

About You**1. Are you male or female?**

- Male
 Female

2. What is your age (in years)? _____**3. What is your current marital status?**

- Married
 Not Married, living with a partner
 Separated
 Divorced
 Widowed
 Never Married

4. I am Hispanic, Spanish or Latino origin or descent?

- Yes
 No

5. What is the primary language spoken in your home?

- English
 Spanish
 Polish
 Other: _____

6. How do you prefer to receive assistance or important information?

- A publication (magazine, newspaper, and/or pamphlet) printed in the language indicated in Question #5.
 By speaking directly to a person
 By searching the internet
 Other: _____

7. What is your race? (Please check all that apply)

- White
 Black
 Asian
 Native American/American Indian
 Other: _____

8. Do you know how to use the internet?

- No, but I would like to learn.
- No, and I have no reason nor desire to learn.
- Yes.

9. If you answered "Yes" to Question 8, how often do you use the internet?

- Daily
- Weekly
- Monthly
- Less than monthly

10. If you answered "Yes" to Question 8, what is your primary reason for using the internet?

- To send or receive email
- For Social Networking and/or blogging purposes
- To shop
- Entertainment (music, video, games, etc.)
- To research/obtain Legal, Health and/or Financial Information
- To search for an doctor, attorney, or other service provider
- To pay bills

11. Do you (or someone you live with) receive any home care services that allow you (or that person) to remain in the home?

- Yes
- No

12. Now, please indicate whether or not the following statements apply to you:

	Yes	No
a. I own my own home.		
b. I rent an apartment.		
c. I am a resident in a retirement community.		
d. I am a resident in group housing (private or government) for the elderly.		
e. I am a resident in an assisted living facility.		
f. I am a resident in a resident care facility.		
g. I am a resident in a Skilled or Intermediate Nursing Facility.		
h. I live alone.		
i. I live with my spouse/partner.		
j. I live with an adult child or family member.		
k. I live with child and/or dependant, or person with a disability.		
l. I live in an apartment.		
m. I live in a single family home, condominium or townhome.		
n. I live in a mobile or modular home.		

*continued from previous page.

	Yes	No
o. I receive pension plan benefits.		
p. I receive Social Security retirement benefits.		
q. I receive Social Security disability benefits.		
r. I receive retirement benefits from a former employer.		
s. I receive benefits from Veteran's Affairs.		
t. I receive food stamps.		
u. I receive unemployment compensation.		
v. I currently have some form of non-private health care insurance coverage such as Veteran's or military benefit plans, Medicaid, Traditional Medicare (Part A, Part B), or a Medicare Health Plan (HMO, PPO, PFFS, etc.)		
w. I currently have some form of private health care insurance coverage that I purchased myself or receive from my (or my partner's) employer.		
x. I currently have responsibilities involving caring for an elderly person (either voluntarily, by contract, by receipt of payment for care, or as a result of the operation of law.)		

Health Care, Housing. & Other Benefits

13. Please rate your level of concern regarding the following types of legal and/or aging issues:

	Extremely concerned	Very concerned	Somewhat concerned	Not at all concerned
a. Disputes about rent				
b. Disputes about terms of a lease				
c. Problems with reverse mortgages				
d. Problems with unsafe living conditions				
e. Disputes with contractors over home repairs				
f. Problems finding affordable housing				
g. Termination of health benefits				
h. Termination of retirement benefits				
i. Reduction of health benefits				
j. Reduction of retirement benefits				
k. Insufficient services in the home causing seniors to go into nursing homes or other group facilities.				
l. Problems with health care professionals being inadequately educated on aging issues.				
m. Inadequate access to mental health/behavioral modification services for seniors suffering with mental disorders, including dementia.				
n. Inadequate access and/or availability to services for seniors trying to make behavioral changes that will reduce their risk of disease and disability (e.g. smoking secession, nutrition counseling.)				
o. Consumer fraud, scams, and/or identity theft				

14. If you have NO health care insurance or benefits please indicate why from the reasons listed below. (Please check ALL of the reasons that apply.)

