

Older Iowan's Legal Assistance Program



Legal Needs of Older Iowans:

A Survey Report

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Report prepared by the project director at the Iowa Department on Aging

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The principal surveyors would like to thank all who provided assistance and support in developing the survey form, assisted in setting up focus groups across the state --from extending invitations to older Iowans and their caregivers as well as providing a location, and to all participants who completed the legal needs assessment survey, thereby allowing us to collect this data. A special thank you to Penny Hommel of The Center for Social Gerontology for facilitating our legal needs committee of the statewide planning group to develop our final survey tool.



Provide advocacy, educational, prevention and health promotion services for older Iowans, their families and caregivers through partnerships with Area Agencies on Aging and other stakeholders.



Iowa Legal Aid is a non-profit corporation that provides civil legal services to low-income Iowans.

The opinions expressed in this document do not necessarily reflect the views of the Administration on Aging

I. Executive Summary

The Iowa Legal Assistance Program serves persons sixty (60) years of age and older by providing legal advice, representation, information and education as well as referrals in civil legal matters throughout the state. A priority of the program is to provide outreach and assistance to those most in need with an emphasis on those persons with greatest social and economic need, persons with limited English proficiency, and persons residing in rural areas. While the Iowa Legal Assistance Program served 3,006 older Iowans in SFY 2009, there were 667 individuals that came into contact with the aging network that had a need for legal assistance that could not be met with current resources.¹ If 667 known individuals needed legal assistance, how many others are in need but cannot access services or do not know of existing services? To better understand this unmet need and the legal needs in general, as well as older Iowans knowledge of the services currently available, the Program needed to hear from older Iowans themselves. To accomplish this, the Iowa legal assistance model approaches grant partners concluded that the best way to obtain this information was through a survey administered in a local focus group setting.

In the fall of 2008 and the spring of 2009, The Iowa Department on Aging and the Hotline for Older Iowans staff surveyors travelled throughout the state talking to older Iowans, their caregivers, and providers in the aging network to determine what was really needed. The results of this journey are as follows.

- The top legal issue faced by thirty-two percent (32%) of older Iowans within the past ten years relates to health care, in particular Medicaid, Medicare, insurance, and facility based care.
- Within the health care category, twenty-seven percent (27%) of those surveyed listed Medicare Part D, finding an appropriate prescription drug plan and prescription drug coverage as their primary concern.
- The second most identified legal issue faced by older Iowans within the past ten years relates to consumer concerns, in particular telemarketing, debt collection and door to door sales.
- Within the consumer category, thirty-six (36%) of those surveyed listed telemarketing as their primary concern.
- The third most identified legal issue faced by older Iowans within the past ten years is the other category which included areas of estate planning, personal injury/falls, insurance and taxes.

¹ The Iowa Department on Aging Title IIIB Legal Assistance Activity Report for SFY 2009 see www.aging.iowa.gov.

- Within the other category, forty-nine percent (49%) of those surveyed listed estate planning as their primary concern.
- Each focus group identified Telemarketers, Medicaid and Medicare Part D drug plans as issues of concern.
- The rural focus groups identified health care, consumer, individual rights/personal security, and estate planning (long term care expenses, avoiding probate and wills) as the top four issues affecting their areas.
- The urban, low-income minority and non-English speaking focus groups all identified health care and consumer issues as their top concerns. In addition, these focus groups also identified housing, individual rights/personal security, and income maintenance as issues affecting their areas.
- The caregiver focus groups identified health care, other (estate planning) and individual rights/personal security as the top three legal concerns.
- The focus groups in long-term care settings identified other (estate planning), health care, consumer and individual rights/personal security as the top four legal issues faced in the last ten years.
- The in-home surveys conducted by case managers for those isolated or homebound identified health care, consumer and income maintenance as the most pressing legal issues faced within the last ten years.
- The service providers participating in the focus groups identified health care, individual rights and consumer issues as the top three legal concerns encountered in assisting older Iowans.
- The best way to let older Iowans and their caregivers know of available legal assistance is through the Area Agencies on Aging. (61%)
- Forty-six percent (46%) of those surveyed have used the services of a lawyer within the past ten years.
- Sixty-four percent (64%) felt that having available low or no-cost legal assistance was very important.

II. Introduction

The Iowa Title IIIB Legal Assistance² Program serves persons sixty (60) years of age and older by providing legal advice and representation, information and education and referrals in civil legal matters throughout the state. The role of this program is to identify and serve the legal needs of those older people who are most vulnerable due to social and/or economic circumstances.³ To serve this need, the question must first be asked, “What are the legal assistance needs of these older Iowans?” Rather than trying to answer this question from a state unit on aging, service provider or legal services corporation perspective, the statewide planning group partners wanted to hear from older Iowans themselves. The answers to the question came through a legal needs assessment survey process. The results of this survey now provide a baseline for providing legal assistance services that truly meet the needs of older Iowans.

III. Background

In the fall of 2006, the Department of Elder Affairs (now the Iowa Department on Aging) received a model legal assistance approaches grant from the Administration on Aging. The focus of the grant --to develop a comprehensive state legal assistance delivery system for older Iowans that integrates the existing legal hotline with the Older Americans Act Title III-B legal providers and other available legal resources. One of the key tasks in creating an integrated legal assistance network was to develop and conduct a needs assessment to determine the legal needs of the state’s older population in order to plan service priorities and to ensure that the legal assistance is targeted to low income, rural, non-English speaking and other people who face ethnic, cultural or other barriers accessing legal services. The idea was to have these older persons and their caregivers tell us what they saw as their legal needs.

² Legal assistance means legal advice and representation provided by an attorney to older individuals with economic or social needs and includes....counseling or other appropriate assistance. An older individual means an individual who is 60 years of age or older. (As defined by the Older Americans Act of 1965, as amended 42 U.S.C 3001)

³ The Older Americans Act, 42 U.S.C. 3027(16) outlines that outreach efforts will place special emphasis on: i. Older individuals residing in rural areas; ii. Older individuals with greatest economic need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas); iii. Older individuals with greatest social need (with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas); iv. Older individuals with severe disabilities; and v. Older individuals with Alzheimer’s disease and related disorders.

As part of this process, the Department on Aging assembled a work group from the statewide planning group, to work specifically on the issue of legal needs. The first phase of this process was to determine if an actual formal needs assessment tool was needed or if current data sources would be sufficient. To discover what data was currently collected, the work group had discussions with Iowa Legal Aid, Title III-B providers, Legal Hotline, Protection & Advocacy, Alliance for the Mentally Ill, Department of Human Services, Ombudsman Program, Alzheimer's Association, and the Volunteer Lawyer's Project. We also looked to the information collected from the Area Agencies on Aging through the aging network reporting system. These data collection points reported that the needs being seen by these agencies were residents rights, wills, undocumented aliens, special needs trusts for older persons with a disabled child, guardianship, conservatorship, mental health commitments, advance planning, financing long-term care, Medicare, involuntary discharges and dependent adult abuse. While this information was available on the type of legal issue affecting each client base, there was little or no breakdown by age, location or income status of the client. It was also determined that on the whole, the majority of the data collection regarded individuals already in the system and receiving help or was anecdotal and reported by providers of service rather than from the older Iowan or their caregiver. While this information was helpful and a good place to start, it was decided that an additional avenue for data collection focused on legal assistance needs of the underserved older population was needed. This additional source would be a formal legal needs assessment.

Once it was decided that an assessment was indeed needed, the second phase was to determine what information should be included in the legal assistance survey tool. Our work group began by reviewing other states surveys, specifically Georgia, Utah and Florida, to use as a template. These surveys were a valuable place to start. The Iowa process took pieces from these other surveys and combined them with ideas specific to Iowa. Creating this legal needs assessment tool involved a several month process of fleshing out what information was really needed and what would be nice to have. In essence, what did we really want to learn from this process? What was our goal? The goal of the survey was to discover what the needs of older Iowans are as seen through their eyes. Are those needs different in various regions of the state? Are the legal needs different for residents of a long term care facility compared to the general population living at home? Are a caregiver's perceived legal needs for the individual they are providing care to different than those mentioned by older Iowans? By determining common issues identified as legal concerns for persons 60+, the aging and legal assistance program network can develop programs to hone skills and knowledge base on these issues for our Title III-B providers, volunteer lawyer's and the general legal network to ensure accurate, consistent and reliable advice is given.

The third phase was to decide the process for disseminating surveys and collecting responses, especially in attempting to reach the targeted populations. Concerns were voiced as to the legitimacy of conducting a mail survey sent to names obtained through a voting or driver's license registry. How would those in economic or social need be reached? Our solution was to create a survey based upon

other state models, but instead of sending through the mail, we would hold focus groups around the state and reach out to the target population. We decided rather than sending thousands of surveys with no assurance of a return, we would create small groups and have one on one interaction with the survey participants. This way any questions while completing the survey could be addressed and we could share information on legal terminology as well as on state legal resources that were available. We also allowed for a question and answer period following the completion of the survey for participants to ask questions on situations they were experiencing or on which they had general questions. With this focus group format, we knew that we would not reach as many older lowans and not have the response rate that other surveys had received, but we did know that the individuals that did complete the survey were our target population. This would allow us to create a legal assistance system and network which would meet the needs of this group of lowans. The work group decided that the focus groups should cover a range of geographic areas in Iowa. We also wanted the focus groups to be held in rural and urban areas and include low-income, non-English speaking, various ethnic groups, nursing and affordable assisted living facilities and/or retirement communities. Attempts were made to reach older adults in a few ethnic communities. What we discovered was that without a contact person that was known within that community, we could not gain access. In addition, we were informed that many times the older adults are not the individuals that would attend anyway—it would be the young adult family member that attends and brings back the information to translate for the older family members.

