of existing account without your permission* within the past 3 years. The following questions aim to better understand what happened with that event.

*[If IFD1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone using your personal information without your permission to open a new account or to apply for a benefit, job, or service* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If IFD1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone tricking or deceiving you out of money, goods, or services either in person, by telephone, or online* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CVV1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone attacking or trying to attack you, by throwing something at you, hitting or choking you, using a weapon, or using force against you in any other way* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CVV1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone forcing you to have sexual contact that you did not consent to and did not want to happen* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CVV1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *a current or former intimate dating partner, spouse, or family member committing physical or sexual violence against you* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CVV1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone committing repeated unwanted contacts or behaviors either in person, by phone, or online that caused you substantial emotional distress or made you fear for your safety or the safety of someone you know* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ2a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *receiving a ticket from a police officer, parking enforcement, or a camera that required payment of a fine or a court appearance but no jail time (for example, a traffic or parking ticket; a payable offense)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being arrested by police* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being charged with a crime by prosecutors and appearing in court (for example, a misdemeanor or felony)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being convicted of a crime* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being required to pay a court fine, fee, restitution, judgment, or to participate in a program due to a criminal case* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *having problems related to paying a court fine, fee, restitution, or judgment or paying for a program required due to a criminal case* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3e is selected]*

**You reported that you experienced the moderately or extremely serious issue of *servicing time in jail or prison (before a trial or after a conviction)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3f is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being placed on probation, parole, an alternative sentence, or supervised release (including electronic monitoring)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3g is selected]*

**You reported that you experienced the moderately or extremely serious issue of *having to disclose a conviction that is on your criminal record as part of a background check for housing, employment, loans, or education* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3h is selected]*

**You reported that you experienced the moderately or extremely serious issue of *trying to expunge, seal, clear, or remove something from your criminal record* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3i is selected]*

**You reported that you experienced the moderately or extremely serious issue of *successfully expunging, sealing, clearing, or removing something from your criminal record* within the past 3 years. The following questions aim to better understand what happened with that event.**

**[PROGRAMMER: CIVIL ISSUE INTROS TO BE LISTED IN THIS SECTION ARE LISTED BELOW]**

*[If HN1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems with people in your neighborhood over issues such as noise (including yelling), shared spaces, property lines, fences, trees, litter, parking spots, or pets* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If HN1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems in the process of purchasing (not renting) a home, including issues with financing, closing, inspections, warranties, or fees* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If HN1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *falling behind on mortgage repayments or making special arrangements for payment with the lender* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If HN1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems paying your home's property taxes* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If HN1e is selected]*

**You reported that you experienced the moderately or extremely serious issue of *a landlord or other property manager failing to keep a house or apartment you are renting in good repair and condition* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If HN1f is selected]*

**You reported that you experienced the moderately or extremely serious issue of *disputes about rules, rent, agreements, security deposits, repair charges or requests, or leases with a landlord, public housing authority, or other property manager* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If MH1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *setting up or changing a health care power of attorney, living will, or medical guardianship either for yourself or a family member* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If MH1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems getting or keeping health insurance (private, employer-sponsored, public, or government-funded, including but not limited to Medicaid or Medicare)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If MH1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *having an insurance claim denied for coverage of medical care or a prescription drug* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If MH1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being billed incorrectly for medical or dental services (including medical or dental billing problems of a person for whom you are responsible)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If MH1e is selected]*

**You reported that you experienced the moderately or extremely serious issue of *having unpaid medical or dental debt or having someone trying to collect money for medical or dental debt (including medical or dental debt problems of a person for whom you are responsible)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being harassed by or having disputes with creditors or collection agencies over debt that you owe (excluding harassment and disputes over medical or dental debt)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *an error on your credit report, such as an unrecognized account, unrecognized debt reported to collections, incorrect listing of a late payment, or incorrect listing of a missed payment* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems with refinancing, transferring, consolidating, repaying, or the terms of an existing credit card or loan* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems getting or accessing a new credit card or loan for unfair or discriminatory reasons (excluding mortgage loans)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1e is selected]*

**You reported that you experienced the moderately or extremely serious issue of *a utility (water, electricity, gas, or phone) being disconnected due to problems paying the bill* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1f is selected]*

**You reported that you experienced the moderately or extremely serious issue of *filing or needing to file for bankruptcy* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If PT1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being denied obtaining or regaining government-issued identification or a license (such as a driver's license, passport, professional license, or another government ID)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If PT1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems applying for, keeping, using, or being denied state or federal disability benefits (including Social Security Disability Insurance [SSDI] and state disability insurance)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If PT1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems applying for, keeping, using, or being denied food stamps or government food/meal assistance, such as SNAP, WIC, or other government food/meal assistance programs* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If PT1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems applying for, keeping, using, or being denied for subsidized housing or a Section 8 voucher* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If PT1e is selected]*

**You reported that you experienced the moderately or extremely serious issue of *applying for, keeping, using, or being denied other public income benefits (TANF, SSI, or state general/transitional assistance), unemployment benefits, energy assistance benefits (LIHEAP), or government subsidized student loans* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If E1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being fired or demoted from a job, or being denied a job opportunity or promotion for unfair or discriminatory reasons* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If E1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *expressing a workplace complaint that was not taken seriously or adequately dealt with* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If E1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *not receiving wages or benefits from an employer, organization, company, or person that you are owed for work performed* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If E1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being exposed to working conditions that are physically unsafe or unhealthy* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If FD1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *divorce or legal separation from a spouse* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If FD1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *difficulties with custody or visitation arrangements for child(ren) (e.g., reaching an agreement or following an agreement)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If FD1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems related to child support (collecting, paying, adjusting, or enforcing child support)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If FD1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *Child Protective Services (CPS) or another state agency focused on children and family safety getting involved in a situation with your family* within the past 3 years. The following questions aim to better understand what happened with that event.**

[PROGRAMMER: AS A HEADER AT THE TOP OF EACH PAGE, PLEASE INSERT TEXT: **You reported that you experienced <serious criminal issue label, first round> <serious civil issue label, second round> within the past 3 years.**

**NP1.**      Approximately, what month and year did this issue start? *Your best estimate is fine.*

(MONTH/YEAR) \_\_\_\_\_

Prefer not to answer

Don't Know

**NP2.** Concerning this issue, **did you try** to get information, advice, or help about:

NP2		Yes	No	Don't know	Prefer not to answer
a.	Your rights or responsibilities?	0	0	0	0
b.	How to deal with the issue?	0	0	0	0
c.	Services that could help?	0	0	0	0
d.	Prices of services?	0	0	0	0
e.	People's experience of different services (e.g. reviews or recommendations)?	0	0	0	0
f.	Documents needed to deal with the issue?	0	0	0	0
g.	How to receive assistance from an organization, program, or person?	0	0	0	0
h.	None of these?	0	0	0	0

[PROGRAMMER: PLACE "NONE OF THESE?" AT BOTTOM OF THE TABLE].

**NP3.** Concerning this issue, **were you successful** in getting information, advice, or help on:

NP3		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes to NP2a, ask NP3a]</i> Your rights or responsibilities?	0	0	0	0
b.	<i>[If yes to NP2b, ask NP3b]</i> How to deal with the issue?	0	0	0	0
c.	<i>[If yes to NP2c, ask NP3c]</i> Services that could help?	0	0	0	0
d.	<i>[If yes to NP2d, ask NP3d]</i> Prices of services?	0	0	0	0
e.	<i>[If yes to NP2e, ask NP3e]</i> People's experience of different services (e.g. reviews or recommendations)?	0	0	0	0
f.	<i>[If yes to NP2f, ask NP3f]</i> Documents needed to deal with the issue?	0	0	0	0
g.	<i>[If yes to NP2g, ask NP3g]</i> How to receive assistance from an organization, program, or person?	0	0	0	0

**NP4.** Did you obtain any information, advice, or help from any of the following sources concerning this issue?

NP4		Yes	No	Don't know	Prefer not to answer
a.	A website or internet search (like Google), an “app,” artificial intelligence such as Chat GPT, a discussion platform such as Reddit, or social media such as, TikTok, Facebook, or X (formerly known as Twitter)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	A pamphlet, book, or other printed material?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**NP5.** Apart from the information you shared in the last question, did you obtain information, advice, or help from any of these people or organizations concerning this issue?

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLES FOR THE CORRESPONDING RESPONSE OPTIONS]

**NP5c “pro bono lawyer”:** Definition: Free legal services from a law firm, lawyer, or law school.

**NP5e “tribunal”:** Definition: A special court or group of judges that addresses a particular issue.

**NP5e “mediator”:** Definition: A person whose job is to act as a negotiator between two opposing people or parties.

**NP5e “arbitrator”:** Definition: An independent third party whose job is to resolve a dispute between two parties outside of a traditional court setting.

**NP5m “The opposing person or entity”:** Examples of an opposing party/entity include but are not limited to: If you are a tenant renting an apartment with a disagreement with your landlord, the landlord in this example is the opposing party. If you owe a debt and are being harassed by a debt collection company, your opposing entity would be the debt collection company.

NP5		Yes	No	Don't know	Prefer not to answer
a.	No one else, I handled it on my own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Family, friends, neighbors, or acquaintances?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Free legal assistance such as legal aid, a public defender, or pro bono lawyer?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Paid legal assistance such as a private lawyer or law firm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	A court, tribunal, mediator, or arbitrator?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	A federal, state, or local government agency, department, or authority? ( <i>exclude the police or a court</i> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<b>g.</b>	The police?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>h.</b>	Medical, mental health, or social services professionals? ( <i>for example, a doctor, nurse, therapist, counselor, social workers, or case managers</i> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>i.</b>	Your employer or trade union?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>j.</b>	A financial, accounting, or banking services professional?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>k.</b>	Community, neighborhood, nonprofit, religious, or charitable organization or program?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>l.</b>	An insurance company representative?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>m.</b>	The opposing person or entity?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>n.</b>	Any other professional person or organization?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If no to NP5b-n or if selecting “No one else, I handled it on my own”, ask NP6]*

**NP6.** Do any of the following describe why you did **not** obtain information, advice, or help from **any people or organizations (other than yourself)** concerning this issue?

<b>NP6</b>		<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Prefer not to answer</b>
<b>a.</b>	I knew enough myself/I did not need advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>b.</b>	It did not warrant the effort or expense	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>c.</b>	I could not afford advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>d.</b>	I did not know where to get advice/couldn't find advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>e.</b>	Advisors were too difficult to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f.</b>	It would have damaged relationship with the other side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<b>g.</b>	It would have been too stressful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>h.</b>	I was scared of what the other side might do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>i.</b>	I believe it would have made no difference to the outcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>j.</b>	I do not think I could win against this person or organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>k.</b>	I have tried getting advice before and did not find it useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>l.</b>	The other side was right/there was no dispute	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>m.</b>	The issue resolved itself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[If no to both NP5c and NP5d, ask NP7]

**NP7.** Do any of the following describe why you did **not** obtain information, advice, or help from a **private lawyer, public defender, pro bono attorney, or a legal aid attorney** concerning this issue?

NP7		Yes	No	Don't know	Prefer not to answer
a.	I knew enough myself/I did not need advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	It did not warrant the effort or expense	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	I could not afford advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	I did not know where to get advice/couldn't find advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Lawyers were too difficult to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	It would have damaged relationship with the other side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

g.	It would have been too stressful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	I was scared of what the other side might do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	I believe it would have made no difference to the outcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	I do not think I could win against this person or organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	I have tried getting advice before and did not find it useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	The other side was right/There was no dispute	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	The issue resolved itself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**NP8.** Is the issue ongoing or has it been resolved?