- The cost is too high
- I have a preexisting condition
- I do not need it
- The health insurance program or company dropped me
- I am or recently became ineligible
- It is not offered through my employer

15. In the past three years, have you experienced problems with your healthcare coverage relating to enrollment, disenrollment, and/or the reduction or termination of benefits?

- No
- Yes.....**What action(s) did you take in response?**
 - I sought legal advice and/or assistance from a lawyer or legal services organization or agency.
 - I sought general advice and/or assistance from a non-legal organization or agency.
 - I employed some form of "Self Help."
 - I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**
 - Yes
 - No

16. In the past three years, have you experienced problems with your healthcare coverage relating to billing or payment disputes?

- No
- Yes.....**What action(s) did you take in response?**
 - I sought legal advice and/or assistance from a lawyer or legal services organization or agency.
 - I sought general advice and/or assistance from a non-legal organization or agency.
 - I employed some form of "Self Help."
 - I took no action.....**Did you realize you had a legal Issue which might entitle you to FREE legal assistance?**
 - Yes
 - No

17. In the past three years, have you experienced problems with your healthcare coverage relating to doctors or hospitals not accepting your insurance?

No

Yes.....**What action(s) did you take in response?**

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....**Did you realize you had a legal Issue which might entitle you to FREE legal assistance?**

Yes

No

18. In the past three years, have you experienced problems with your healthcare coverage relating to becoming eligible for Medicaid or other public health care programs?

No

Yes.....**What action(s) did you take in response?**

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....**Did you realize you had a legal Issue which might entitle you to FREE legal assistance?**

Yes

No

19. Do you currently have a housing plan in the event that you or a family member can no longer live in your current home?

Yes

No, but I have thought about it

No, I have not thought about it at al

No, I do not need a plan

20. Have you experience problems with home care programs available in CT which would help me or an elderly or disabled family member stay at home?

Yes

No.....What action(s) did you take in response?

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....Did you realize you had a legal issue which might entitle you to FREE legal assistance?

Yes

No

**PLEASE ANSWER QUESTIONS 21 – 28 ONLY IF YOU OR A LOVED ONE RESIDED
IN A NURSING HOME WITHIN THE PAST THREE YEARS**

21. Were you aware of the extent of performed services, charge for services, admission and discharge policies, as well as the contract for services while you or your loved one resided in a nursing home?

No

Yes.....What action(s) did you take in response?

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....Did you realize you had a legal Issue which might entitle you to FREE legal assistance?

Yes

No

22. Did you retain choice and autonomy over you or your loved one's nursing home care? For example, were you allowed to participate in care plan decisions, selection of providers, and option to refuse treatment or care?

No

Yes.....**What action(s) did you take in response?**

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....**Did you realize you had a legal Issue which might entitle you to FREE legal assistance?**

Yes

No

23. Were you treated with dignity, have privacy and confidentiality in treatment and medical record keeping, as well as the right to be free from physical or chemical restraints while you or your loved one resided in a nursing home?

No

Yes.....**What action(s) did you take in response?**

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**

Yes

No

24. Did you feel free to complain about your care without the fear of reprisal while you or a loved one resided in a nursing home?

No

Yes.....**What action(s) did you take in response?**

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....**Did you realize you had a legal Issue which might entitle you to FREE legal assistance?**

Yes

No

25. Have any of your utilities been shut off within the past 3 years?

- No
- Yes.....**What action(s) did you take in response?**
- I sought legal advice and/or assistance from a lawyer or legal services organization or agency.
 - I sought general advice and/or assistance from a non-legal organization or agency.
 - I employed some form of "Self Help."
 - I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**
- Yes
 No

26. In the past three years, have you been denied government housing assistance?

- No
- Yes.....**What action(s) did you take in response?**
- I sought legal advice and/or assistance from a lawyer or legal services organization or agency.
 - I sought general advice and/or assistance from a non-legal organization or agency.
 - I employed some form of "Self Help."
 - I took no action.....**Did you realize you had a legal Issue which might entitle you to FREE legal assistance?**
- Yes
 No

27. In the past three years, have you had a dispute with a local housing authority?

- No
- Yes.....**What action(s) did you take in response?**
- I sought legal advice and/or assistance from a lawyer or legal services organization or agency.
 - I sought general advice and/or assistance from a non-legal organization or agency.
 - I employed some form of "Self Help."
 - I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**
- Yes
 No

28. Do you live in subsidized housing?

- No
- Yes.....**Please indicate the type of subsidy you receive.**
- Subsidy for elderly housing.
- Rental voucher that I can use anywhere.
- I don't know what type of subsidy it is.