The next focus became how could we reach the socially isolated or homebound? They would not be able to attend a focus group, even if it was within their community, and this created a barrier to access. In response to this concern, the surveyor's contacted the Area Agencies on Aging and the Case Management for Frail Elders case managers. The case managers were asked to assist by taking the survey into their client's homes and providing assistance in completing the survey. This would give us additional information to see what the socially isolated identified as their legal assistance issues.

The result: 12 focus groups with 159 completed surveys. The focus groups took place in senior centers, nursing homes, and assisted living facilities, Area Agencies on Aging, a church and at an Alzheimer's support group. These focus groups occurred around the state in low-income, rural, and urban areas as well as in diverse ethnic groups. Thirty-two (32) socially isolated or homebound were reached. The concept of the focus group was to bring together a few individuals in the target population groups to discuss the reason for the survey, the process and to have the surveyors be available to answer questions. It was not to receive quantities of surveys.

IV. Methodology

Data collection was done through a survey tool distributed to participants in twelve (12) focus groups across the state as well as to case managers for use with homebound or isolated older adults. The focus groups occurred in locations around the state to maximize outreach to populations most in need and were limited to thirty (30) or less participants to allow for one on one interaction. The survey was divided into three main sections

1. Demographics—A series of questions to discover the basic information about the participants by focus group location. This section also allowed for questions to be raised about access to service or perceived barriers to accessing services.
2. Resource awareness—A series of questions to gauge the knowledge base of the participants as to the legal and aging network resources. Questions were also asked to see if participants were reluctant to seek assistance from a lawyer and to discover what method would best reach individuals in need of legal services.
3. Issues survey—A listing of concerns or potential problems faced by older adults. This section allowed participants to indicate if the specific concern or problem listed had occurred to them or their spouse within the past ten (10) years. Every attempt was made to not use the term “legal” as it was felt that some in the target groups would not identify with having a legal issue but might identify with having one of the listed concerns.

Each participant was given the three parts of the survey and asked to complete to the best of their ability. As questions arose or assistance was needed, the surveyors were available to respond or provide needed assistance. At a few focus groups, the surveyors actually ended up reading the survey to those who were sight impaired or non-readers. The participant would inform the surveyor of his/her response and the surveyor would complete the survey for the participant based upon the answers verbally provided. The two primary surveyors were at each focus group to serve as facilitators of the process and to be available in a more one on one environment. This allowed for information to be conveyed and answered in a consistent fashion so that the surveyor’s responses would not affect the outcome. The primary surveyors were Scott Hartsook of the Legal Hotline for Older Iowans and Deanna Clingan-Fischer of the Iowa Department on Aging.

Prior to administering this survey tool, however, a “test” focus group was set up to allow for an initial give and take dialogue between the “test” participants and the surveyors. This test group was given the draft survey and instructions and asked to complete. After completion, the surveyors asked for feedback as to what worked, what needed further explanation and what was not understandable in the survey or process. This test focus group consisted of five individuals from five different senior center locations across Des Moines. The test group consisted of three men and two women. This test focus group suggested several changes to the survey tool and these changes were incorporated into the final survey product. Survey revisions made due to this test group feedback:

1. Issues of Concern. On the initial issues of concern portion of the survey, participants were asked to state if the concern had been an issue for them or their spouse in the last five years as well as if they felt it would be a future issue for older Iowans. The future issue question asked participants to rate the likelihood of this concern as a future issue on a ranking system of 1 to 5, with 1 being not likely and 5 being very likely. Based upon the test focus group comments, the future issue and ranking system question was removed from the survey as it made the survey more cumbersome and the participants admitted that answering this future question was essentially a guess and not grounded in real knowledge. In addition, the test group suggested increasing the timeframe from five years to ten years as they felt this would capture more information from participants.

2. Issues of Concern. Each test group participant asked “what is a miller trust”. It was then explained and discussed but this confusion led the surveyors to conclude that something more descriptive was needed. Most of the participants thought the miller trust was just a name for a regular trust and did not connect it to Medicaid. Based upon the test groups comments, a notation in the section relating to Miller trusts was made to identify a Miller trust as associated with Medicaid. This way if participants knew that Medicaid had not been an issue for them in ten years, then the Miller trust was not an issue. In addition to changing the survey, the surveyors decided to take brochures and information that existed on various issues or programs specifically listed on the survey to the future focus groups. If a participant had additional questions on a specific issue raised in the survey, a brochure or fact sheet on the topic could be given to him/her.

3. Income Question. On the initial demographics section of the survey, the income question was a fill in the blank. The question asked participants to identify household income by the month or year. Many from the test group did not complete this section and the surveyor’s asked about this. The participants stated that they were uncomfortable writing down their income and in fact some stated they did not know what it was. Based upon the test focus group comments, the income level question was changed to an income range selection that participants could check. The selections became: 0-\$10,000; \$10,001 -\$20,000; \$20,001 to \$30,000; and \$30,001 and up. This also allowed for more privacy for the participants.

4. Awareness Questions. On the initial survey tool, questions five, six, and eight requested that participants choose up to three answers. The test focus group suggested putting this in a bold font as most only selected one response and did not really see the choose up to three wording. Based upon the test focus group comments, this wording was highlighted and made more prominent.

5. General Procedure. In the test focus group, all sections of the survey were on white paper. This became confusing when a participant would ask a question as there was no obvious distinction between the sections. Based upon the test focus group comments, the surveyor’s decided to color code the various sections so if questions were asked it could easily be determined which section the participant was referencing. In addition, it was decided to number each section that went to the

participant with the same numbering system so each section would correlate to a specific participant. For example: the same participant would have number 1 of each survey section. This way the surveyor's could compare the demographics sheet with the survey answers. This also proved valuable in seeing if various areas of the state answered the questions differently and allowed the surveyors to keep all parts of the survey together.

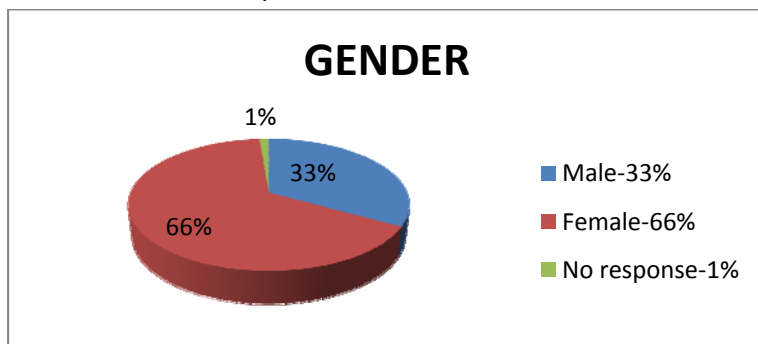
After the test focus group, changes were made to the survey and the formal focus groups were set up. The work group assisted in locating areas of the state that would reach our target population and provided a local facilitator's name to the project director. The surveyor's picked specific dates for traveling to and conducting the focus groups. The local facilitator was then contacted to see if one of those dates would work in their area. The letter of introduction and flyer announcement was then sent out to the local facilitator and it was left to the local facilitators to publicize the event and to recruit participants. (See appendix two and three)

The survey was intended to reach two groups: older lowans and their caregivers. As a side benefit, in some areas, providers of service attended the focus group and were asked to complete the survey on behalf of the older adults he/she served. The older lowan was asked to complete the survey for him or herself, while the caregivers were asked to complete the survey, not for themselves, but for the issues seen for the individual he/she provided care. A different color coded caregiver demographic sheet was developed which made a clear distinction between the older adult's survey and that of the caregivers.