NP8		
1.	Issue is ongoing but resolution is in progress	<input type="radio"/>
2.	Issue is ongoing but all have stopped trying to resolve it further	<input type="radio"/>
3.	Issue is fully resolved	<input type="radio"/>
4.	Don't know	<input type="radio"/>
5.	Prefer not to answer	<input type="radio"/>

[If (2) on NP8, then ask NP9]

**NP9.** When did you and everybody else stop taking actions to try to resolve the issue? You said that the issue started in <month and year>, what month and year did you **stop** trying to resolve the issue? *Your best estimate will be fine.*

(MONTH/YEAR) \_\_\_\_\_

Prefer not to answer

Don't Know

[If (3) on NP8, then ask NP10]

**NP10.** When did the issue get resolved? You said that the issue started in <month and year>, what month and year did the issue **end**? *Your best estimate will be fine.*

(MONTH/YEAR) \_\_\_\_\_

Prefer not to answer

Don't Know

[If (1) on NP8, then ask NP11]

**NP11.** Are you satisfied with how things are going so far (as you try to resolve the issue)?

1.	Not at all satisfied	0
2.	Slightly satisfied	0
3.	Moderately satisfied	0
4.	Very satisfied	0
5.	Extremely satisfied	0

[If (2) or (3) on NP8, then ask NP12]

**NP12.** Were you satisfied with the resolution of the issue?

1.	Not at all satisfied	0
2.	Slightly satisfied	0
3.	Moderately satisfied	0
4.	Very satisfied	0
5.	Extremely satisfied	0

[PROGRAMMER: CODE STEM AS CRIMINAL IF THE NATURE OF THE ISSUE IS A CRIMINAL ISSUE SEQUENCE. CODE STEM AS CIVIL IF THE NATURE OF THE ISSUE IS A CIVIL ISSUE SEQUENCE.]

**NP13.** Serious <criminal> <civil> issues can impact people’s lives in different ways. Did your experience with the issue result in any of the following? Mark yes for the impacts **on you and your life**, rather than another person who may have been involved.

NP13		Yes	No	Don't know	Prefer not to answer
a.	Physical health problem or injury or increased use of healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Emotional or mental health problem, stress, helplessness, or loss of confidence, control, trust, or self-esteem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Increased drug (including nicotine), tobacco, or alcohol use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Social problem, such as a negative impact on relationships with family or friends or social isolation or withdrawal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Decrease in or loss of personal safety or security (being harassed, threatened, or assaulted)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Loss or change of employment, missed work, or loss of occupational license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

g.	Having to work increased hours or an additional job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Having to move residences or loss of housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Loss or waste of time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Loss of transportation or loss of driver’s license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Loss of financial or economic security or going without food or utilities (like water, gas, and electricity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	Decreased credit score or harmed credit report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

m.	Missed or expelled/suspended from school or lost access to student loans or scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n.	Police or court interaction, arrest, incarceration, or criminal record	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[PROGRAMMER: DIRECTIONS FOR POPULATING QUESTION NP14: ALL QUALIFYING (I.E., THOSE RATED AS MODERATELY OR EXTREMELY SERIOUS) CRIMINAL AND CIVIL JUSTICE EVENTS REPORTED BY THE PARTICIPANT, EXCLUDING THE EVENT THAT THE MODULE IS REFERENCING, WILL BE PRESENTED AS RESPONSE OPTIONS.

IF THE PARTICIPANT ONLY REPORTED ONE QUALIFYING EVENT ACROSS BOTH SUBSETS (E.G. THIS MODULE WILL ONLY POPULATE ONCE), QUESTION NP14 WILL BE SKIPPED IN PROGRAMMING AND NOT BE PRESENTED TO THE RESPONDENT.]

**NP14.** Listed below are the issues you reported as having a moderate or severe impact on your life in previous sections. Do you believe that any of them were **related to (led to or were a result of)** your experience with the issue above?

		Yes	No	Don't know	Prefer not to answer
a.	<i>Serious Affirmative Event A</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>Serious Affirmative Event B</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>Serious Affirmative Event C</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>Serious Affirmative Event D</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>Serious Affirmative Event E</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>Serious Affirmative Event F</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g....	<i>Sequence through last serious affirmative event</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## SECTION 4. SOCIODEMOGRAPHIC QUESTIONS

**[DEMOGRAPHICS INTRO]:** The following questions ask you about yourself. They cannot and will not be used to identify you.

**SD1.** What is your age?

1.	18 – 24	<input type="radio"/>
2.	25 – 34	<input type="radio"/>
3.	35 – 49	<input type="radio"/>
4.	50 – 64	<input type="radio"/>
5.	65 or older	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

[PROGRAMMER: “PREFER NOT TO ANSWER” IS NOT A RESPONSE CATEGORY HERE. DO NOT FORCE A RESPONSE]

**SD2.** What is your race and/or ethnicity? *Select all that apply.*

1.	American Indian or Alaska Native	<input type="checkbox"/>
2.	Asian	<input type="checkbox"/>
3.	Black or African American	<input type="checkbox"/>
4.	Hispanic or Latino	<input type="checkbox"/>
5.	Middle Eastern or North African	<input type="checkbox"/>
6.	Native Hawaiian or Pacific Islander	<input type="checkbox"/>
7.	White	<input type="checkbox"/>

**SD3.** Have you ever served on active duty in the U.S. Armed Forces, Reserves, or National Guard?

1.	Never served in the military	0
2.	Only on active duty for training in the Reserves or National Guard	0
3.	Now on active duty	0
4.	On active duty in the past, but not now	0
5.	Prefer not to answer	0

**SD4a.** How many total people – adults and children – currently live in your household, including yourself? *A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.*

Number of people \_\_\_\_\_

Prefer not to answer

**SD4b.** Of these people in the household, how many are children under 18 years of age?

Number of children (under 18 years of age) \_\_\_\_\_

Prefer not to answer

**SD5.** In the **past 3 years**, how many times have you moved residences? *Include all moves from one residence to another, even moves within the same city, town, or community.*

1.	0	0
2.	1	0
3.	2	0
4.	3	0
5.	4 or more	0
6.	Prefer not to answer	0

**SD6.** Which of the following best represents how you think of yourself?

1.	Gay or lesbian	<input type="radio"/>
2.	Straight, that is not gay or lesbian	<input type="radio"/>
3.	Bisexual	<input type="radio"/>
4.	Something else	<input type="radio"/>
5.	I don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**SD7.** Are you male or female?

1.	Male	<input type="radio"/>
2.	Female	<input type="radio"/>
3.	Prefer not to answer	<input type="radio"/>

**SD8.**

		Yes	No	Prefer not to answer
<b>a.</b>	Do you have any type of health condition, mental health condition, or disability that has lasted or is expected to last for 6 months or more?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>b.</b>	Are you deaf or do you have serious difficulty hearing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>c.</b>	Are you blind or do you have serious difficulty seeing even when wearing glasses?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Because of a physical, mental, or emotional condition, do you:</b>				
<b>d.</b>	Have serious difficulty concentrating, remembering, or making decisions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>e.</b>	Have serious difficulty walking or climbing stairs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f.</b>	Have serious difficulty dressing or bathing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>g.</b>	Have difficulty doing errands alone such as visiting a doctor's office or shopping?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**SD9.** Which category represents the total combined income of all members of your household during the past 12 months? This includes money from jobs, net income from businesses, farm or rent, pensions, dividends, interest, Social Security payments, and any other money income received by members of this household who are 15 years of age or older. *A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.*

1.	<\$19,999	<input type="radio"/>
2.	\$20,000 - \$39,999	<input type="radio"/>
3.	\$40,000 - \$59,999	<input type="radio"/>
4.	\$60,000 - \$79,999	<input type="radio"/>
5.	\$80,000 - \$99,999	<input type="radio"/>
6.	\$100,000-\$149,999	<input type="radio"/>
7.	\$150,000 - \$199,999	<input type="radio"/>
8.	\$200,000 or more	<input type="radio"/>
9.	Prefer not to answer	<input type="radio"/>

**SD10.** What is the highest degree or level of school you have completed? *Select only one answer*

1.	Less than high school	<input type="radio"/>
2.	Some high school	<input type="radio"/>
3.	High school graduate (Diploma or equivalent)	<input type="radio"/>
4.	Some college (No degree)	<input type="radio"/>
5.	Associate’s degree (e.g., AA, AS)	<input type="radio"/>
6.	Bachelor’s degree (e.g., BA, BS, AB)	<input type="radio"/>
7.	Master’s degree (e.g., MA, MS, MEd, MSW, MBA)	<input type="radio"/>
8.	Professional school degree (e.g., MD, DDS, DVM, LLB, JD)	<input type="radio"/>
9.	Doctorate degree (e.g., PhD, EdD)	<input type="radio"/>
10.	Prefer not to answer	<input type="radio"/>

**SD11.** Among members of your household that are age 18 or older, who has the next upcoming birthday? A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.

1.	You	<input type="radio"/>
2.	Another adult in the household	<input type="radio"/>
3.	I don't know	<input type="radio"/>
4.	Prefer not to answer	<input type="radio"/>

VISA

[INCENTIVES INTRO]: Thank you, that concludes the survey! NORC will mail you a \$50 prepaid Visa card to thank you for your time.

So that NORC may mail you your \$50 prepaid Visa card, please enter the following information.

- Check this box ONLY if you do not want to provide your name and mailing address. By checking this box, you acknowledge that you will be unable to receive your \$50 prepaid Visa card. [PROGRAMMER: MOVE ON TO END\_SCREEN].

CODE\_FNAME  
First Name: \_\_\_\_\_ (required)

CODE\_LNAME  
Last Name: \_\_\_\_\_ (required)

CODE\_ADDRESS\_1  
Address 1: \_\_\_\_\_ (required)

CODE\_ADDRESS\_2  
Address 2: \_\_\_\_\_

CODE\_CITY  
City: \_\_\_\_\_ (required)

CODE\_STATE  
State: \_\_\_\_\_ (required)

CODE\_ZIP  
Zip: \_\_\_\_\_ (required)

(ONCE COMPLETED, GO TO END\_SCREEN)

END\_SCREEN

[PROGRAMMER: SHOW IF RESPONDENT CHOOSES TO RECEIVE INCENTIVE] Thank you for your participation. Your \$50 prepaid Visa card will be mailed to you within 7 business days. If you have any questions about the study, please contact NORC at 1-202-695-0518 or CLNS@norc.org. If you have questions about your rights as a study participant, you may contact the NORC Institutional Review Board at 1-866-309-0542.

[PROGRAMMER: SHOW IF RESPONDENT CHOOSES TO NOT PARTICIPATE IN SURVEY ON CONSENT SCREEN OR CHOOSES NOT TO RECEIVE INCENTIVE] Thank you for your participation. If you have any questions about the study, please contact NORC at 1-202-695-0518 or CLNS@norc.org. If you have questions about your rights as a study participant, you may contact the NORC Institutional Review Board at 1-866-309-0542.

[PROGRAMMER: SHOW IF ADDRESS\_CONFIRMATION=02] Thank you for your willingness to participate in the Civil Legal Needs Survey. To maintain the scientific validity of the study, we are only gathering information from people currently living in the household located at [SAMPLED ADDRESS]. If you have any questions about the study, please contact NORC at 1-202-695-0518 or CLNS@norc.org. If you have questions about your rights as a study participant, you may contact the NORC Institutional Review Board at 1-866-309-0542.

[FOR CATI]

[INTERVIEWER: PLEASE CLOSE THIS SCREEN AND CODE OUT THIS CASE AS COMPLETE]

END

# Appendix I: Final CLNS Instrument

## Civil Legal Needs Survey

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### CONSENT

The Bureau of Justice Statistics (BJS) within the U.S. Department of Justice is conducting a pilot survey of households across the United States to learn about people’s experiences with civil justice needs, such as experiences with housing payments, employment, family disputes, income problems, government agencies, identity theft, and medical debt, and the best way to ask these questions. This survey will ask about these and other similar topics. We understand that your time is valuable and would appreciate the contribution of your unique insights and experiences. Your contribution will help BJS evaluate both how the survey is administered and the survey’s ability to capture the civil and criminal legal experiences of U.S. households. This survey takes about 15 minutes to complete, and your participation is voluntary.

You may choose to skip any question you don’t wish to answer or end the survey at any time. Whether or not you decide to participate, there will be no impact on any rights or services you are entitled to.