PLEASE ANSWER QUESTIONS 29 – 32 ONLY IF YOU OWN YOUR HOME

29. In the past three years, have you experienced problems paying your mortgage?

- Someone else handles these financial issues for me.
- No
- Yes.....**What action(s) did you take in response?**
- I sought legal advice and/or assistance from a lawyer or legal services organization or agency.
- I sought general advice and/or assistance from a non-legal organization or agency.
- I employed some form of "Self Help."
- I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**
- Yes
- No

30. Are you short of cash for items not required to sustain a safe and healthy lifestyle or, have trouble meeting other financial obligations like vehicle payments because you spend a large proportion of your total income on home ownership (e.g. mortgage payments, property taxes, maintenance and utilities?)

- Someone else handles these financial issues for me.
- No
- Yes.....**What action(s) did you take in response?**
- I sought legal advice and/or assistance from a lawyer or legal services organization or agency.
- I sought general advice and/or assistance from a non-legal organization or agency.
- I employed some form of "Self Help."
- I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**
- Yes
- No

31. In the past three years, have you applied for a reverse mortgage (or other similar programs where equity is withdrawn from your home) because you have trouble meeting other financial obligations?

Someone else handles these financial issues for me.

No

Yes.....**What action(s) did you take in response?**

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**

Yes

No

32. In the past three years, have you paid a contractor to do any repairs to your home and felt unsatisfied with the work as it was performed?

No

Yes.....**What action(s) did you take in response?**

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**

Yes

No

PLEASE ANSWER QUESTIONS 21 – 28 ONLY IF YOU RENT YOUR HOME.

33. In the past three years, have you experienced a problem with a landlord, such as a dispute about rent, eviction, or security deposit?

Yes

No.....What action(s) did you take in response?

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....Did you realize you had a legal issue which might entitle you to FREE legal assistance?

Yes

No

34. In the past three years, have you experienced a problem with utilities lacking, such as heat, hot water, or electricity?

Yes

No.....What action(s) did you take in response?

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....Did you realize you had a legal issue which might entitle you to FREE legal assistance?

Yes

No

35. In the past three years, have you experienced a serious problem with cockroaches, mice, rats, bedbugs or other bugs?

Yes

No.....What action(s) did you take in response?

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....Did you realize you had a legal issue which might entitle you to FREE legal assistance?

Yes

No

36. In the past three years, has a landlord failed to make major repairs such as fixing a leaking roof?

Yes

No.....What action(s) did you take in response?

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....Did you realize you had a legal issue which might entitle you to FREE legal assistance?

Yes

No

37. In the past three years, has a landlord failed to provide agreed upon services or appliances?

Yes

No.....What action(s) did you take in response?

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....Did you realize you had a legal issue which might entitle you to FREE legal assistance?

Yes

No

38. In the past three years, have you been threatened with eviction from a rental property?

Yes

No.....What action(s) did you take in response?

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....Did you realize you had a legal issue which might entitle you to FREE legal assistance?

Yes

No

39. In the past three years, have you been *actually* evicted you from the rental property?

Yes

No.....**What action(s) did you take in response?**

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**

Yes

No

40. In the past year, have you moved or considered moving because you felt your rent was unaffordable?

No

Yes**What action(s) did you take in response?**

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**

Yes

No

42. If you answered "Yes" to any of the above areas in # 1, what action(s) did you take in response?

- I sought legal advice and/or assistance from a lawyer or legal services organization or agency.
- I sought general advice and/or assistance from a non-legal organization or agency.
- I employed some form of "Self Help."
- I took no action..... **Did you realize you had a legal issue which might entitle you to FREE legal assistance?**
- Yes
 No

43. Have you experienced any problems with a credit card (e.g. Visa, MasterCard, or Discover) such as an inability to pay the monthly minimum payments, significant increases in the monthly minimum payment, improperly charged late fees, or continued charges for a cancelled card?