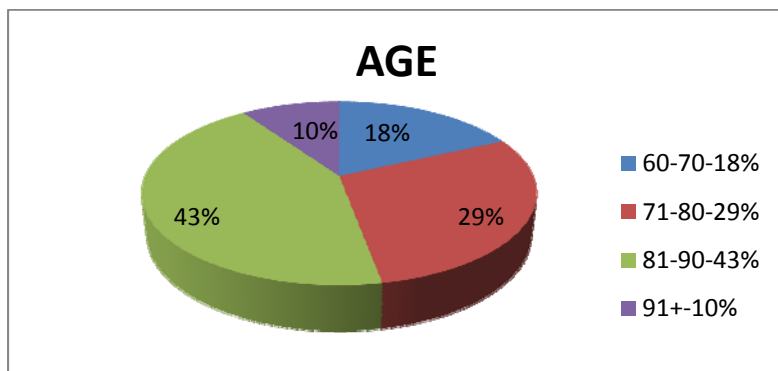
V. Summary of Findings

A. Demographics

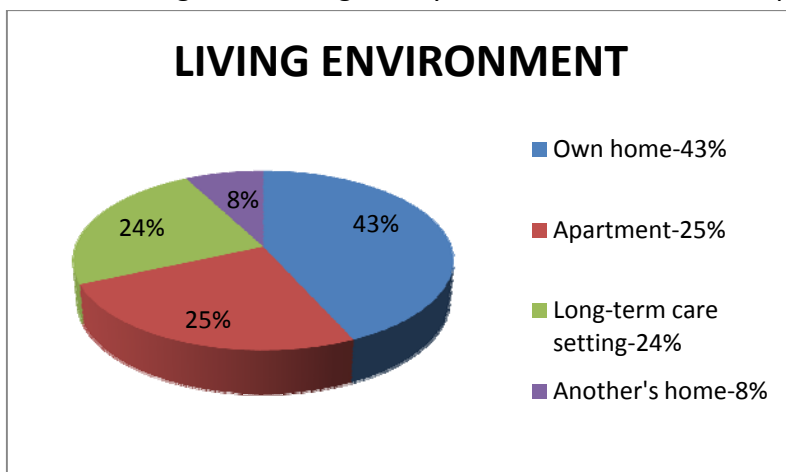
- **Gender:** 66% of respondents were female and 33% were male.



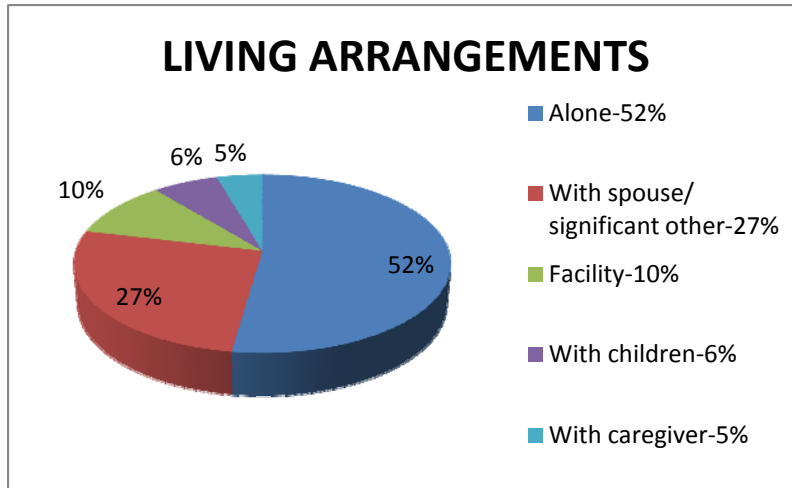
- **Age:** 43% were age 81-90; 29% were age 71-80; 18% were age 60-70; and 10% were 90 or older.



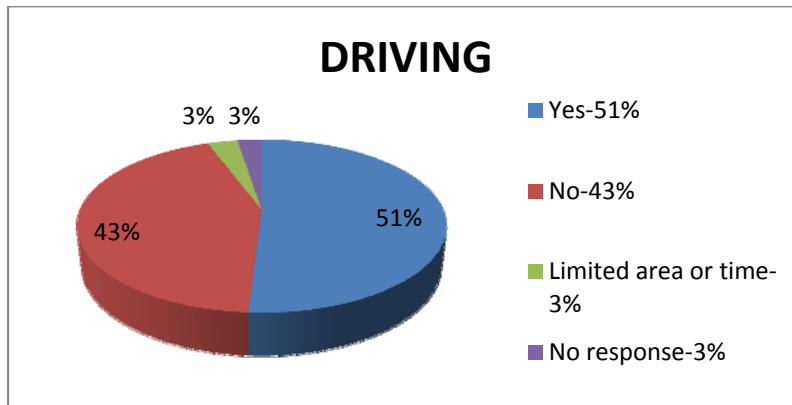
- **Residence:** 43% lived in their own home; 25% lived in an apartment; 24% lived in assisted living or a nursing facility; and 8% lived in another person's home.



- **Living arrangements:** A little over half of the respondents answered that they lived alone (52%); a total of 38% resided with someone else and 10% responded that they lived in a facility. This is interesting as in the previous question 24% responded that they lived in a long-term care setting. See comment under section VI, lessons learned.

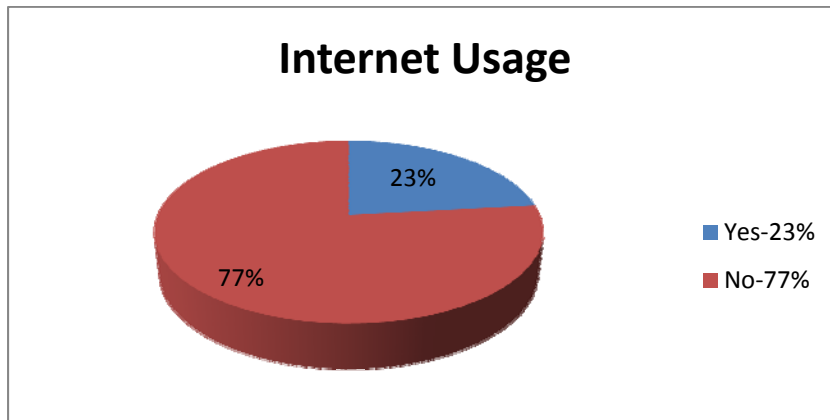


- **Language:** The majority of respondents spoke English—93%; Non-English speakers comprised 5% and those with limited English abilities—2%. Other primary language mentioned on the survey included German, French and Vietnamese.
- **Ability to drive:** 51% were able to drive; 43% were not able to drive; 3% could drive a limited area or time; and 3% did not answer the question.

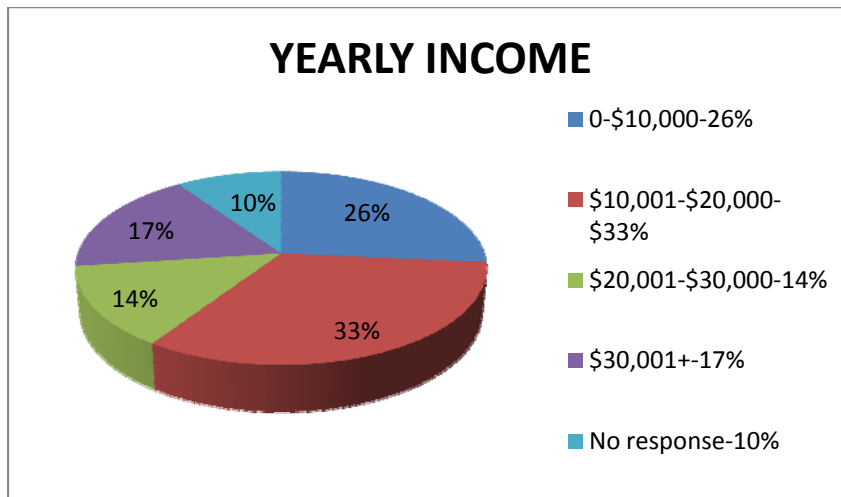


- **Race/ethnicity:** The majority of respondents were Caucasian (76%); African-American (12%); Asian (10%); Native American (3%); and other such as Hispanic, German, and French (2%)

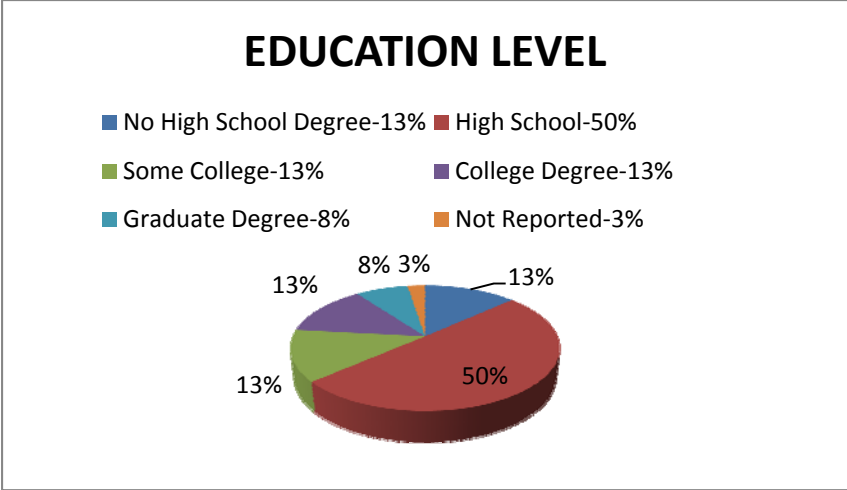
- **Geography:** 39% lived in a town or other city (defined as under 20,000 people); 32% lived in a large city (defined as 50,000 or more people); 25% lived in a small city (defined as 20,000 to 50,000 people) and 4% lived on a farm.
- **Internet use:** The overwhelming majority of respondents did not utilize the internet (77%). For those who did use the internet, access is from the home, library, work, and the senior center.



- **Income levels:** 59% of respondents had income of \$20,000 or less. 14% had income from \$20,001 to \$30,000; 17% had income of \$30,001+; and 10% stated that they did not know their income or did not supply this information on the survey.