BJS is conducting this survey under federal law, Title 34 U.S.C. Section 10132. Your response will be kept strictly confidential (34 U.S.C. Section 10231). NORC at the University of Chicago and the American Bar Foundation are collecting these data on behalf of BJS. Under Title 34 U.S.C. Section 10134, the information you provide can only be used for statistical or research purposes. BJS, NORC at the University of Chicago, and the American Bar Foundation are required by federal law to protect your privacy and confidentiality. No personally identifiable information will be released to the public and your specific responses will not be identified in the data.

You will receive a \$20 prepaid Visa card for your participation. Your contact information will only be used by NORC to send you a prepaid card thanking you for your participation.

If you have any questions, please contact us at 1-(XXX)-XXX-XXXX or [CLNS@norc.org](mailto:CLNS@norc.org).

Thank you for your help!

- 01 Please check this box to continue. By checking the box, I acknowledge that:**
  - 1) I have read the above information;
  - 2) I am at least 18 years old; and
  - 3) I voluntarily agree to participate.
- 02 I do not agree to participate.**

[PROGRAMMER: IF FIRST BOX IS CHECKED PROCEED TO THE NEXT SCREEN; IF THE SECOND BOX IS CHECKED PROCEED TO THE END SCREEN].

## ADDRESS\_CONFIRMATION

Before beginning the survey, we need to confirm that we are speaking with someone from the correct address. Do you live at [SAMPLED ADDRESS]?

- 01 Yes, this is my home address.
- 02 No, this is not my home address.

[PROGRAMMER: IF FIRST BOX IS CHECKED PROCEED TO THE NEXT SCREEN; IF THE SECOND BOX IS CHECKED PROCEED TO END\_SCREEN].

[PROGRAMMER: IN ADDITION TO BETWEEN EACH QUESTION/SET OF QUESTIONS, INSERT SCREEN BREAKS **BEFORE** AND **AFTER** TEXT THAT IS TITLED INTRO]

[PROGRAMMER: IF THE RESPONSE GRID HAS MORE THAN SIX ROWS, PLEASE SPLIT THEM ONTO SEPARATE PAGES WITH THE QUESTION REPEATED ON THE SUBSEQUENT PAGES].

### **BEGIN INSTRUMENT:**

**[INSTRUMENT INTRO]: Your answers to the following questions help to better understand your life experiences. This allows for tailoring survey questions to be more relevant to you. Some questions may be sensitive. Please remember that your answers will be kept strictly confidential. Please respond if you experienced any of the following issues during the specified time period.**

**S1.** To begin with, the following questions ask about things that you may have experienced over the **past 3 years** from today, or since **X DATE**.

S1.	In the past 3 years, meaning since X DATE, have you:	Yes	No	Don't know	Prefer not to answer
a.	Owned, purchased, paid a mortgage for, or sold a home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Paid rent for a house, apartment, condo, or another rented living space?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Had health insurance or attempted to get health insurance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Experienced a problem with medical or dental debts or billing? ( <i>include the medical or dental debt/billing problems of a person for whom you are responsible</i> ).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Fallen behind on paying bills or had difficulties with debt? ( <i>exclude medical debts and bills and include the bills and debt of a person for whom you are responsible</i> ).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Applied for, received, maintained, adjusted, or used government assistance or other benefits such as food assistance, housing assistance, disability benefits, health insurance, unemployment benefits, or income assistance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

g.	Had a job, been an employee, or otherwise worked for pay?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Been the parent or guardian of a child under the age of 18?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Experienced a theft, break-in, or property damage or an attempted theft, break-in, or property damage?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Experienced identity theft, fraud, or a breach of personal data?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Experienced physical attacks, sexual violence, harassment, or stalking, or threats of violence or personal harm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLE FOR THE CORRESPONDING RESPONSE OPTIONS]

**S2a “expunged”:** Definition: Removing a criminal arrest or conviction from public view by completing a legal process (for example, by petitioning a court, State’s Attorney, or government agency).

S2. The following question asks about things that you may have **ever** experienced.

S2.	Have you EVER:	Yes	No	Don’t know	Prefer not to answer
a.	Been arrested for, charged with, or convicted of a crime? <i>Answer yes if an arrest, charge, or conviction has been sealed, expunged, or cleared.</i>	O	O	O	O

**SKIP PATTERN PROGRAMMING:**

[If no or prefer not to answer is selected, respondent is screened out of follow up questions.]

- If yes or don’t know to S1a, then enable HN1b and HN1d.
- If yes or don’t know to S1b, then enable HN1e and HN1f.
- If yes or don’t know to S1c, then enable MH1b and MH1c.
- If yes or don’t know to S1d, then enable MH1d and MH1e.
- If yes or don’t know to S1e, then enable CF1e and CF1f.
- If yes or don’t know to S1f, then enable PT1b through PT1f.
- If yes or don’t know to S1g, then enable E1a through E1d.
- If yes or don’t know to S1h, then enable FC1b through FC1d.
- If yes or don’t know to S1i, then enable CVP1a. through CVP1d.
- If yes or don’t know to S1j, then enable IFD1a through IFD1d.
- If yes or don’t know to S1k, then enable CVV1a through CVV1d.
- If yes or don’t know to S2a, then enable CJ2a through CJ2j.
- If no or prefer not to answer to S2a, then skip CJ2a through CJ2j.

## SECTION 1. CIVIL JUSTICE QUESTIONS

**[CIVIL JUSTICE INTRO]:** The next few sections of the survey are about issues that people commonly experience in everyday life.

### SECTION 1HN. HOUSING and YOUR NEIGHBORHOOD

*[If respondent answers no or prefer not to answer to S1a and S1b, ask only HN1a]*

**[1HN INTRO]:** The next questions are about issues you may have experienced related to housing and your neighborhood.

**HN1.** In the **past 3 years**, that is since X DATE, have you:

HN1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Had problems with people in your neighborhood over issues such as noise (including yelling), shared spaces, property lines, fences, trees, litter, parking spots, or pets?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1a, ask HN1b]</i> Experienced problems in the process of purchasing (not renting) a home, including problems with financing, closing, inspections, warranties, or fees?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1a, ask HN1c]</i> Fallen behind on mortgage repayments or had to make special arrangements for payment with the lender?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1a, ask HN1d]</i> Had problems paying your home's property taxes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to S1b, ask HN1e]</i> Had a landlord or other property manager <b>fail</b> to keep a house or apartment you were renting in good repair and condition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>[If yes or don't know to S1b, ask HN1f]</i> Experienced disputes about rules, rent, agreements, security deposits, repair charges or requests, or leases with a landlord, public housing authority, or other property manager?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of HN1a-f then ask HN2(a-f) after each applicable affirmative response]*

**HN2a.** You responded that you have had problems with people in your neighborhood over issues such as noise (including yelling), shared spaces, property lines, fences, trees, litter, parking spots, or pets. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**HN2b.** You responded that you have experienced problems in the process of purchasing (not renting) a home, including problems with financing, closing, inspections, warranties, or fees. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**HN2c.** You responded that you have fallen behind on mortgage repayments or had to make special arrangements for payment with the lender. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**HN2d.** You responded that you have had problems paying your home’s property taxes. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**HN2e.** You responded that you have had a landlord or other property manager **fail** to keep a house or apartment you were renting in good repair and condition. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**HN2f.** You responded that you have experienced disputes about rules, rent, agreements, security deposits, repair charges or requests, or leases with a landlord, public housing authority, or other property manager. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

SECTION 1MH. MEDICINE and HEALTH

[If respondent answers no or prefer not to answer to both S1c and S1d, ask only MH1a]

**[1MH INTRO]: The next questions are about issues you may have experienced related to medicine or health.**

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLES FOR THE CORRESPONDING RESPONSE OPTIONS]

**MH1a “health care power of attorney”:** Definition: A healthcare power of attorney is a document that names a person who can make medical decisions on your behalf when you are not able to make those decisions yourself.

**MH1a “living will”:** Definition: A living will is a document that describes the medical treatments that you would accept or deny if you cannot express yourself or make decisions in a medical emergency.

**MH1a “medical guardianship”:** Definition: A medical guardianship is a guardianship established by a court for a person who cannot make medical decisions for oneself, typically due to disability or incapacitation.

**MH1.** In the **past 3 years**, that is since X DATE, have you:

MH1.		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Set up or changed a health care power of attorney, living will, or medical guardianship either for yourself or a family member?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[If yes or don't know to S1c, ask MH1b] Had problems getting or keeping health insurance (private, employer-sponsored, public, or government-funded [including but not limited to Medicaid or Medicare])?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[If yes or don't know to S1c, ask MH1c] Had an insurance claim denied for coverage of medical or dental care or a prescription drug?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[If yes or don't know to S1d, ask MH1d] Been billed incorrectly for medical or dental services? ( <b>include</b> medical or dental billing problems of a person for whom you are responsible)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	[If yes or don't know to S1d, ask MH1e] Had unpaid medical or dental debt or had someone try to collect money for medical or dental debt? ( <b>include</b> medical or dental debt problems of a person for whom you are responsible)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of MH1a-e then ask MH2(a-e) after each applicable affirmative response]*

**MH2a.** You responded that you have set up or changed a health care power of attorney, living will, or medical guardianship either for yourself or a family member. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**MH2b.** You responded that you have had problems getting or keeping health insurance (private, employer-sponsored, public, or government-funded [including but not limited to Medicaid or Medicare]). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**MH2c.** You responded that you have had an insurance claim denied for coverage of medical or dental care or a prescription drug. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**MH2d.** You responded that you have been billed incorrectly for medical or dental services (including medical or dental billing problems of a person for whom you are responsible). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**MH2e.** You responded that you have had unpaid medical or dental debt or had someone try to collect money for medical or dental debt (including medical or dental debt problems of a person for whom you are responsible). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

SECTION 1CF. CONSUMER and FINANCIAL

[If respondent answers no or prefer not to answer to S1e ask only CF1a-d]

**[1CF INTRO]:** The next questions are about issues you may have experienced related to finances, debt, and other consumer issues.

**CF1.** In the **past 3 years**, that is since X DATE, have you:

		Yes	No	Don't know	Prefer not to answer
<b>a.</b>	[Ask all] Been harassed by or had disputes with creditors or collection agencies over debt that you owed? <i>(exclude harassment for and disputes over medical or dental debt)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>b.</b>	[Ask all] Had an error on your credit report, such as an unrecognized account, unrecognized debt reported to collections, incorrect listing of a late payment, or incorrect listing of a missed payment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>c.</b>	[Ask all] Had problems with refinancing, transferring, consolidating, repaying, or terms of an existing credit card or loan? <i>(exclude mortgage loans)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>d.</b>	[Ask all] Had problems getting or accessing a new credit card or loan for unfair or discriminatory reasons? <i>(exclude mortgage loans)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>e.</b>	[If yes to S1e, ask CF1e] Had a utility (water, electricity, gas, or phone) that was disconnected due to problems paying the bill?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f.</b>	[If yes to S1e, ask CF1f] Filed or needed to file for bankruptcy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[If yes to any of CF1a-f then ask CF2(a-f) after each applicable affirmative response]

**CF2a.** You responded that you have been harassed by or had disputes with creditors or collection agencies over debt that you owed (excluding harassment for and disputes over medical or dental debt). Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**CF2b.** You responded that you have had an error on your credit report, such as an unrecognized account, unrecognized debt reported to collections, incorrect listing of a late payment, or incorrect listing of a missed payment. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CF2c.** You responded that you have had problems with refinancing, transferring, consolidating, repaying, or terms of an existing credit card or loan (excluding mortgage loans). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CF2d.** You responded that you have had problems getting or accessing a new credit card or loan for unfair or discriminatory reasons (excluding mortgage loans). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CF2e.** You responded that you have had a utility (water, electricity, gas, or phone) disconnected due to problems paying the bill. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CF2d.** You responded that you have filed or needed to file for bankruptcy. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**SECTION 1PT. PUBLIC BENEFITS OR GOVERNMENT SERVICES**

*[If respondent answers no or prefer not to answer to S1f, ask only PT1a]*

**[1PT INTRO]: The next questions are about issues you may have had with obtaining government assistance, services, and benefits and other issues with government agencies.**

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLES FOR THE CORRESPONDING RESPONSE OPTIONS]