- Yes
- No.....**What action(s) did you take in response?**
- I sought legal advice and/or assistance from a lawyer or legal services organization or agency.
- I sought general advice and/or assistance from a non-legal organization or agency.
- I employed some form of "Self Help."
- I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**
- Yes
 No

44. In the past three years, if you have you filed for bankruptcy or have thought about filing for bankruptcy?

- No
- Yes**What action(s) did you take in response?**
- I sought legal advice and/or assistance from a lawyer or legal services organization or agency.
- I sought general advice and/or assistance from a non-legal organization or agency.
- I employed some form of "Self Help."
- I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**
- Yes
 No

45. In the past year, have you sought a restraining order against any member of your household or an intimate partner?

No

Yes**What action(s) did you take in response?**

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**

Yes

No

46. If you answered "Yes" to Question 7, have you had any problems enforcing that restraining order?

Yes

No.....**What action(s) did you take in response?**

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**

Yes

No

47. In the past three years, have you had any problems with bill collectors calling you, garnishing your wages or bank account, or repossessing any of your property?

No

Yes**What action(s) did you take in response?**

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**

Yes

No

48. If you answered “Yes” to either Question 5 above, how stressful was this experience?

- Extremely stressful
- Stressful
- Only somewhat stressful
- Not Stressful at all

49. In the past year, have you or someone you know been in a situation where an elderly relative or close friend was being physically abused or neglected?

- Yes
- No.....**What action(s) did you take in response?**
- I sought legal advice and/or assistance from a lawyer or legal services organization or agency.
- I sought general advice and/or assistance from a non-legal organization or agency.
- I employed some form of “Self Help.”
- I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**
- Yes
- No

50. In the past year, have you or someone you know been in a situation where an elderly relative or close friend has been taken advantage of financially?

- Yes
- No.....**What action(s) did you take in response?**
- I sought legal advice and/or assistance from a lawyer or legal services organization or agency.
- I sought general advice and/or assistance from a non-legal organization or agency.
- I employed some form of “Self Help.”
- I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**
- Yes
- No

51. In the past year, have you or someone you know sought legal help for an elderly relative or close friend who experienced trouble managing his or her financial affairs?

Yes

No.....**What action(s) did you take in response?**

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**

Yes

No

52. In the past year, have you or someone you know sought legal help for an elderly relative or close friend who experienced trouble managing his or her medical affairs?

Yes

No.....**What action(s) did you take in response?**

I sought legal advice and/or assistance from a lawyer or legal services organization or agency.

I sought general advice and/or assistance from a non-legal organization or agency.

I employed some form of "Self Help."

I took no action.....**Did you realize you had a legal issue which might entitle you to FREE legal assistance?**

Yes

No

Legal Perceptions and Priorities

53. In the past three years, please indicate whether or not you have experienced the following scenarios. If your answer is "Yes," please then indicate that action(s) you took in conjunction with that experience.

		No	Yes	I sought legal advice and/or assistance from a lawyer or legal services organization or agency.	I sought general advice and/or assistance from a non-legal organization or agency.	I employed "Self Help"	I took NO action.
a. Bought or sold real estate							
b. Refinanced a mortgage							
c. Suffered damage to property or automobile							
d. Created or revised a will, estate plan, or trust							
e. Felt they were given inadequate medical care							
f. Got a moving traffic violation							
g. Had trouble with creditors							
h. Had a dispute with a landlord, tenant, condo board, or neighbor							
i. Had to administer an estate or deal with inheritance							
j. Had trouble getting medical insurance coverage							
k. Felt they were a victim of consumer fraud							
l. Considered filing for bankruptcy							
m. Had difficulty collecting public benefits (e.g., Social Security, veterans benefits, disability)							
n. Had a problem with or discontinuation of basic utilities (e.g., telephone, gas, electricity)							
o. Got involved in child custody or child support dispute							
p. Planned for my later incapacity.							
q. Planned for a disabled child							

54. If you answered “Yes” to any of the scenarios listed above in Question 1, please think about your experience(s) with lawyers, and indicate in the chart below how satisfied you were with the following:

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
a. How well your lawyer knew the law in this area					
b. The way the lawyer handled the initial conversation with you					
c. How upfront the lawyer was with the fees he/she would charge you					
d. How sensitive the lawyer was to your needs and concerns					
e. How proactive the lawyer was in protecting and serving your interests					
f. The fees the lawyer actually charged you					
g. The advice the lawyer gave you					
h. How quickly the lawyer worked to resolve the issue					
i. How well the lawyer kept you informed of your case					

56. What **THREE** legal issues concern you the **MOST**? (Please check **ONLY** three.)

- Employment (worker’s compensation, discrimination)
- Health related (Medicaid or Medicare, health insurance, prescription medications, long-term care, improper billing)
- Consumer (home improvement, shoddy goods or services, bankruptcy, credit card debt, debt collection, attachment and garnishment)
- Guardianship
- Financial Power of Attorney
- Health Care Power of Attorney or Living Will (advance directives)
- Family matters (divorce, custody, child support, grandparenting)
- Benefits (Social Security, Veteran’s Benefits, Pensions)
- Housing (landlord-tenant, foreclosures, evictions)
- Abuse, financial exploitation, or fraud
- Estate (wills, trusts, probate)
- Taxes

56. Which of the following planning documents do you currently have?

- Valid will
 - Estate
 - Trust
 - Power of Attorney for financial matters
 - Health Care Directive or Living Will for your medical wishes
 - Any other document about your property, finances, or medical preferences
(Please explain the nature of this document.)
-

**56. What THREE legal services do you feel would be the MOST helpful to you?
(Please check ONLY three)**

- Free legal hotline where I could call to talk to a lawyer
- Free pamphlet on common legal questions
- Website with legal information
- Free legal seminars in my area
- Free wills and estate planning services
- Free consumer fraud seminars in my area
- Low-cost or free attorneys
- Other (Please specify): _____

57. Thinking about your experiences in the past three years, have you ever thought that you needed advice from a lawyer, but did not go to see a lawyer?

- Yes
- No..... **I did not see a lawyer because:** (Please check all that apply.)
 - I was worried about the cost
 - I felt I could solve the problem myself
 - I didn't know where to get a lawyer
 - I was too embarrassed, afraid, or intimidated to see a lawyer
 - I wasn't sure the problem was legal
 - The legal problem was too minor
 - Transportation problems
 - Health problems
 - I thought nothing could be done about the problem

58. If your answer to Question 57 of this section was that you did NOT see a lawyer, what did you do about your legal problem? (Please check all that apply.)

- Nothing
- I sought help from a community organization
- I sought help from a library or law library
- I sought help from court or clerk of court staff
- I sought help from a religious leader
- I sought help from a friend or family member
- I sought help on the Internet

59. Please indicate whether or not you are aware of the following legal and aging resources and services in your area.

**If your answer is "Yes" to any of the below, please indicate whether or not you have ever contacted and/or used this resource or service.*

	Yes	No
→		
	No	Yes
Statewide Legal Services		
Legal Aid Offices (e.g. CT Legal Services, New Haven Legal Assistance, Greater Hartford Legal Aid)		
Area Agency on Aging (CHOICES)		
Bar Association Lawyer Referral Service		
Free legal hotline where I could call to talk to a lawyer		
Free pamphlet on common legal questions		
Website with legal information		
Free legal seminars in my area		
Free wills and estate planning services		
Free consumer fraud seminars in my area		
Low-cost or free attorneys		

60. Please read the following statements and indicate whether or not you agree.

	I Strongly Agree	I Agree	I Disagree	I Strongly Disagree
a. Lawyers are more interested in winning than in seeing that justice is served.				
b. Lawyers spend too much time finding technicalities to get criminals released.				
c. Lawyers are good problem solvers.				
d. Lawyers are more interested in making money than in serving their clients.				
e. Most lawyers are more concerned with their own self promotion than their client's best interests.				
f. I am grateful there are lawyers to help me navigate complex issues.				
g. We would be better off with fewer lawyers.				
h. Lawyers do not keep their clients informed of the progress of their case.				
i. Most lawyers try to serve the public interests well.				
j. Lawyers are good listeners.				
k. The best lawyers are selected to serve as judges.				
l. The legal profession does a good job of disciplining lawyers.				