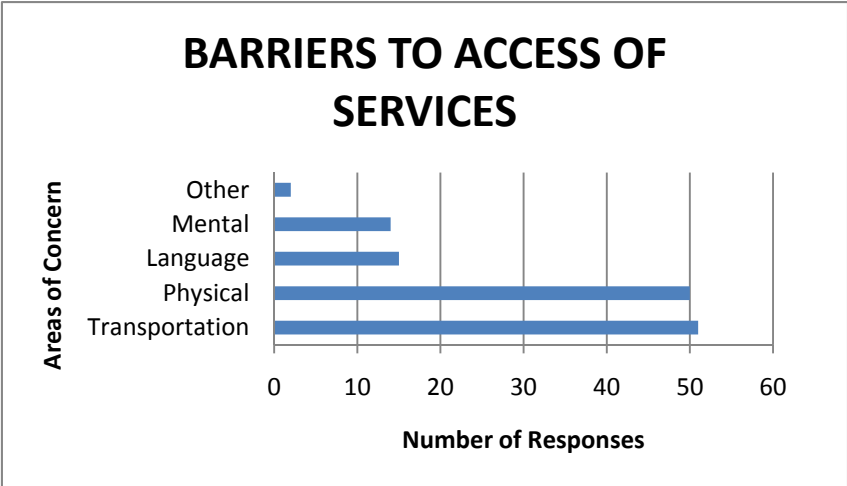


- **Education level:** 50% of the respondents had a high school degree; 13% had not received a high school diploma; 13% had some college; 13% had received a college degree; 8% received a graduate level degree; and 3% did not report.



B. Accessing Services

- 83% of respondents had difficulty in accessing services to provide for their needs. In particular, the barriers mentioned were: lack of transportation, physical disabilities such as limited mobility, sight or hearing impairments; language, mental health, and general health issues. A little over half of the 83%, identified that they had one or more barriers.

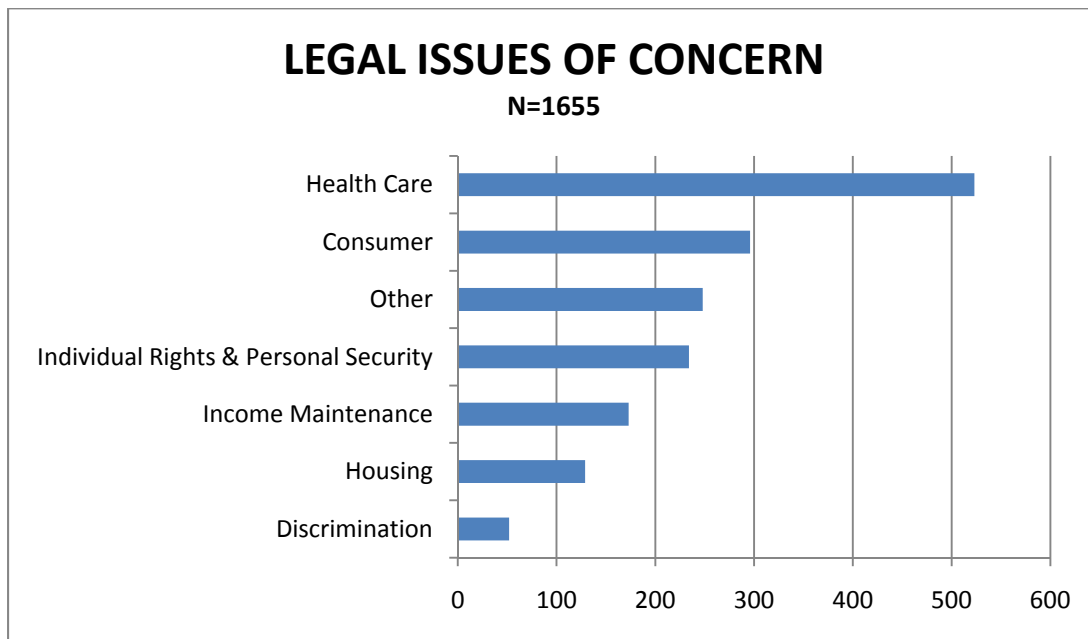


- Caregiving: Of the older adult respondents, 19% identified themselves as a caregiver. (The individuals who completed the survey as a caregiver were removed from this tabulation.) Of all caregivers, 9% had problems accessing services due to not being able to leave the person they care for alone.

C. Legal Needs

Participants were given a listing of issues and asked to identify if the issue mentioned had happened to them or their spouse in the past ten years. The issues were broken down by the following categories: consumer, discrimination, health care, housing, income maintenance, individual rights/personal security and other.

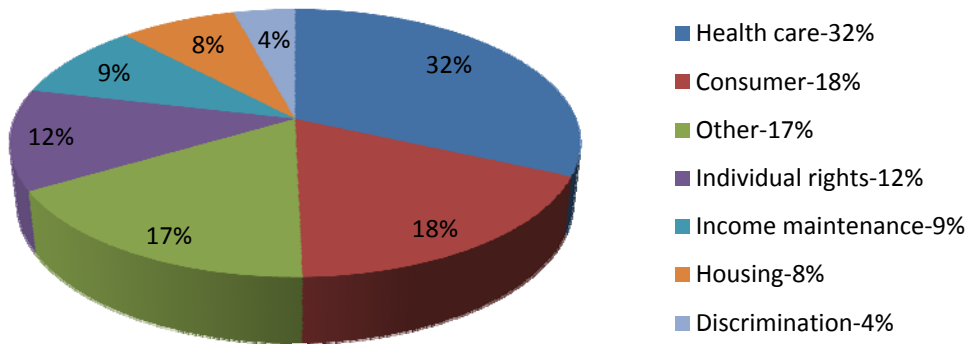
Older Iowans and their caregivers (32%) were most concerned about health care related legal issues. This includes such topics as Medicare, Medicaid, and prescription drug coverage. Consumer issues such as telemarketing, credit and non-credit card debt, and door to door sales were the next highest area of concern. (18%) The third category of concern was other. This includes such topics as estate planning, personal injury, insurance and taxes. (15%) The remaining categories are: Individual rights & personal security (14%); Income maintenance (10%); Housing (8%) and Discrimination (3%) Below is a chart that reflects the overall responses.



The survey results show that the legal concerns of the focus groups, the in-home group, the caregiver's and the service providers responses were similar, but not exactly the same.

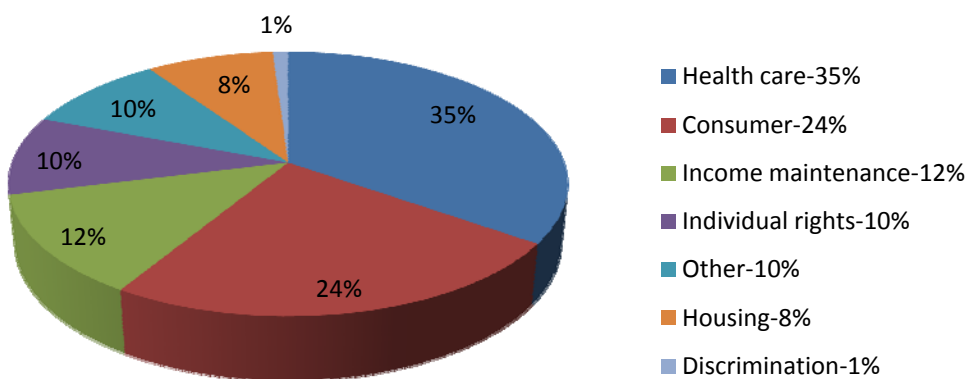
The older adult focus group participants prioritized the legal issues of concern as: 1. health care, 2. consumer, 3. other, 4. individual rights & personal security, 5. income maintenance, 6. housing, and 7. discrimination.

Focus Groups Older Adults Legal Concerns



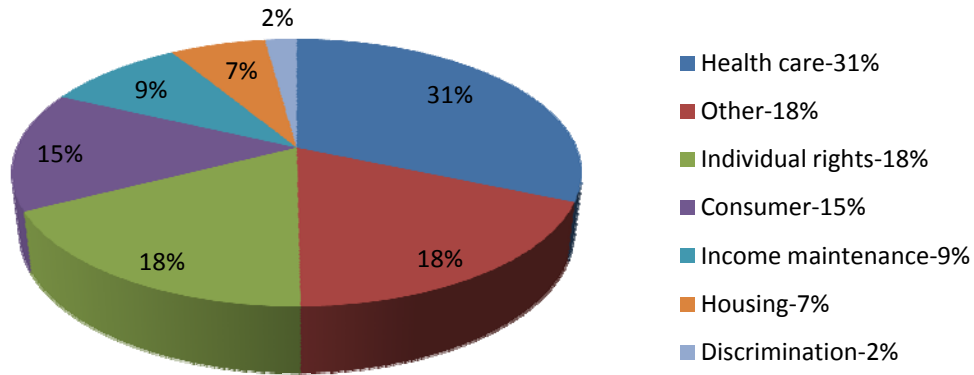
The in-home participants prioritized the legal issues of concern as: 1. health care, 2. consumer, 3. income maintenance, 4. individual rights & personal security, 5. other, 6. housing, and 7. discrimination.