**PT1c “SNAP”:** Supplemental Nutrition Assistance Program

**PT1c “WIC”:** Special Supplemental Nutrition Program for Women, Infants and Children

**PT1f “TANF”:** Temporary Assistance to Needy Families

**PT1f “SSI”:** Supplemental Security Income

**PT1f “LIHEAP”:** Low Income Home Energy Assistance Program

**PT1.** In the **past 3 years**, that is since X DATE, have you:

PT1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask all]</i> Been denied obtaining or regaining government-issued identification or a license (a driver's license, passport, professional license, or another government ID)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1f, ask PT1b]</i> Had problems applying for, keeping, using, or being denied for state or federal disability benefits (including Social Security Disability Insurance [SSDI] and state disability insurance)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1f, ask PT1c]</i> Had problems applying for, keeping, using, or being denied food stamps or government food/meal assistance, such as SNAP, WIC, or other government food/meal assistance programs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1f, ask PT1d]</i> Had problems applying for, keeping, using, or being denied for subsidized housing or a Section 8 voucher?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>[If yes or don't know to S1f, ask PT1e]</i> Had problems applying for, keeping, using, or being denied other public income benefits (TANF, SSI, or state general/transitional assistance), unemployment benefits, energy assistance benefits (LIHEAP), or government subsidized student loans?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of PT1a-e then ask PT2(a-e) after each applicable affirmative response]*

**PT2a.** You responded that you have been denied obtaining or regaining government-issued identification or a license (a driver’s license, passport, professional license, or another government ID). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**PT2b.** You responded that you have had problems applying for, keeping, using, or being denied state or federal disability benefits (including Social Security Disability Insurance [SSDI] and state disability insurance). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**PT2c.** You responded that you have had problems applying for, keeping, using, or being denied food stamps or government food/meal assistance, such as SNAP, WIC, or other government food/meal assistance programs. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**PT2d.** You responded that you have had problems applying for, keeping, using, or being denied for subsidized housing or a Section 8 voucher. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**PT2e.** You responded that you have had problems applying for, keeping, using, or being denied other public income benefits (TANF, SSI, or state general/transitional assistance), unemployment benefits, energy assistance benefits (LIHEAP), or government subsidized student loans. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

SECTION 1E. WORK AND INCOME

*[If respondent answers no or prefer not to answer to S1g, skip section 1E]*

**[1E INTRO]: The next questions are about issues that you may have experienced related to work or income.**

**E1.** In the **past 3 years**, that is since X DATE, have you:

E1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes or don't know to S1g, ask E1a]</i> For unfair or discriminatory reasons, been fired or demoted from a job or were denied a job opportunity or promotion?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1g, ask E1b]</i> Expressed a workplace complaint that was <b>not</b> taken seriously or adequately dealt with?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1g, ask E1c]</i> <b>Not</b> received wages or benefits from an employer, organization, company, or person that you were owed for work performed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1g, ask E1d]</i> Been exposed to working conditions that were physically unsafe or unhealthy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of E1a-d then ask E2(a-d) after each applicable affirmative response]*

**E2a.** You responded that you have, for unfair or discriminatory reasons, been fired or demoted from a job or were denied a job opportunity or promotion. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**E2c.** You responded that you have expressed a workplace complaint that was not taken seriously or adequately dealt with. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**E2d.** You responded that you have not received wages or benefits from an employer, organization, company, or person that you were owed for work performed. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**E2e.** You responded that you have been exposed to working conditions that were physically unsafe or unhealthy. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**SECTION 1FC. FAMILY and CHILDREN ISSUES**

*[If respondent answers no or prefer not to answer to S1h, ask only FC1a]*

**[1FC INTRO]:** The next questions are about issues you may have experienced related to your family or children.

**FC1.** In the **past 3 years**, that is since X DATE, have you:

FC1.		Yes	No	Don't know	Prefer not to answer
a.	<i>[Ask All]</i> Experienced divorce or legal separation from a spouse?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1h, ask FC1b]</i> Experienced difficulties with custody or visitation arrangements for child(ren) (e.g., reaching an agreement or following an agreement)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1h, ask FC1c]</i> Experienced problems related to child support (collecting, paying, adjusting, or enforcing child support)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1h, ask FC1d]</i> Had Child Protective Services (CPS) or another state agency focused on children and family safety get involved in a situation with your family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of FC1a-d then ask FC2(a-d) after each applicable affirmative response]*

**FC2a.** You responded that you have experienced divorce or legal separation from a spouse. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**FC2b.** You responded that you have experienced difficulties with custody or visitation arrangements for child(ren) (e.g., reaching an agreement or following an agreement). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**FC2c.** You responded that you have experienced problems related to child support (collecting, paying, adjusting, or enforcing child support). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**FC2d.** You responded that you have had Child Protective Services (CPS) or another state agency focused on children and family safety get involved in a situation with your family. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

## SECTION 2. CRIMINAL JUSTICE QUESTIONS

**[CRIMINAL JUSTICE INTRO]:** The following sets of questions ask about experiences that you may have had with being a victim of crime or other interactions with the criminal justice system. We understand that these questions are very sensitive. Please remember that your answers will be kept strictly confidential.

### SECTION 2CVP. CRIMINAL VICTIMIZATION: PROPERTY

*[If respondent answers no or prefer not to answer to S1i, skip section 2CVP]*

**[2CVP INTRO]:** The next questions are about property crime victimization that you may have experienced.

**CVP1.** During the **past 3 years**, meaning since X DATE, have you experienced any of the following:

CVP1		Yes	No	Don't Know	Prefer not to answer
a.	<i>[If yes or don't know to S1i, ask CVP1a]</i> Someone stole or tried to steal your car or other motor vehicle or any vehicle parts, such as a tire, battery, or gas?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1i, ask CVP1b]</i> Someone stole or attempted to steal something other than a motor vehicle from where you live, store your items (shed or storage unit), go to school, or work? <i>This could have been something you wear or carry, electronic equipment, a pet, bicycle, cash, or any other item you consider your property.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1i, ask CVP1c]</i> Someone deliberately damaged or destroyed something belonging to you or anyone else in your household, such as breaking windows, slashing tires, harming a pet, or painting graffiti on walls?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1i, ask CVP1d]</i> Someone broke in or tried to break into your house, apartment, or any other building, such as a shed, garage, or storage facility that you owned or rented?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of CVP1a-d then ask CVP2(a-d) after each applicable affirmative response]*

**CVP2a.** You responded that someone stole or tried to steal your car or other motor vehicle or any vehicle parts, such as a tire, battery, or gas. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CVP2b.** You responded that someone stole or attempted to steal something other than a motor vehicle from where you live, store your items (shed or storage unit), go to school, or work. This could have been something you wear or carry, electronic equipment, a pet, bicycle, cash, or any other item you consider your property. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CVP2c.** You responded that someone deliberately damaged or destroyed something belonging to you or anyone else in your household, such as breaking windows, slashing tires, harming a pet, or painting graffiti on walls. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CVP2d.** You responded that someone broke in or tried to break into your house or apartment or any other building such as a shed, garage, or storage facility that you own or rent. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**SECTION 2IFD. IDENTITY THEFT, FRAUD, DATA BREACHES**

*[If respondent answers no or prefer not to answer to S1j, skip section 2IFD]*

**[2IFD INTRO]:** The next questions are about issues you may have experienced related to identity theft, fraud, or breaches of personal data.

**IFD1.** During the **past 3 years**, meaning since X DATE, have you experienced any of the following:

IFD1		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes or don't know to S1j, ask IFD1a]</i> A company, government agency, or some other organization informed you that your personal information had been stolen or that your data had been breached?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1j, ask IFD1b]</i> An existing credit card, bank account, email/social media account, or other type of existing account was accessed by someone else without your permission?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1j, ask IFD1c]</i> Your personal information was used without your permission to open a new account or to apply for a benefit, job, or service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1j, ask IFD1d]</i> You were tricked or deceived out of money, goods, or services either in person, by telephone, or online?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of IFD1a-d then ask IFD2(a-d) after each applicable affirmative response]*

**IFD2a.** You responded that a company, government agency, or some other organization informed you that your personal information had been stolen or that your data had been breached. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**IFD2b.** You responded that an existing credit card, bank account, email/social media account, or other type of existing account was accessed by someone else without your permission. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**IFD2c.** You responded that your personal information was used without your permission to open a new account or to apply for a benefit, job, or service. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**IFD2d.** You responded that you were tricked or deceived out of money, goods, or services either in person, by telephone, or online. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**SECTION 2CVV. CRIMINAL VICTIMIZATION: VIOLENCE**

*[If respondent answers no or prefer not to answer to S1k, skip section 2CVV]*

**[2CVV INTRO]: The next questions are about violent victimization you may have experienced. Please remember that your answers will be kept strictly confidential and cannot be tied back to your personal information.**

**CVV1.** During the **past 3 years**, meaning since X DATE, have you experienced any of the following:

CVV1		Yes	No	Don't Know	Prefer not to answer
a.	<i>[If yes or don't know to S1k, ask CVV1a]</i> Someone attacked or tried to attack you, by throwing something at you, by hitting or choking you, with a weapon, or using force against you in any other way?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>[If yes or don't know to S1k, ask CVV1b]</i> Someone forced you to have sexual contact that you did not consent to and that you did not want to happen? Sexual contact includes someone touching your sexual body parts, unwanted sex, or making you do these kinds of things to them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>[If yes or don't know to S1k, ask CVV1c]</i> A current or former intimate dating partner or spouse or family member committed physical or sexual violence against you? This may be referred to as domestic or intimate partner violence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>[If yes or don't know to S1k, ask CVV1d]</i> Someone committed repeated unwanted contacts or behaviors either in-person, by phone, or online that caused you substantial emotional distress or made you fear for your safety or the safety of someone you know? This may be referred to as harassment or stalking.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of CVV1a-d then ask CVV2(a-d) after each applicable affirmative response]*

**CVV2a.** You responded that someone attacked or tried to attack you, by throwing something at you, by hitting or choking you, with a weapon, or using force against you in any other way. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	<input type="radio"/>
2.	Mildly serious	<input type="radio"/>
3.	Moderately serious	<input type="radio"/>
4.	Extremely serious	<input type="radio"/>
5.	Don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**CVV2b.** You responded that someone forced you to have sexual contact that you did not consent to and that you did not want to happen. Sexual contact includes someone touching your sexual body parts, unwanted sex, or making you do these kinds of things to them. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CVV2c.** You responded that a current or former intimate dating partner or spouse or family member committed physical or sexual violence against you. This may be referred to as domestic or intimate partner violence. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**CVV2d.** You responded that someone committed repeated unwanted contacts or behaviors either in-person, by phone, or online that caused you substantial emotional distress or made you fear for your safety or the safety of someone you know. This may be referred to as harassment or stalking. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

**SECTION 2CJ. OTHER CRIMINAL JUSTICE SYSTEM CONTACT**

**[2CJ INTRO]:** The following questions ask about various interactions you may have had with the criminal justice system.

**CJ1.** In the **past 3 years**, that is since X DATE, have you experienced the following:

CJ1		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Received a ticket from a police officer, parking enforcement, or a camera that required payment of a fine or a court appearance but no jail time (for example, a traffic or parking ticket; a payable offense)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[If yes or don't know to S2a, then ask CJ2(a-j). If no or prefer not to answer to S2a, skip CJ2(a-j).]

**CJ2.** You were previously asked if you had ever been arrested, charged with, or convicted of a crime. These questions are specific to the **past 3 years**. Please **exclude** any parking or traffic tickets and violations which did not result in jail time. *In the past 3 years, that is since X DATE, have you experienced any of the following:*

CJ2		Yes	No	Don't know	Prefer not to answer
a.	[Ask all] Been arrested by police?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	[Ask all] Been charged with a crime by prosecutors and appeared in court (for example, a misdemeanor or felony)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	[Ask all] Been convicted of a crime?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	[Ask all] Been required to pay a court fine, fee, restitution, judgment, or to participate in a program due to a criminal case?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	[If yes or don't know to CJ2d, ask CJ2e] Had problems related to paying a court fine, fee, restitution, or judgment or paying for a program required due to a criminal case?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	[Ask all] Served time in jail or prison (before a trial or after a conviction)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	[Ask all] Been on probation, parole, an alternative sentence, or supervised release (including electronic monitoring)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	[If yes or don't know to S2a, ask CJ2h] Had to disclose a conviction that was on your criminal record as part of a background check for housing, employment, loans, or education?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	[If yes or don't know to S2a, ask CJ2i] Tried to expunge, seal, clear, or remove something from your criminal record?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	[If yes or don't know to CJ2i, ask CJ2j] Successfully expunged, sealed, cleared, or removed something from your criminal record?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If yes to any of CJ1a or CJ2(a-h) after each applicable affirmative response. If yes to CJ2i and no to CJ2j ask CJ3i. If yes to CJ2i and CJ2j, or yes to only CJ2j, ask CJ3j and DO NOT ask CJ3i]*

*[Ask only if CJ1a=yes]*

**CJ3a.** You responded that you have received a ticket from a police officer, parking enforcement, or a camera that required payment of a fine or a court appearance but no jail time (for example, a traffic or parking ticket; a payable offense). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2a=yes]*

**CJ3b.** You responded that you have been arrested by police. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2b=yes]*

**CJ3c.** You responded that you have been charged with a crime by prosecutors and appeared in court (for example, a misdemeanor or felony). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2c=yes]*

**CJ3d.** You responded that you have been convicted of a crime. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2d=yes]*

**CJ3e.** You responded that you have been required to pay a court fine, fee, restitution, judgment, or to participate in a program due to a criminal case. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2e=yes]*

**CJ3f.** You responded that you have had problems related to paying a court fine, fee, restitution, or judgment or paying for a program required due to a criminal case. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2f=yes]*

**CJ3g.** You responded that you have served time in jail or prison (before a trial or after a conviction). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2g=yes]*

**CJ3h.** You responded that you have been on probation, parole, an alternative sentence, or supervised release (including electronic monitoring). Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2h=yes]*

**CJ3i.** You responded that you have had to disclose a conviction that was on your criminal record as part of a background check for housing, employment, loans, or education. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

*[Ask only if CJ2i=yes]*

**CJ3j.** You responded that you have tried to expunge, seal, clear, or remove something from your criminal record. Please rate the seriousness of this event’s impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don’t know	0
6.	Prefer not to answer	0

[Ask only if CJ2j=yes]

**CJ3k.** You responded that you have successfully expunged, sealed, cleared, or removed something from your criminal record. Please rate the seriousness of this event's impact on your life.

1.	Not at all serious	0
2.	Mildly serious	0
3.	Moderately serious	0
4.	Extremely serious	0
5.	Don't know	0
6.	Prefer not to answer	0

## SECTION 3: NATURE OF THE ISSUE

### **Instructions <selection criteria>**

*[Directions for the selection of justiciable events for inclusion in the Nature of the Issue module(s): In the previous modules, participants rated the perceived seriousness of each justiciable event they reported experiencing in the prior 3 years. Only justiciable events that were rated as “moderately” or “extremely serious” qualify for selection for this module.*

*Each Nature of the Issue module will have tailored language linked to the randomly selected criminal or civil justice issue. Question stems will include the issue descriptor selected in the question stem (e.g., divorce or separation, if randomly selected as the civil justice issue).*

*The participant will first complete the module with language in NP1-NP15 reflecting the criminal justice event. After the participant completes all questions regarding this event, the module will restart and populate questions NP1-NP15 to include the language tailored for the randomly selected civil event.*

*If **no events qualify**, this module does not populate and the participant is instead, diverted to the Sociodemographic module.*

*If a participant reports **at least one qualifying** civil or criminal justiciable event in the previous modules, up to one qualifying criminal event and up to one qualifying civil event will be selected for inclusion.*

*If a qualifying event is reported **in only one of the two subsets** (defined as criminal or civil events), the module will only populate once (e.g., if no qualifying criminal event but at least one qualifying civil event is reported, the participant only completes one module specific to the civil event).*

*If a qualifying event is reported in **both subsets**, the module will populate twice, once with a criminal event and once with a civil event.*

*If a participant reports **multiple qualifying events within a subset** of events, the event upon which the module will focus will be randomly selected from all qualifying events within that subset. This means one criminal issue is randomly selected from a participant’s qualifying criminal justice issues and one civil issue is randomly selected from a participant’s qualifying civil justice issues. No more than one event per subset will be selected for the module for no more than one iteration of the Nature of the Legal Issue module per subset (two total).]*

**[NATURE OF THE ISSUE INTRO]:** The following sets of questions aim to better understand what happened with the moderately or extremely serious criminal and civil issues you indicated that you experienced in the past 3 years. We understand that these questions are very sensitive. Please remember that your answers will be kept strictly confidential.

**[QUESTIONS INTRO]:**

**[PROGRAMMER: CRIMINAL ISSUE INTROS TO BE LISTED IN THIS SECTION ARE LISTED BELOW]**

*[If CVP1a is selected]*

You reported that you experienced the moderately or extremely serious issue of *someone stealing or trying to steal your car or other motor vehicle or any vehicle parts, such as a tire, battery, or gas* within the past 3 years. The following questions aim to better understand what happened with that event.

*[If CVP1b is selected]*

You reported that you experienced the moderately or extremely serious issue of *someone stealing or attempting to steal something other than a motor vehicle from where you live, store your items (shed or storage unit), go to school, or work* within the past 3 years. The following questions aim to better understand what happened with that event.

*[If CVP1c is selected]*

You reported that you experienced the moderately or extremely serious issue of *someone deliberately damaging or destroying something belonging to you or anyone else in your household, such as breaking windows, slashing tires, harming a pet, or painting graffiti on walls* within the past 3 years. The following questions aim to better understand what happened with that event.

*[If CVP1d is selected]*

You reported that you experienced the moderately or extremely serious issue of *someone breaking in or trying to break into your house, apartment, or any other building such as a shed, garage, or storage facility that you own or rent* within the past 3 years. The following questions aim to better understand what happened with that event.

*[If IFD1a is selected]*

You reported that you experienced the moderately or extremely serious issue of *a company, government agency, or some other organization informing you that your personal information had been stolen or that your data had been breached* within the past 3 years. The following questions aim to better understand what happened with that event.

*[If IFD1b is selected]*

You reported that you experienced the moderately or extremely serious issue of *someone accessing your existing credit card, bank account, email/social media account, or other type of existing account without your permission* within the past 3 years. The following questions aim to better understand what happened with that event.

*[If IFD1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone using your personal information without your permission to open a new account or to apply for a benefit, job, or service* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If IFD1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone tricking or deceiving you out of money, goods, or services either in person, by telephone, or online* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CVV1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone attacking or trying to attack you, by throwing something at you, hitting or choking you, using a weapon, or using force against you in any other way* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CVV1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone forcing you to have sexual contact that you did not consent to and did not want to happen* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CVV1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *a current or former intimate dating partner, spouse, or family member committing physical or sexual violence against you* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CVV1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *someone committing repeated unwanted contacts or behaviors either in person, by phone, or online that caused you substantial emotional distress or made you fear for your safety or the safety of someone you know* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ2a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *receiving a ticket from a police officer, parking enforcement, or a camera that required payment of a fine or a court appearance but no jail time (for example, a traffic or parking ticket; a payable offense)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being arrested by police* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being charged with a crime by prosecutors and appearing in court (for example, a misdemeanor or felony)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being convicted of a crime* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being required to pay a court fine, fee, restitution, judgment, or to participate in a program due to a criminal case* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *having problems related to paying a court fine, fee, restitution, or judgment or paying for a program required due to a criminal case* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3e is selected]*

**You reported that you experienced the moderately or extremely serious issue of *servicing time in jail or prison (before a trial or after a conviction)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3f is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being placed on probation, parole, an alternative sentence, or supervised release (including electronic monitoring)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3g is selected]*

**You reported that you experienced the moderately or extremely serious issue of *having to disclose a conviction that is on your criminal record as part of a background check for housing, employment, loans, or education* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3h is selected]*

**You reported that you experienced the moderately or extremely serious issue of *trying to expunge, seal, clear, or remove something from your criminal record* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CJ3i is selected]*

**You reported that you experienced the moderately or extremely serious issue of *successfully expunging, sealing, clearing, or removing something from your criminal record* within the past 3 years. The following questions aim to better understand what happened with that event.**

**[PROGRAMMER: CIVIL ISSUE INTROS TO BE LISTED IN THIS SECTION ARE LISTED BELOW]**

*[If HN1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems with people in your neighborhood over issues such as noise (including yelling), shared spaces, property lines, fences, trees, litter, parking spots, or pets* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If HN1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems in the process of purchasing (not renting) a home, including issues with financing, closing, inspections, warranties, or fees* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If HN1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *falling behind on mortgage repayments or making special arrangements for payment with the lender* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If HN1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems paying your home's property taxes* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If HN1e is selected]*

**You reported that you experienced the moderately or extremely serious issue of *a landlord or other property manager failing to keep a house or apartment you are renting in good repair and condition* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If HN1f is selected]*

**You reported that you experienced the moderately or extremely serious issue of *disputes about rules, rent, agreements, security deposits, repair charges or requests, or leases with a landlord, public housing authority, or other property manager* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If MH1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *setting up or changing a health care power of attorney, living will, or medical guardianship either for yourself or a family member* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If MH1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems getting or keeping health insurance (private, employer-sponsored, public, or government-funded, including but not limited to Medicaid or Medicare)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If MH1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *having an insurance claim denied for coverage of medical care or a prescription drug* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If MH1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being billed incorrectly for medical or dental services (including medical or dental billing problems of a person for whom you are responsible)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If MH1e is selected]*

**You reported that you experienced the moderately or extremely serious issue of *having unpaid medical or dental debt or having someone trying to collect money for medical or dental debt (including medical or dental debt problems of a person for whom you are responsible)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being harassed by or having disputes with creditors or collection agencies over debt that you owe (excluding harassment and disputes over medical or dental debt)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *an error on your credit report, such as an unrecognized account, unrecognized debt reported to collections, incorrect listing of a late payment, or incorrect listing of a missed payment* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems with refinancing, transferring, consolidating, repaying, or the terms of an existing credit card or loan* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems getting or accessing a new credit card or loan for unfair or discriminatory reasons (excluding mortgage loans)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1e is selected]*

**You reported that you experienced the moderately or extremely serious issue of *a utility (water, electricity, gas, or phone) being disconnected due to problems paying the bill* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If CF1f is selected]*

**You reported that you experienced the moderately or extremely serious issue of *filing or needing to file for bankruptcy* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If PT1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being denied obtaining or regaining government-issued identification or a license (such as a driver's license, passport, professional license, or another government ID)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If PT1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems applying for, keeping, using, or being denied state or federal disability benefits (including Social Security Disability Insurance [SSDI] and state disability insurance)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If PT1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems applying for, keeping, using, or being denied food stamps or government food/meal assistance, such as SNAP, WIC, or other government food/meal assistance programs* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If PT1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems applying for, keeping, using, or being denied for subsidized housing or a Section 8 voucher* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If PT1e is selected]*

**You reported that you experienced the moderately or extremely serious issue of *applying for, keeping, using, or being denied other public income benefits (TANF, SSI, or state general/transitional assistance), unemployment benefits, energy assistance benefits (LIHEAP), or government subsidized student loans* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If E1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being fired or demoted from a job, or being denied a job opportunity or promotion for unfair or discriminatory reasons* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If E1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *expressing a workplace complaint that was not taken seriously or adequately dealt with* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If E1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *not receiving wages or benefits from an employer, organization, company, or person that you are owed for work performed* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If E1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *being exposed to working conditions that are physically unsafe or unhealthy* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If FD1a is selected]*

**You reported that you experienced the moderately or extremely serious issue of *divorce or legal separation from a spouse* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If FD1b is selected]*

**You reported that you experienced the moderately or extremely serious issue of *difficulties with custody or visitation arrangements for child(ren) (e.g., reaching an agreement or following an agreement)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If FD1c is selected]*

**You reported that you experienced the moderately or extremely serious issue of *problems related to child support (collecting, paying, adjusting, or enforcing child support)* within the past 3 years. The following questions aim to better understand what happened with that event.**

*[If FD1d is selected]*

**You reported that you experienced the moderately or extremely serious issue of *Child Protective Services (CPS) or another state agency focused on children and family safety getting involved in a situation with your family* within the past 3 years. The following questions aim to better understand what happened with that event.**

[PROGRAMMER: AS A HEADER AT THE TOP OF EACH PAGE, PLEASE INSERT TEXT: **You reported that you experienced <serious criminal issue label, first round> <serious civil issue label, second round> within the past 3 years.**

**NP1.** Approximately, what month and year did this issue start? *Your best estimate is fine.*

(MONTH/YEAR) \_\_\_\_\_

Prefer not to answer

Don't Know

**NP2.** Concerning this issue, **did you try** to get information, advice, or help about:

NP2		Yes	No	Don't know	Prefer not to answer
a.	Your rights or responsibilities?	0	0	0	0
b.	How to deal with the issue?	0	0	0	0
c.	Services that could help?	0	0	0	0
d.	Prices of services?	0	0	0	0
e.	People's experience of different services (e.g. reviews or recommendations)?	0	0	0	0
f.	Documents needed to deal with the issue?	0	0	0	0
g.	How to receive assistance from an organization, program, or person?	0	0	0	0
h.	None of these?	0	0	0	0

[PROGRAMMER: PLACE "NONE OF THESE?" AT BOTTOM OF THE TABLE].