In-Home Older Adults Legal Concerns



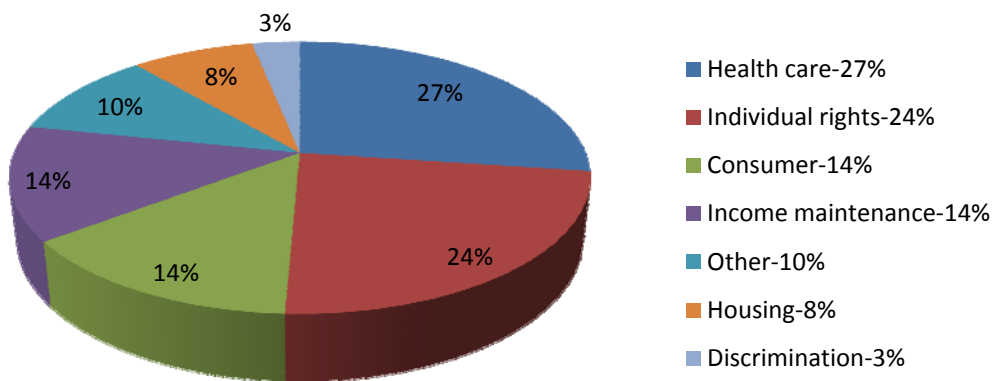
The caregiver participants prioritized the legal issues of concern as: 1. health care, 2. other, 3. individual rights & personal security, 4. consumer, 5. income maintenance, 6. housing, and 7. discrimination.

Caregivers Legal Concerns for Older Adults



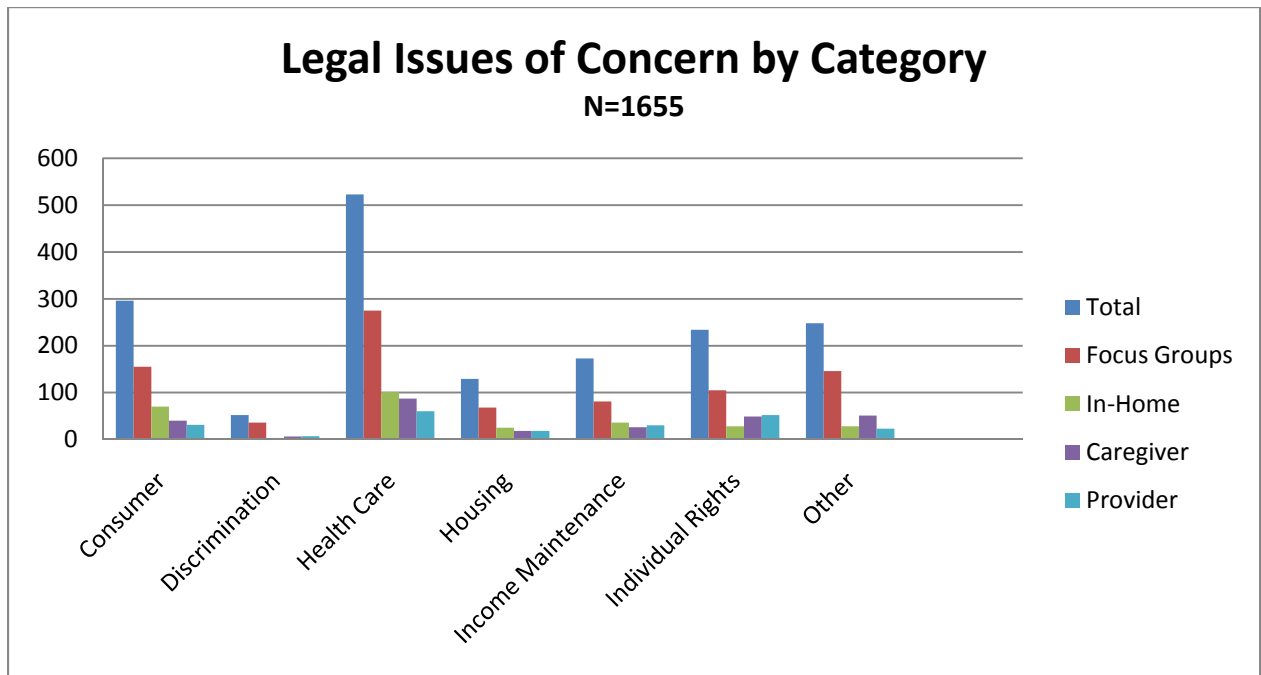
The service provider participants prioritized the legal issues of concern as: 1. health care, 2. individual rights & personal security, 3. consumer, 4. income maintenance, 5. other, 6. housing, and 7. discrimination.

Service Providers Legal Concerns for Older Adults



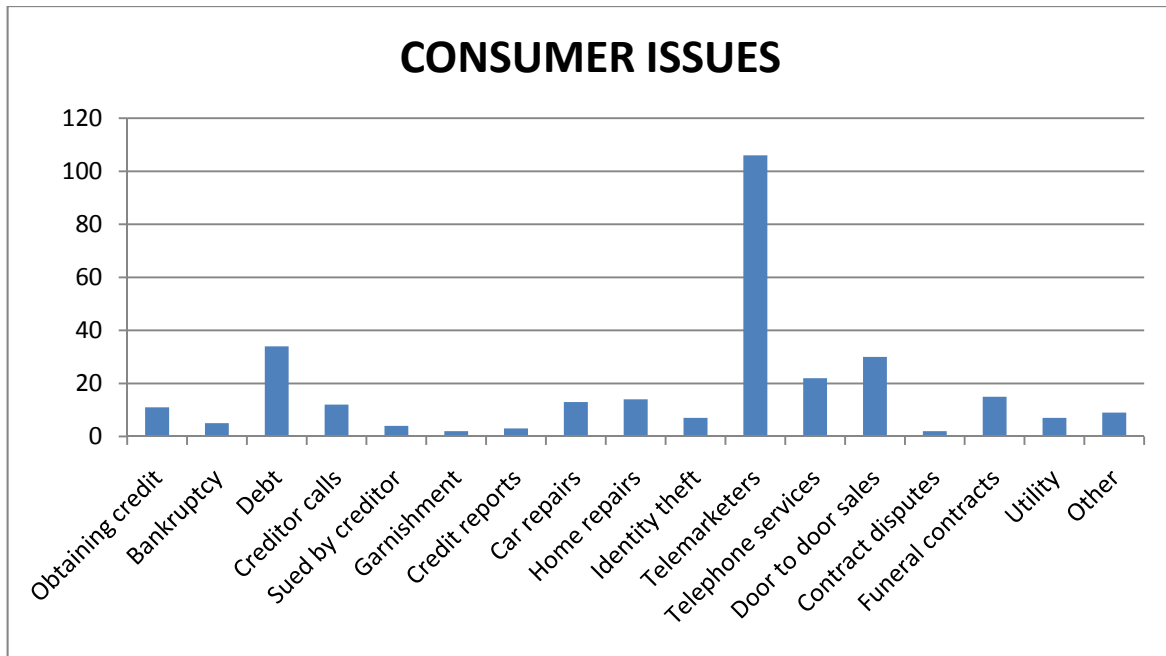
The common factors:

1. All participants identified health care as the top legal issue of concern.
2. All participants identified discrimination as the legal issue they are least concerned about.
3. All participants identified housing as the next to last issue they are least concerned about.
4. The older adults at focus groups and the in-home group identified consumer issues as the second legal issue of concern behind health care.



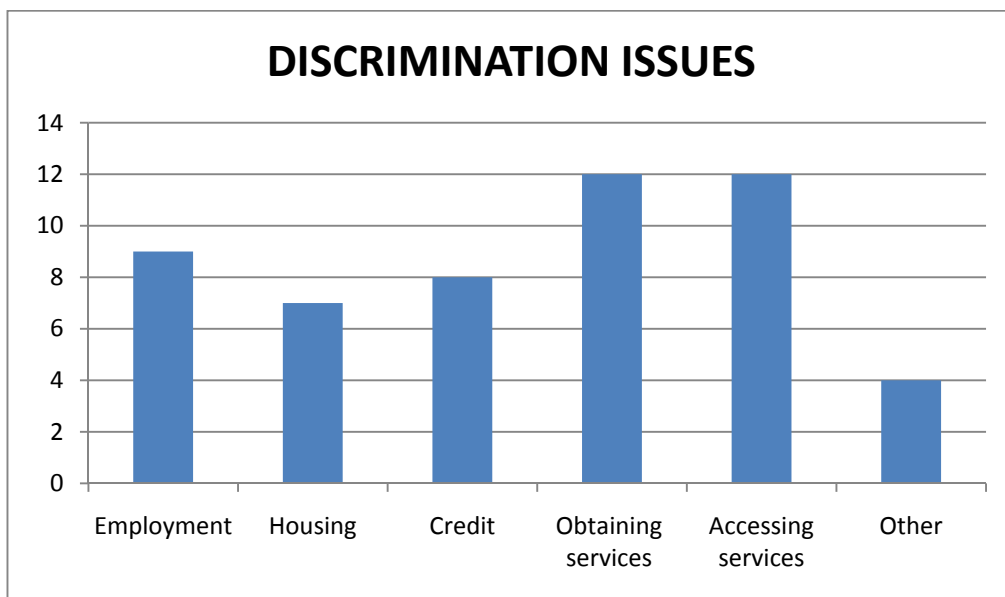
The following charts highlight the issues outlined in the survey by subject matter. These charts reflect the issues participants were concerned with in each overall category.

Consumer Concerns



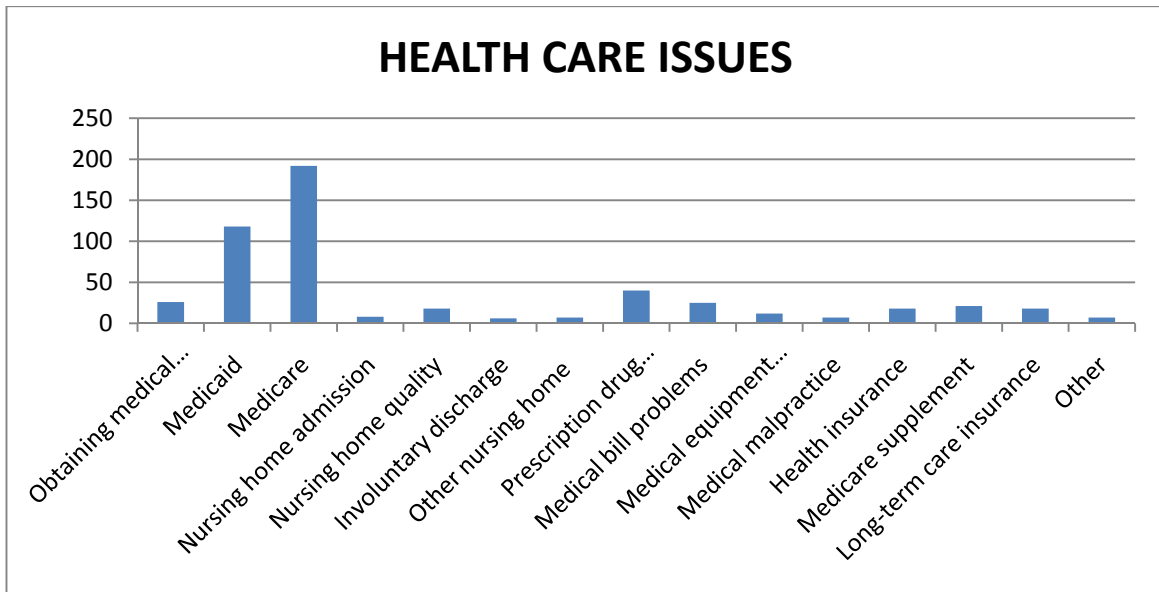
The top three legal issues of concern from all groups were: sales calls from telemarketers, paying credit card and non-credit card debts, and door to door sales.

Discrimination Concerns



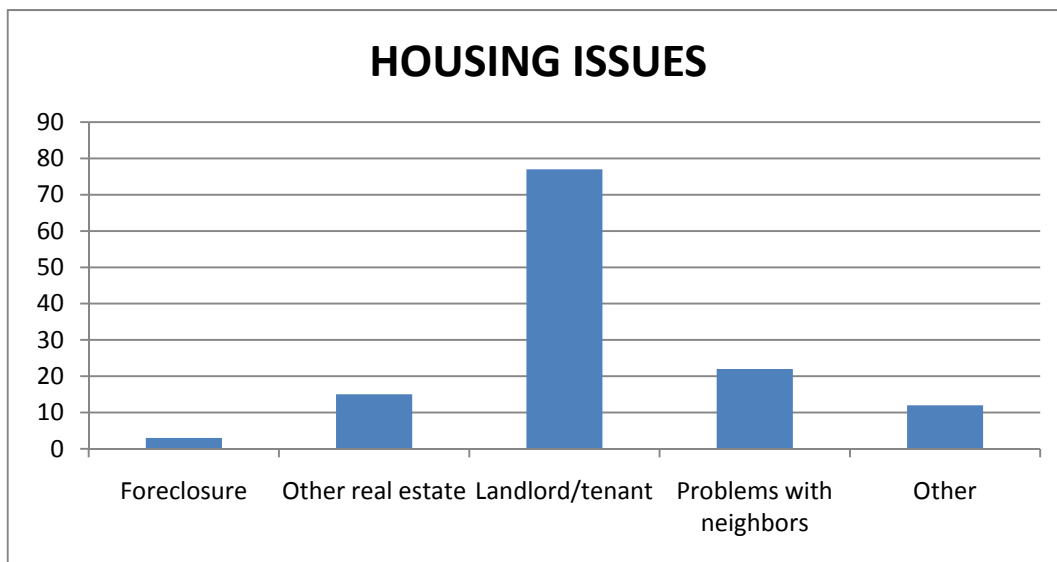
The top three legal issues of concern from all groups were: obtaining services or goods from businesses or government agencies, accessing services due to limited English, and employment.

Health Care Concerns



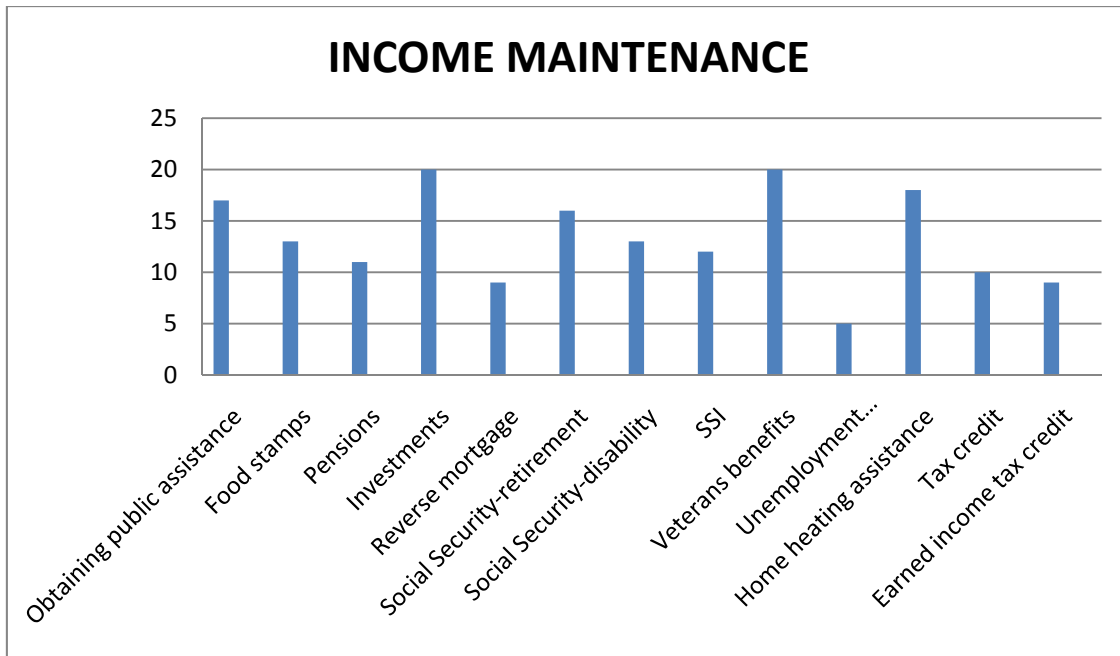
Within the Medicaid category, the top three legal issues of concern from all groups were: eligibility for payment of Medicare Premiums, eligibility for medical bills payment, and eligibility for in-home services. Within the Medicare category, the top three legal issues of concern were: finding an appropriate prescription drug plan, eligibility for Part D prescription drug benefits, and eligibility for Part B benefits.

Housing Concerns



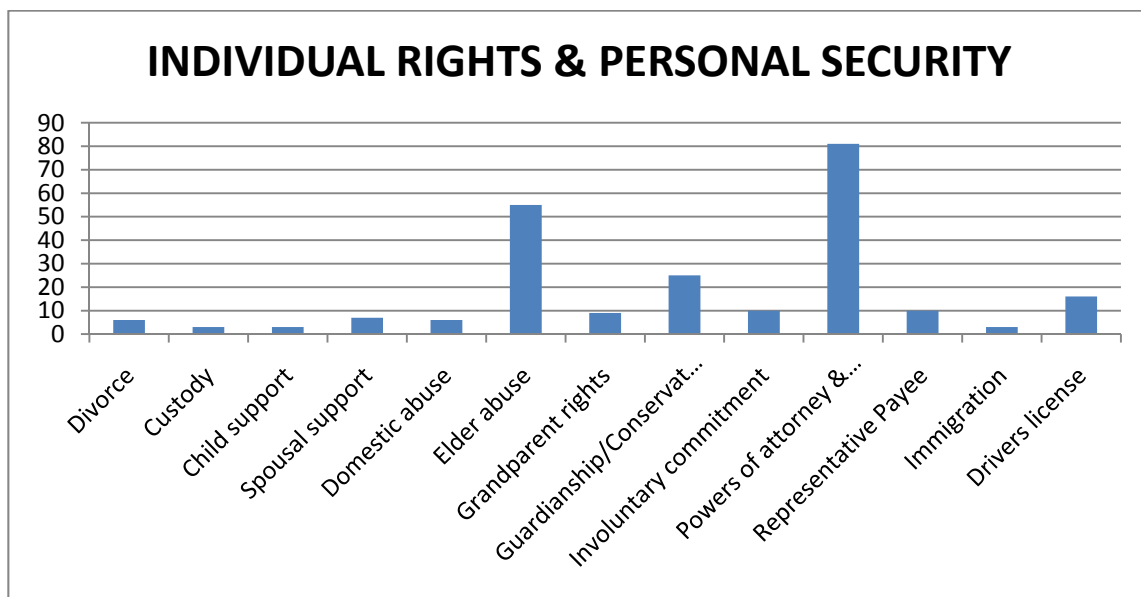
Within the category of landlord/tenant, the top three legal issues of concern from all groups were: repairs, increases in rent, and lease terms.