**NP3.** Concerning this issue, **were you successful** in getting information, advice, or help on:

NP3		Yes	No	Don't know	Prefer not to answer
a.	<i>[If yes to NP2a, ask NP3a]</i> Your rights or responsibilities?	0	0	0	0
b.	<i>[If yes to NP2b, ask NP3b]</i> How to deal with the issue?	0	0	0	0
c.	<i>[If yes to NP2c, ask NP3c]</i> Services that could help?	0	0	0	0
d.	<i>[If yes to NP2d, ask NP3d]</i> Prices of services?	0	0	0	0
e.	<i>[If yes to NP2e, ask NP3e]</i> People's experience of different services (e.g. reviews or recommendations)?	0	0	0	0
f.	<i>[If yes to NP2f, ask NP3f]</i> Documents needed to deal with the issue?	0	0	0	0
g.	<i>[If yes to NP2g, ask NP3g]</i> How to receive assistance from an organization, program, or person?	0	0	0	0

**NP4.** Did you obtain any information, advice, or help from any of the following sources concerning this issue?

NP4		Yes	No	Don't know	Prefer not to answer
a.	A website or internet search (like Google), an “app,” artificial intelligence such as Chat GPT, a discussion platform such as Reddit, or social media such as, TikTok, Facebook, or X (formerly known as Twitter)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	A pamphlet, book, or other printed material?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**NP5.** Apart from the information you shared in the last question, did you obtain information, advice, or help from any of these people or organizations concerning this issue?

[PROGRAMMER: INSERT THE FOLLOWING TEXT AS POP UP/HOVER QUESTION MARK BUBBLES FOR THE CORRESPONDING RESPONSE OPTIONS]

**NP5c “pro bono lawyer”:** Definition: Free legal services from a law firm, lawyer, or law school.

**NP5e “tribunal”:** Definition: A special court or group of judges that addresses a particular issue.

**NP5e “mediator”:** Definition: A person whose job is to act as a negotiator between two opposing people or parties.

**NP5e “arbitrator”:** Definition: An independent third party whose job is to resolve a dispute between two parties outside of a traditional court setting.

**NP5m “The opposing person or entity”:** Examples of an opposing party/entity include but are not limited to: If you are a tenant renting an apartment with a disagreement with your landlord, the landlord in this example is the opposing party. If you owe a debt and are being harassed by a debt collection company, your opposing entity would be the debt collection company.

NP5		Yes	No	Don't know	Prefer not to answer
a.	No one else, I handled it on my own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Family, friends, neighbors, or acquaintances?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Free legal assistance such as legal aid, a public defender, or pro bono lawyer?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Paid legal assistance such as a private lawyer or law firm?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	A court, tribunal, mediator, or arbitrator?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	A federal, state, or local government agency, department, or authority? ( <i>exclude the police or a court</i> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<b>g.</b>	The police?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>h.</b>	Medical, mental health, or social services professionals? <i>(for example, a doctor, nurse, therapist, counselor, social workers, or case managers)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>i.</b>	Your employer or trade union?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>j.</b>	A financial, accounting, or banking services professional?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>k.</b>	Community, neighborhood, nonprofit, religious, or charitable organization or program?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>l.</b>	An insurance company representative?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>m.</b>	The opposing person or entity?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>n.</b>	Any other professional person or organization?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*[If no to NP5b-n or if selecting “No one else, I handled it on my own”, ask NP6]*

**NP6.** Do any of the following describe why you did **not** obtain information, advice, or help from **any people or organizations (other than yourself)** concerning this issue?

<b>NP6</b>		<b>Yes</b>	<b>No</b>	<b>Don’t know</b>	<b>Prefer not to answer</b>
<b>a.</b>	I knew enough myself/I did not need advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>b.</b>	It did not warrant the effort or expense	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>c.</b>	I could not afford advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>d.</b>	I did not know where to get advice/couldn’t find advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>e.</b>	Advisors were too difficult to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f.</b>	It would have damaged relationship with the other side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<b>g.</b>	It would have been too stressful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>h.</b>	I was scared of what the other side might do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>i.</b>	I believe it would have made no difference to the outcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>j.</b>	I do not think I could win against this person or organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>k.</b>	I have tried getting advice before and did not find it useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>l.</b>	The other side was right/there was no dispute	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>m.</b>	The issue resolved itself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[If no to both NP5c and NP5d, ask NP7]

**NP7.** Do any of the following describe why you did **not** obtain information, advice, or help from a **private lawyer, public defender, pro bono attorney, or a legal aid attorney** concerning this issue?

NP7		Yes	No	Don't know	Prefer not to answer
a.	I knew enough myself/I did not need advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	It did not warrant the effort or expense	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	I could not afford advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	I did not know where to get advice/couldn't find advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Lawyers were too difficult to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	It would have damaged relationship with the other side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

g.	It would have been too stressful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	I was scared of what the other side might do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	I believe it would have made no difference to the outcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	I do not think I could win against this person or organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	I have tried getting advice before and did not find it useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	The other side was right/There was no dispute	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m.	The issue resolved itself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**NP8.** Is the issue ongoing or has it been resolved?

NP8		
1.	Issue is ongoing but resolution is in progress	<input type="radio"/>
2.	Issue is ongoing but all have stopped trying to resolve it further	<input type="radio"/>
3.	Issue is fully resolved	<input type="radio"/>
4.	Don't know	<input type="radio"/>
5.	Prefer not to answer	<input type="radio"/>

[If (2) on NP8, then ask NP9]

**NP9.** When did you and everybody else stop taking actions to try to resolve the issue? You said that the issue started in <month and year>, what month and year did you **stop** trying to resolve the issue? *Your best estimate will be fine.*

(MONTH/YEAR) \_\_\_\_\_

Prefer not to answer

Don't Know

[If (3) on NP8, then ask NP10]

**NP10.** When did the issue get resolved? You said that the issue started in <month and year>, what month and year did the issue **end**? *Your best estimate will be fine.*

(MONTH/YEAR) \_\_\_\_\_

Prefer not to answer

Don't Know

[If (1) on NP8, then ask NP11]

**NP11.** Are you satisfied with how things are going so far (as you try to resolve the issue)?

1.	Not at all satisfied	0
2.	Slightly satisfied	0
3.	Moderately satisfied	0
4.	Very satisfied	0
5.	Extremely satisfied	0

[If (2) or (3) on NP8, then ask NP12]

**NP12.** Were you satisfied with the resolution of the issue?

1.	Not at all satisfied	0
2.	Slightly satisfied	0
3.	Moderately satisfied	0
4.	Very satisfied	0
5.	Extremely satisfied	0

[PROGRAMMER: CODE STEM AS CRIMINAL IF THE NATURE OF THE ISSUE IS A CRIMINAL ISSUE SEQUENCE. CODE STEM AS CIVIL IF THE NATURE OF THE ISSUE IS A CIVIL ISSUE SEQUENCE.]

**NP13.** Serious <criminal> <civil> issues can impact people’s lives in different ways. Did your experience with the issue result in any of the following? Mark yes for the impacts **on you and your life**, rather than another person who may have been involved.

NP13		Yes	No	Don't know	Prefer not to answer
a.	Physical health problem or injury or increased use of healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Emotional or mental health problem, stress, helplessness, or loss of confidence, control, trust, or self-esteem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Increased drug (including nicotine), tobacco, or alcohol use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Social problem, such as a negative impact on relationships with family or friends or social isolation or withdrawal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Decrease in or loss of personal safety or security (being harassed, threatened, or assaulted)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Loss or change of employment, missed work, or loss of occupational license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

g.	Having to work increased hours or an additional job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Having to move residences or loss of housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Loss or waste of time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j.	Loss of transportation or loss of driver’s license	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k.	Loss of financial or economic security or going without food or utilities (like water, gas, and electricity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l.	Decreased credit score or harmed credit report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

m.	Missed or expelled/suspended from school or lost access to student loans or scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n.	Police or court interaction, arrest, incarceration, or criminal record	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[PROGRAMMER: DIRECTIONS FOR POPULATING QUESTION NP14: ALL QUALIFYING (I.E., THOSE RATED AS MODERATELY OR EXTREMELY SERIOUS) CRIMINAL AND CIVIL JUSTICE EVENTS REPORTED BY THE PARTICIPANT, EXCLUDING THE EVENT THAT THE MODULE IS REFERENCING, WILL BE PRESENTED AS RESPONSE OPTIONS.

IF THE PARTICIPANT ONLY REPORTED ONE QUALIFYING EVENT ACROSS BOTH SUBSETS (E.G. THIS MODULE WILL ONLY POPULATE ONCE), QUESTION NP14 WILL BE SKIPPED IN PROGRAMMING AND NOT BE PRESENTED TO THE RESPONDENT.]

**NP14.** Listed below are the issues you reported as having a moderate or severe impact on your life in previous sections. Do you believe that any of them were **related to (led to or were a result of)** your experience with the issue above?

		Yes	No	Don't know	Prefer not to answer
a.	<i>Serious Affirmative Event A</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<i>Serious Affirmative Event B</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<i>Serious Affirmative Event C</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<i>Serious Affirmative Event D</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	<i>Serious Affirmative Event E</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	<i>Serious Affirmative Event F</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g....	<i>Sequence through last serious affirmative event</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## SECTION 4. SOCIODEMOGRAPHIC QUESTIONS

**[DEMOGRAPHICS INTRO]:** The following questions ask you about yourself. They cannot and will not be used to identify you.