Income Maintenance Concerns



The top three legal issues of concern from all groups were: veteran's benefits, investments/savings, and home heating assistance.

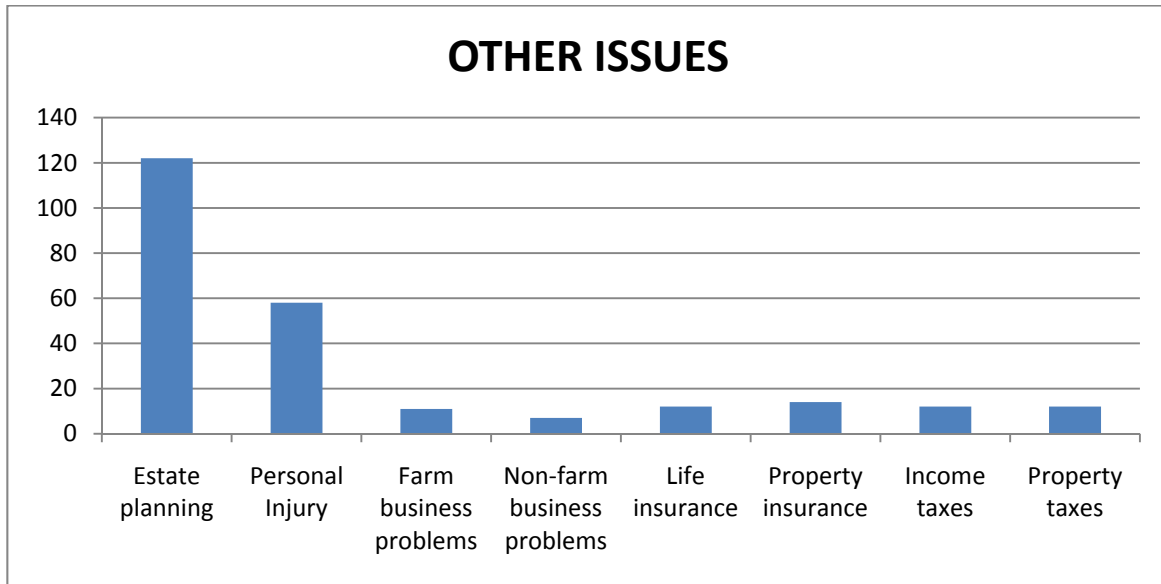
Individual Rights & Personal Security Concerns



The top three legal issues of concern from all groups were: powers of attorney (health care & financial) and living wills, elder abuse, neglect and financial exploitation, and guardianship/conservatorship.

Within the elder abuse, neglect and financial exploitation category, the top three issues of concern from all groups were: taking of money or property, emotional abuse, and not having personal care needs met.

Other Legal Concerns



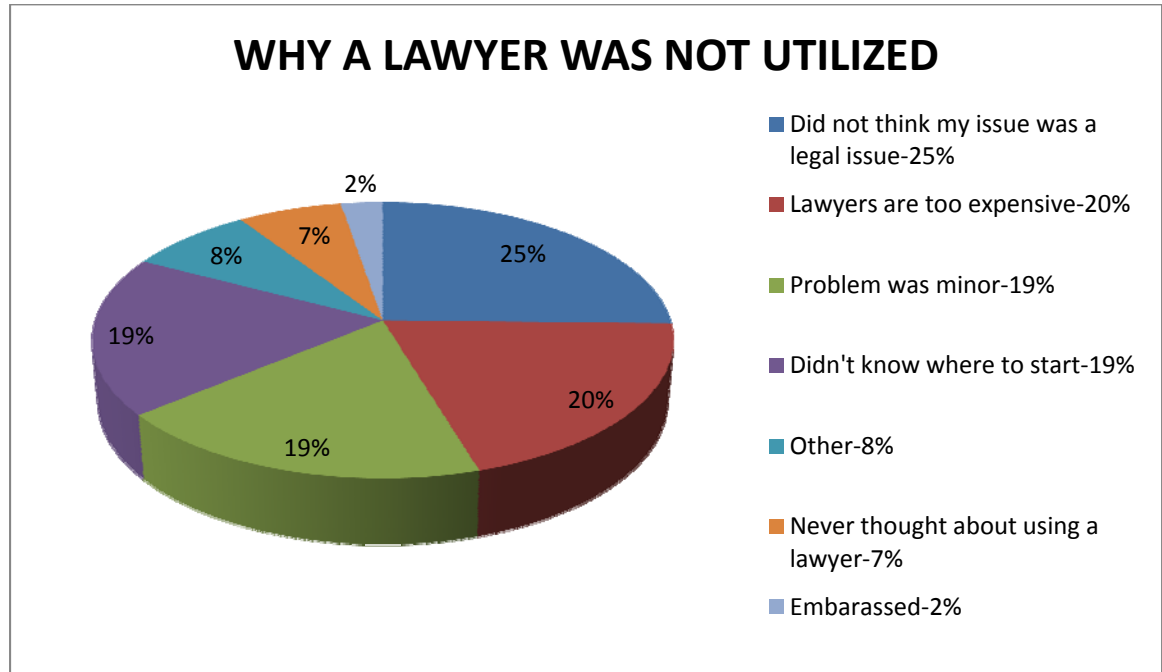
Within the category of estate planning, the top three legal issues of concern from all groups were: wills, planning for long-term care expenses, and planning to avoid probate.

Within the category of personal injury, the top legal issue of concern from all groups was: falls. See comment under section VI, lessons learned.

D. Awareness of Programs and Interaction with Lawyers

- One half of respondents had used the services of a lawyer in the past ten years for issues relating to: wills, estates, trusts, taxes, divorce, to adopt grandchildren, Medicaid, Miller trust, financial exploitation, powers of attorney, sale of farm, conservatorship, review rental agreement, to buy or sell a home, and bankruptcy.
- 7% of respondents reported that they had sought, but did not receive assistance from a lawyer. The reasons: didn't qualify for free legal help, the lawyer declined to take the case, and could not afford the lawyer's fees.

- If a problem existed, most participants stated they did not seek help from a lawyer because: they did not think the concern was a legal issue, lawyers are too expensive, the problem was minor, and they did not know where to start.



- To obtain legal information on an issue, 48% of respondents would contact an attorney, 44% would call the local Area Agency on Aging, and 26% would call Iowa Legal Aid. (This totals more than 100% as respondents could choose more than one category.)
- If an attorney was needed, most would obtain a referral from family or then the Area Agency on Aging or call a lawyer known to them. If no referral or lawyer is known, most would start with Iowa Legal Aid or the Legal Hotline for Older Iowans.
- The three organizations participants were most aware of: the Area Agency on Agency (52%), Iowa Legal Aid (38%), and the Iowa Department on Aging (35%). (This totals more than 100% as respondents could choose more than one category.)
- The best method for reaching older Iowans or their caregivers was through the Area Agencies on Aging, the Iowa Department on Aging, and the local senior center.
- In response to how important is it to have low-cost or no-cost legal assistance services, 64% stated that it was very important, 23% stated it was important, 11% did not reply, and 2% stated that it was not important.

VI. Lessons learned

The concept of local focus groups to reach out to older adults in the target population worked well. The focus groups allowed the surveyors to interact directly with older adults and their caregivers and to be available to provide information on the legal and program resources available to meet identified needs.

As a point of clarification, if the focus groups were to be repeated in future years, a few things might be refined. For example, on the Issues of Concern portion of the survey, the topic of “falls” under personal injury might be further defined or removed. It appeared that this was confusing to participants. The falls category was intended to explain personal injury, but many participants thought it meant—do they have problems with falls. Another concern was raised as to limiting the issue to a spouse. On the Issues of Concern portion of the survey, it asked whether the identified problem happened to you or your spouse. In future surveys, consideration should be given to including significant other, in addition to a spouse. This language was added on the demographics portion of the survey but was not translated to the Issues of Concern portion of the survey. On the Demographic portion of the survey, a possible revision would be to add clarity of what was meant by living arrangements. What the surveyors discovered is that many of the participants who resided in assisted living or a nursing facility indicated that they lived in their own home or apartment rather than in a long-term care setting. While the facility is the person’s home, the original intent was to have individuals residing in a long-term care setting to respond that they lived in a facility.

In conclusion, there were several tips or practical pointers that came out of this process. Those practical pointers are:

- Locate a facilitator in each area to assist with scheduling and to be a resource. This individual will also play an important role in bringing participants to the table.
- Ensure confidentiality to participants and site locations. Some locations were concerned that we were asking residents or tenants about problems existing in that facility, rather than the general legal needs of older lowans. Inform such facilities that this is not the case.
- Since names are not given, identify surveys in such a manner that you can tell which focus group it came from for tabulation purposes.
- When working with a non-English or limited-English speaking group, ensure that an interpreter is available on the day of the focus group. It is helpful to share the survey tool with the interpreter before the focus group for his/her review as some English words do not translate well and this gives the interpreter some time to discuss the meaning with surveyors.