**SD1.** What is your age?

1.	18 – 24	<input type="radio"/>
2.	25 – 34	<input type="radio"/>
3.	35 – 49	<input type="radio"/>
4.	50 – 64	<input type="radio"/>
5.	65 or older	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

[PROGRAMMER: “PREFER NOT TO ANSWER” IS NOT A RESPONSE CATEGORY HERE. DO NOT FORCE A RESPONSE]

**SD2.** What is your race and/or ethnicity? *Select all that apply.*

1.	American Indian or Alaska Native	<input type="checkbox"/>
2.	Asian	<input type="checkbox"/>
3.	Black or African American	<input type="checkbox"/>
4.	Hispanic or Latino	<input type="checkbox"/>
5.	Middle Eastern or North African	<input type="checkbox"/>
6.	Native Hawaiian or Pacific Islander	<input type="checkbox"/>
7.	White	<input type="checkbox"/>

**SD3.** Have you ever served on active duty in the U.S. Armed Forces, Reserves, or National Guard?

1.	Never served in the military	0
2.	Only on active duty for training in the Reserves or National Guard	0
3.	Now on active duty	0
4.	On active duty in the past, but not now	0
5.	Prefer not to answer	0

**SD4a.** How many total people – adults and children – currently live in your household, including yourself? *A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.*

Number of people \_\_\_\_\_

Prefer not to answer

**SD4b.** Of these people in the household, how many are children under 18 years of age?

Number of children (under 18 years of age) \_\_\_\_\_

Prefer not to answer

**SD5.** In the **past 3 years**, how many times have you moved residences? *Include all moves from one residence to another, even moves within the same city, town, or community.*

1.	0	0
2.	1	0
3.	2	0
4.	3	0
5.	4 or more	0
6.	Prefer not to answer	0

**SD6.** Which of the following best represents how you think of yourself?

1.	Gay or lesbian	<input type="radio"/>
2.	Straight, that is not gay or lesbian	<input type="radio"/>
3.	Bisexual	<input type="radio"/>
4.	Something else	<input type="radio"/>
5.	I don't know	<input type="radio"/>
6.	Prefer not to answer	<input type="radio"/>

**SD7.** Are you male or female?

1.	Male	<input type="radio"/>
2.	Female	<input type="radio"/>
3.	Prefer not to answer	<input type="radio"/>

**SD8.**

		Yes	No	Prefer not to answer
<b>a.</b>	Do you have any type of health condition, mental health condition, or disability that has lasted or is expected to last for 6 months or more?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>b.</b>	Are you deaf or do you have serious difficulty hearing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>c.</b>	Are you blind or do you have serious difficulty seeing even when wearing glasses?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Because of a physical, mental, or emotional condition, do you:</b>				
<b>d.</b>	Have serious difficulty concentrating, remembering, or making decisions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>e.</b>	Have serious difficulty walking or climbing stairs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>f.</b>	Have serious difficulty dressing or bathing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>g.</b>	Have difficulty doing errands alone such as visiting a doctor's office or shopping?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**SD9.** Which category represents the total combined income of all members of your household during the past 12 months? This includes money from jobs, net income from businesses, farm or rent, pensions, dividends, interest, Social Security payments, and any other money income received by members of this household who are 15 years of age or older. *A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.*

1.	<\$19,999	<input type="radio"/>
2.	\$20,000 - \$39,999	<input type="radio"/>
3.	\$40,000 - \$59,999	<input type="radio"/>
4.	\$60,000 - \$79,999	<input type="radio"/>
5.	\$80,000 - \$99,999	<input type="radio"/>
6.	\$100,000-\$149,999	<input type="radio"/>
7.	\$150,000 - \$199,999	<input type="radio"/>
8.	\$200,000 or more	<input type="radio"/>
9.	Prefer not to answer	<input type="radio"/>

**SD10.** What is the highest degree or level of school you have completed? *Select only one answer*

1.	Less than high school	<input type="radio"/>
2.	Some high school	<input type="radio"/>
3.	High school graduate (Diploma or equivalent)	<input type="radio"/>
4.	Some college (No degree)	<input type="radio"/>
5.	Associate’s degree (e.g., AA, AS)	<input type="radio"/>
6.	Bachelor’s degree (e.g., BA, BS, AB)	<input type="radio"/>
7.	Master’s degree (e.g., MA, MS, MEd, MSW, MBA)	<input type="radio"/>
8.	Professional school degree (e.g., MD, DDS, DVM, LLB, JD)	<input type="radio"/>
9.	Doctorate degree (e.g., PhD, EdD)	<input type="radio"/>
10.	Prefer not to answer	<input type="radio"/>

**SD11.** Among members of your household that are age 18 or older, who has the next upcoming birthday? A household includes all the people who occupy a housing unit (such as a house or apartment) as their usual place of residence.

1.	You	<input type="radio"/>
2.	Another adult in the household	<input type="radio"/>
3.	I don't know	<input type="radio"/>
4.	Prefer not to answer	<input type="radio"/>

VISA

[INCENTIVES INTRO]: Thank you, that concludes the survey! NORC will mail you a \$20 prepaid Visa card to thank you for your time.

So that NORC may mail you your \$20 prepaid Visa card, please enter the following information.

- Check this box ONLY if you do not want to provide your name and mailing address. By checking this box, you acknowledge that you will be unable to receive your \$20 prepaid Visa card. [PROGRAMMER: MOVE ON TO END\_SCREEN].

CODE\_FNAME

First Name: \_\_\_\_\_ (required)

CODE\_LNAME

Last Name: \_\_\_\_\_ (required)

CODE\_ADDRESS\_1

Address 1: \_\_\_\_\_ (required)

CODE\_ADDRESS\_2

Address 2: \_\_\_\_\_

CODE\_CITY

City: \_\_\_\_\_ (required)

CODE\_STATE

State: \_\_\_\_\_ (required)

CODE\_ZIP

Zip: \_\_\_\_\_ (required)

(ONCE COMPLETED, GO TO END\_SCREEN)

END\_SCREEN

[PROGRAMMER: SHOW IF RESPONDENT CHOOSES TO RECEIVE INCENTIVE] Thank you for your participation. Your \$20 prepaid Visa card will be mailed to you within 7 business days. If you have any questions about the study, please contact NORC at 1-(XXX)-XXX-XXXX or CLNS@norc.org. If you have questions about your rights as a study participant, you may contact the NORC Institutional Review Board at 1-866-309-0542.

[PROGRAMMER: SHOW IF RESPONDENT CHOOSES TO NOT PARTICIPATE IN SURVEY ON CONSENT SCREEN OR CHOOSES NOT TO RECEIVE INCENTIVE] Thank you for your participation. If you have any questions about the study, please contact NORC at 1-(XXX)-XXX-XXXX or CLNS@norc.org. If you have questions about your rights as a study participant, you may contact the NORC Institutional Review Board at 1-866-309-0542.

[PROGRAMMER: SHOW IF ADDRESS\_CONFIRMATION=02] Thank you for your willingness to participate in the Civil Legal Needs Survey. To maintain the scientific validity of the study, we are only gathering information from people currently living in the household located at [SAMPLED ADDRESS]. If you have any questions about the study, please contact NORC at 1-(XXX)-XXX-XXXX or CLNS@norc.org. If you have questions about your rights as a study participant, you may contact the NORC Institutional Review Board at 1-866-309-0542.

[FOR CATI]

[INTERVIEWER: PLEASE CLOSE THIS SCREEN AND CODE OUT THIS CASE AS COMPLETE]

END

# **Attachment C: CLNS Pilot Respondent Outreach Materials**

## C.1 Invitation Letter



<ADDRESS>

Dear <City> Resident,

Your household has been selected to take part in the Civil Legal Needs Survey. This important study is conducted by NORC at the University of Chicago and the American Bar Foundation, with funding from the U.S. Department of Justice's Bureau of Justice Statistics (BJS). Your household's participation will help to make this study a success. The survey asks about everyday legal issues such as housing, employment, family matters, identity theft, and medical debt and how these issues sometimes connect to the criminal justice system.

The survey takes about **15 minutes**. If you are the only adult in your household, please follow the steps below to participate in this study. If two or more adults live in your household, please have the **adult with the next upcoming birthday** complete the survey. They will receive a **\$20 Visa card** as a thank you for participating.

1. Scan the QR Code, go to <WEBSITE> OR call <(xxx) xxx-xxxx>
2. Enter your unique PIN: <PIN>
3. Complete the survey and receive a **\$20 Visa Card** by mail.

QR Code

The enclosed **\$2** is a thank you for your consideration. If you have any questions, please contact us at [CLNS@norc.org](mailto:CLNS@norc.org) or call us at <(xxx) xxx-xxxx.> Include your PIN so we can answer your questions as quickly as possible.

Participation is voluntary, and your responses will remain strictly confidential. Personal information will never be shared with any third parties.<sup>1</sup>

Thank you,

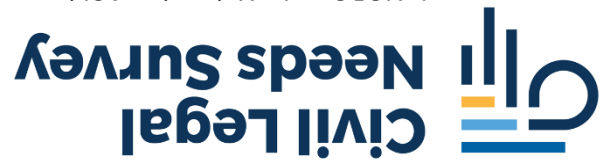
<name>, <affiliation>  
CLNS Project Team

---

<sup>1</sup> BJS is authorized to conduct this data collection under Title 34 United States Code Section 10132. By law, BJS will use the information you provide only for statistical or research purposes and must protect the confidentiality of information identifiable to a private person against unauthorized disclosure or misuse. [Title 34 U.S.C. Sections 10134 and 10231] Any person who violates these provisions may be punished by a fine up to \$10,000, in addition to any other penalties imposed by law. Per the Cybersecurity Enhancement Act of 2015, federal information systems are protected from malicious activities through cybersecurity screening of transmitted data. The BJS Data Protection Guidelines provide more detailed information on how BJS and its data collection agents will use and protect data collected under BJS's authority.

**C.2 Thank You/Reminder Postcard**

c/o NORC at the University of Chicago  
300 E. Randolph Street, Suite 4600  
Chicago, IL 60601



WANT MORE INFORMATION?

Call us: <(xxx) xxx-xxxx>

Email us: [CLNS@norc.org](mailto:CLNS@norc.org)

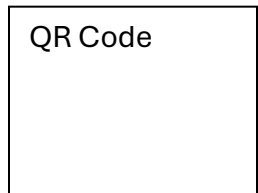


We recently invited you to participate in the Civil Legal Needs Survey. If your household has already completed the survey, THANK YOU! If your household has not responded yet, please consider doing so today.

The survey will take about **15 minutes** to complete and is about different civil justice issues on topics such as employment, housing and identity theft. The survey is voluntary, and all responses will be kept confidential.

If you are the only adult in your household, please follow the steps below to participate in this study. If two or more adults live in your household, please have the **adult with the next upcoming birthday** complete the survey. They will receive a **\$20 Visa card** as a thank you for participating.

1. Scan the QR Code, go to <WEBSITE> OR call <(xxx) xxx-xxxx>
2. Enter your unique PIN: <PIN>
3. Complete the survey and receive a **\$20 Visa card** by mail



If you have any questions, please contact us at [CLNS@norc.org](mailto:CLNS@norc.org) or call us at <(xxx) xxx-xxxx.> Include your PIN so we can answer your questions as quickly as possible.

Participation is voluntary, and your responses will remain strictly confidential. Personal information will never be shared with any third parties.

Thank you,

<name>, <affiliation>  
CLNS Project Team

C.3 Second Reminder Letter



<ADDRESS>

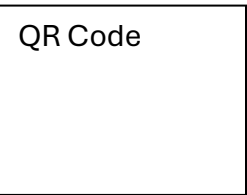
Dear <City> Resident,

This is a reminder that your household was selected to take part in the Civil Legal Needs Survey (CLNS). Please complete the CLNS survey by <DATE>. This important study is conducted by NORC at the University of Chicago and the American Bar Foundation, with funding from the U.S. Department of Justice's Bureau of Justice Statistics. Your household's participation matters and will help to make the study a success.

The survey asks about everyday legal issues such as housing, employment, family matters, identity theft, and medical debt and how these issues sometimes connect to the criminal justice system.

The survey takes about **15 minutes**. If you are the only adult in your household, please follow the steps below to participate in this study. If two or more adults live in your household, please have the **adult with the next upcoming birthday** complete the survey. They will receive a **\$20 Visa card** as a thank you for participating.

1. Scan the QR Code, go to <WEBSITE> OR call <(xxx) xxx-xxxx>
2. Enter your unique PIN: <PIN>
3. Complete the survey and receive a **\$20 Visa card** by mail.



We hope your household completes the CLNS today!

Thank you,

<name>, <affiliation>  
CLNS Project Team

WANT MORE INFORMATION?

Call us: <(xxx) xxx-xxxx>

Email us: CLNS@norc.org

<b>Frequently asked questions</b>	
<b><i>What is the survey about?</i></b>	This survey collects information about civil and criminal justice events you may have experienced and how they might overlap.
<b><i>Why should I do it?</i></b>	Participation will contribute to a broader understanding about people’s experiences with civil and criminal justice issues.
<b><i>Do I have to do this?</i></b>	Your participation in this study is voluntary. However, the more people who complete the survey, the better understanding we will have about civil and criminal justice events in the United States.
<b><i>Who is sponsoring the survey?</i></b>	This survey is funded by the Bureau of Justice Statistics ( <a href="https://bjs.ojp.gov/">https://bjs.ojp.gov/</a> ), the primary statistical agency of the U.S. Department of Justice.
<b><i>Who in my household can complete the survey?</i></b>	We ask that the adult (age 18 or older) in your household with the next upcoming birthday complete the survey.
<b><i>Who will see my answers? Will my information be kept confidential?</i></b>	Information provided through this survey will be kept confidential. Only those people who help conduct the survey will see your personal information (name, address, phone number) for the purpose of administering the survey. No personally identifiable information will be provided to the Bureau of Justice Statistics.
<b><i>I have some questions that I don’t see here. Who can answer them?</i></b>	Please send an email to <a href="mailto:CLNS@norc.org">CLNS@norc.org</a> or call (xxx) xxx-xxxx and your question will be answered within 3 business days.

C.4 Last Chance Reminder Letter



<ADDRESS>

Dear <City> Resident,

Recently, we invited your household to participate in the Civil Legal Needs Survey (CLNS).

**The survey is ending soon.** If your household has already responded, thank you! If your household has not yet responded to the CLNS, there is still time. The survey will close on <DATE>.

If you are the only adult in your household, please follow the steps below to complete the CLNS. If two or more adults live in your household, please have the **adult with the next upcoming birthday** complete the survey. They will receive a **\$20 Visa card** as a thank you for participating.

1. Scan the QR Code, go to <WEBSITE> OR call <(xxx) xxx-xxxx>
2. Enter your unique PIN: <PIN>
3. Complete the survey and receive a **\$20 Visa card** by mail.

QR Code

If you have any questions, please contact us at CLNS@norc.org or call us at <(xxx) xxx-xxxx.> Include your PIN so we can answer your questions as quickly as possible.

Participation is voluntary, and your responses will remain strictly confidential. Personal information will never be shared with any third parties.

Thank you,

<name>, <affiliation>

CLNS Project Team

## C.5 Phone Prompting Script for Outbound Calls

This is the script for trained telephone interviewers to use when making outbound telephone calls to complete the CLNS by phone.

- A. Hello! My name is \_\_\_\_\_ and I am calling from NORC at the University of Chicago. We are conducting a study on civil legal needs and are hoping to speak with the adult, age 18 or older, who has the next birthday and lives at <ADDRESS>?
- B. Would that person be available? (If no, go to [Better time](#))
  - B1. Yes, go to [C](#)
  - B2. No, go to [Better time](#)
  - B3. No, go to Wrong Address
- C. Hi, thank you for speaking with me. We are conducting the Civil Legal Needs Survey; a survey that explores the different civil issues that people might face, such as housing, employment, family issues, or criminal justice system interactions and are inviting you to participate. Sometimes civil issues become criminal issues or criminal issues become civil issues and we are interested in learning more about this. The survey will take about 15 minutes, and you will receive \$20 for completing the survey. NORC is conducting this research on behalf of the Bureau of Justice Statistics. This is an opportunity to talk about your experiences so there is a better understanding of civil legal issues.
- D. Do you have a few minutes to start the survey?
  - D1. Yes, go to [E](#)
  - D2. No, go to [Better time](#)
- E. Great, let's get started.

### Better Time

IF R IS UNAVAILABLE:

When would be a better time to call back to speak with them? They may also contact us at <(xxx) xxx-xxxx> between 8 am and 9 pm Central Time and refer to this number: <PIN>.

IF R DOES NOT HAVE TIME NOW:

Okay, please let me know when you are available to complete the survey and I will schedule an appointment to call you back. Or, if you prefer, you may complete the survey online at <WEBSITE>.

INTERVIEWER INSTRUCTION: SET CALLBACK FOR A TIME THAT THE R MAY BE AVAILABLE.

**Wrong Address**

Thank you for letting me know, in order to ensure that the CLNS sample is representative, we are only able to interview people at addresses on our list. I appreciate you speaking with me today. Have a good day.

**If voicemail:**

Hello, my name is \_\_\_\_\_ and I am calling from NORC at the University of Chicago. We are working on a survey for the Bureau of Justice Statistics called the Civil Legal Needs Survey and are hoping to speak with someone in your household about the study. I would appreciate if you could call me back at <(xxx) xxx-xxxx> to talk about this further. Please reference <PIN> when you call back. Thank you and have a good day.

C.6 Stipend Letter



ADDRESS

Dear <Respondent name>,

Thank you for completing the Civil Legal Needs Survey (CLNS); we appreciate your participation.

Your \$20 Visa card is enclosed.

If you experience any difficulties using the card, please contact us at <(xxx) xxx-xxxx> or CLNS@norc.org and reference your PIN: <PIN>

Thank you,

<name>, <affiliation>

CLNS Project Team

<SUID>

## **C.7 Interactive Voice Response Script**

These are the recordings and prompts that a respondent will hear when they call into the project toll free line.

### **RECORDING #1 (RESPONSE INTRO):**

Thank you for calling about the Civil Legal Needs Survey. To respond to the survey, please enter the 7-digit PIN that was included on the letter or postcard sent to your mailing address. If you cannot find the PIN or have a general question, press pound (#) to leave a message with your full name and phone number.

### **SYSTEM ROUTES TO RECORDINGS OR INTERVIEWER BASED ON PIN RESPONSE:**

1. IF # SELECTED, GO TO RECORDING #5.
2. SYSTEM CHECK FOR COMPLETION BASED ON ENTERED PIN, IF SURVEY ALREADY COMPLETED, GO TO RECORDING #2.
3. IF CALL IS AFTER SCHEDULED INTERVIEWER HOURS, GO TO RECORDING #3
4. IF DATA COLLECTION HAS CONCLUDED, GO TO RECORDING #4.
5. IF PIN MATCHES TO A PRELOADED PIN AND CALL IS DURING SCHEDULED INTERVIEWER HOURS, TRANSFER CALL TO INTERVIEWER.
6. IF PIN DOES NOT MATCH TO A PRELOADED PIN, GO TO RECORDING #5.

### **RECORDING #2 (IF COMPLETE):**

Our records indicate that you or someone from your address has already completed this survey. We appreciate your interest in the Civil Legal Needs Survey. If you have any comments or feedback, please leave a message. Thank you.

### **RECORDING #3 (SCREENER): Out of hours message**

Thank you for calling about the Civil Legal Needs Survey. We are sorry we missed you, please call back between 8 am and 9 pm Central time, and our trained staff will be available to assist you. Should you like to leave a message, please leave your full name, phone number and the 7-digit PIN that was included on the letter or postcard sent to your mailing address, if you have it available and we will get back to you within 3 business days.

### **RECORDING #4 (SCREENER): Survey closed message**

Thank you for your interest in the Civil Legal Needs Survey. The survey is now closed. Please press # to leave a message.

**RECORDING #5 (VOICEMAIL):**

Hello, thank you for calling about the Civil Legal Needs Survey. We are sorry we missed you, but our staff are not available at this time. Please leave a message with your full name, phone number and the 7-digit PIN that was included on the letter or postcard sent to your mailing address, if you have it available. We will get back to you within 3 business days. Thank you.

## C.8 Phone Interviewer Distress Protocol

**Distress:** Determine if the participant is in distress. A person may be in distress if:

- They verbalize that they are distressed.
- They exhibit behaviors suggestive that they are in distress (e.g., crying, agitation, anger).
- They make threatening statements toward others.

**Initial Response:** If a participant is thought to be in distress, immediately do the following:

1. Stop the interview
2. Offer support (ask them how they're feeling, listen with empathy and give them time to recover).
3. Ask the participant if they feel safe.
4. Ask if they feel comfortable to continue.
  - [if yes] Continue with the interview.
  - [if no] Proceed to second response.

**Second Response:** If the participant is unable to continue with the interview, take the following steps:

1. End data collection.
2. Encourage the participant to contact their general practitioner or mental health provider. The participant is encouraged to seek support from their usual contact points. Also refer to the potential resources below.

### **List of resources:**

If you are concerned about any of the topics covered in this survey, or if you would like more information on these issues, you are encouraged to contact the following organizations:

- **Rape, Abuse & Incest National Network (RAINN):** To speak over the phone on a victim's assistance hotline available 24/7, call 800-656-HOPE (4673). To live chat with a trained support specialist, visit <https://hotline.rainn.org/online/>.
- **National Domestic Violence Hotline:** To speak with an advocate, you can call the National Domestic Violence Hotline at 800-799-7233, or text "START" to 88788. To

receive real-time, one-on-one support through live chat available 24/7, visit <http://www.thehotline.org/what-is-live-chat/>

- **Office for Victims of Crime:** For help for victims, visit <https://ovc.ojp.gov/help-for-victims/overview>. To search a directory of crime victim services, visit: <https://ovc.ojp.gov/directory-crime-victim-services/search>
- **Find Legal Help:** To find free legal services in your area or online, visit [https://www.americanbar.org/groups/legal\\_services/flh-home/flh-free-legal-help/](https://www.americanbar.org/groups/legal_services/flh-home/flh-free-legal-help/)

Note: This list is not exhaustive and does not reflect endorsement by BJS.

# **Attachment D: CLNS Pilot Web Survey Consent Screen**

## CLNS Web Instrument Consent Screen



The Bureau of Justice Statistics (BJS) within the U.S. Department of Justice is conducting a pilot survey of households across the United States to learn about people’s experiences with civil justice needs, such as experiences with housing payments, employment, family disputes, income problems, government agencies, identity theft, and medical debt, and the best way to ask these questions. This survey will ask about these and other similar topics. We understand that your time is valuable and would appreciate the contribution of your unique insights and experiences. Your contribution will help BJS evaluate both how the survey is administered and the survey’s ability to capture the civil and criminal legal experiences of U.S. households. This survey takes about 15 minutes to complete, and your participation is voluntary.

You may choose to skip any question you don’t wish to answer or end the survey at any time. Whether or not you decide to participate, there will be no impact on any rights or services you are entitled to.

BJS is conducting this survey under federal law, Title 34 U.S.C. Section 10132. Your response will be kept strictly confidential (34 U.S.C. Section 10231). NORC at the University of Chicago and the American Bar Foundation are collecting these data on behalf of BJS. Under Title 34 U.S.C. Section 10134, the information you provide can only be used for statistical or research purposes. BJS, NORC at the University of Chicago, and the American Bar Foundation are required by federal law to protect your privacy and confidentiality. No personally identifiable information will be released to the public and your specific responses will not be identified in the data.

You will receive a \$20 prepaid Visa card for your participation. Your contact information will only be used by NORC to send you a prepaid card thanking you for your participation.

If you have any questions, please contact us at 1-(XXX)-XXX-XXXX or [CLNS@norc.org](mailto:CLNS@norc.org).

Thank you for your help!

- 01 Please check this box to continue. By checking the box, I acknowledge that:**
  - 1) I have read the above information;
  - 2) I am at least 18 years old; and
  - 3) I voluntarily agree to participate.
- 02 I do not agree to participate.**

## **Attachment E: CLNS Pilot IRB Approval Letter**

**Institutional Review Board Certification  
Notice of Renewal - Expedited Review**

**PRINCIPAL INVESTIGATOR** Jeanette Hussemann  
**DEPARTMENT:** Economics, Justice, and Society  
**PROTOCOL NUMBER:** 25-04-2190  
**PROTOCOL TITLE:** Access to Justice Design and Testing Program  
**Expiration Date:** April 14, 2027

This notification certifies that the research protocol and consent documents described above have been renewed by the NORC Institutional Review Board (IRB00000967), under its Federalwide Assurance #FWA00000142.

The IRB has approved continuation of your research for a period of one year or five years as determined by the expiration date shown above. To avoid a lapse in IRB approval, please submit your continuing review materials to the IRB **at least 6 weeks** prior to the expiration date listed above. Although the IRB will provide reminders to you about renewing your study 's approval as you near the expiration date, **it is the responsibility of the principal investigator and project director to ensure that IRB approval does not lapse and that continuing review materials are submitted before a study 's approval expires. If a study 's IRB approval lapses, all human subjects research activities must stop until IRB approval is renewed.**

Any amendments or other changes to this protocol must be submitted for review by the IRB, and all adverse events must be reported to the IRB.



Micah Sjoblom