- Express to participants that their ideas and answers are a valuable part of the process and will assist in designing a statewide system to better meet their needs.
- Spread the word about the focus group through local facility or centers newsletters.
- Take pencils to each focus group.
- Bring refreshments—food and drink.
- Take brochures or other information on programs or issues raised in the survey tool that the participants may want more information on.
- Avoid dinner time and come on senior center pie day, but if you arrive too early or too late, there will be very few participants.

VII. Appendix

Appendix One	Checklist: How to implement the Iowa survey focus group model
Appendix Two	Focus group letter of invitation
Appendix Three	Focus group flyer announcement
Appendix Four	Thank you letter sent to the local focus group facilitator
Appendix Five	Survey demographic cover form used with older adults (Part I)
Appendix Six	Survey demographic cover form used with caregivers/providers (Part I)
Appendix Seven	Legal needs assessment survey—Issues of Concern (Part II)
Appendix Eight	Awareness questions (Part III)

Iowa’s Legal Integration Program—AoA Model Approaches Grant

Legal Needs Focus Groups Work Plan

Key Task	Lead Person	Timeframe
1. Create a work group from the statewide planning group to focus on legal needs issues.		
2. Collect data that is currently available through other agencies or aging network statistics to determine if the legal needs have already been identified.		
3. Review any data available to see if it meets the need.		
4. If the data does not exist or does not meet the need, convene the work group to discuss what information should be collected relating to the legal needs of older adults. What is the survey goal(s)?		
5. Obtain copies of other states legal needs survey tools to use as a model.		
6. Review other states survey tools with the work group to determine if any changes or additions are needed to meet goal(s).		
7. Discuss with the work group how best to reach the target population. a. Rural b. Low-income minority c. Greatest economic need d. Greatest social need e. Non-English speaking f. Isolated or otherwise vulnerable		
8. Involve The Center for Social Gerontology (TCSG) to assist in this process		

<p>9. Draft a survey tool that will meet your goal(s).</p>		
<p>10. Consider utilizing separate sections</p> <ul style="list-style-type: none"> a. Do you want to collect demographic information? If so, what data would be useful to meet your goal(s)? (Part I) b. What legal substantive issues should be asked about in the survey? Will further explanation be needed for the participant to understand what the legal terms mean? If so, consider developing a definition sheet. (Part II) c. Do you want to collect information on the knowledge base of participants related to the available aging network or legal services resources? (Part III) d. Do you want to see what barriers exist to accessing services? e. Do you want a separate demographics sheet for caregivers or providers that attend to distinguish these answers from the answers of older adults? 		
<p>11. Once a draft survey tool is developed, share with the work group and state planning committee for feedback. Incorporate relevant feedback.</p>		
<p>12. Consider making each part of the survey a different color. For instance, in Iowa, part one was yellow, part two was cream and part three was green. This way the surveyors can reference each piece of the survey tool by color.</p>		
<p>13. Test the “draft” survey tool on a sample focus group. Idea: work with a local senior center to bring individuals together that would comprise the target population.</p>		
<p>14. Set a date for your test focus group and</p>		

invite participants. Keep the test group to ten (10) persons or less.		
15. Draft standard talking points for the surveyors to state at each focus group. This allows for consistency across the groups. For example, share with the participants that all information is confidential.		
16. Determine what materials should be taken to the test focus group: <ul style="list-style-type: none"> a. Survey tool—all parts b. Pencils c. Brochures on the Title III-B legal assistance program, the aging network, and fact sheets on various substantive issues if questions arise d. Folder labeled for the site to place all completed surveys e. Refreshments 		
17. Administer the survey		
18. After completion, invite feedback from this test focus group.		
19. Review changes suggested and implement as appropriate.		
20. Once the model has been tested and suggestions incorporated, begin to set up focus groups around the state to reach the target population.		
21. Ideas for locations of focus groups: <ul style="list-style-type: none"> a. Nursing facilities b. Assisted living facilities c. Senior centers d. Alzheimer’s support programs e. Area Agencies on Aging f. Low-income housing complex g. Legal service or church programs that are geared toward low-income or 		

<p>minority residents</p> <p>h. Utilize case managers to assist in the collection of survey data from their homebound or isolated clients</p>		
<p>22. Determine the minimum number of focus groups to host as well as the maximum number of participants that can attend a single focus group. The purpose of the focus group is to limit the number of participants for more individualized attention. For example, Iowa decided to limit the group size to no more than 30.</p>		
<p>23. Arrange for an interpreter, if the focus group will target non-English or limited English speaking participants. Share the survey tool with the interpreter prior to the focus group.</p>		
<p>24. Discuss how to handle the completion of surveys by caregivers or service providers that might attend. Should these be kept separate and distinct from the older adult surveys? For easy identification and separation, make the caregiver demographics section a different color than the older adult participants.</p>		
<p>25. Consider sending some surveys to Legal Aid clients or other aging network contacts if a goal would be to see if the focus groups with one-on-one assistance answer the questions differently than individuals who are just sent a survey.</p>		
<p>26. Utilize the state planning group partners to locate sites and local facilitators across the state that would assist to set up a focus group.</p>		
<p>27. Compile a listing of all local facilitators with contact information and site location.</p>		

<p>28. Send a cover letter to all local facilitators to share the expectation of the day and to set out roles. Ensure the local facilitator that others will actually conduct the focus group. The local facilitator will assist in finding a location and inviting participants.</p>		
<p>29. Develop a flyer that announces the focus group event with date, time and location. Ask the facilitator to share this with potential participants and to post in a prominent place to help draw participants to the event. Facilitators may also attempt to provide local media coverage to draw participants. Utilizing a press release concept will depend on the size of location and the maximum amount of participants needed.</p>		
<p>30. Determine the structure for the focus group. Develop an informal agenda.</p> <ol style="list-style-type: none"> a. Introduction by surveyors stating purpose and other housekeeping items. b. Distribute survey and pencils c. Be aware of the appearance of confusion, questions or individuals who do not seem engaged. It may be that the individual cannot read due to impaired vision or is not able to read. Offer to assist in reading or completing the survey per their instruction. Some of the participants may not be able to grip a pencil to write or cannot read the question, but can understand the question sufficiently to respond. Have someone available to assist these individuals. Work with the local facilitator in advance to see if they are aware of individuals who will need help. 		

<p>In some cases, additional staff or state planning group partners may be needed to assist.</p> <p>d. Collect surveys—review to make sure that the majority of sections are completed and that the parts that are front to back are completed.</p> <p>e. At this point, the Iowa focus group surveyors held a question and answer period to respond to legal assistance questions from participants. This made the focus group more of a give and take event.</p> <p>f. Wrap up and extend thanks.</p>		
<p>31. Conduct the focus group(s)—arrive early to set up and to greet participants as they arrive.</p>		
<p>32. The focus group surveyors should give a general overview of the purpose, goal and other relevant information. Pass out surveys.</p>		
<p>33. Allow participants time to complete the survey and be available to answer questions. The focus group surveyors may also need to be available to assist participants in reading and in actual completion of the survey. See 30(c).</p>		
<p>34. Review focus group results and utilize to ensure that the legal assistance program can address these legal needs and concerns through legal services and outreach.</p>		
<p>35. Send thank you notes to the local facilitators.</p>		
<p>36. Report findings and utilize in legal assistance program development.</p>		
<p>37. Share findings with facilitators & partners.</p>		

Appendix Two—Focus Group Letter

MEMO

October 10, 2008

TO:

FROM: Deanna Clingan-Fischer

RE Legal Needs Focus Group

Thank you so much for your assistance in making the legal needs focus group a reality. The legal needs focus group will be conducted by the Iowa Department of Elder Affairs and the Iowa Legal Hotline for Older Iowans. The focus group will be facilitated by Deanna Clingan-Fischer, Legal Services Developer with the Iowa Department of Elder Affairs and Scott Hartsook, Managing Attorney with the Iowa Legal Hotline for Older Iowans.

The goal of the legal needs focus groups is to gauge the needs, including unmet needs of older Iowans and their caregivers, for legal assistance. We will accomplish this by working with participants to complete a survey which will guide our decision making process for creating an integrated legal assistance network. The goal is not to determine if a facility, senior center or organization is violating any law or rights. It is simply to try and understand what legal concerns older Iowans or their caregivers may have had and to get a better idea of what current or future legal issues might arise or be of concern.

All responses from the survey will be anonymous and confidential. The survey should only take a total of 20-30 minutes for completion. The facilitators will be available on site to answer questions and give further clarification, if needed. The data received from participants will be developed into a “Finding of the Need” and distributed to policy makers and the Administration on Aging, an agency within the U.S. Department of Health and Human Services. This is an opportunity for Iowa to serve as a leader in bringing these issues to the forefront as the data and processes we utilize and recommend will be used as a model for other states.

Your focus group will occur:

November 25, 2008

10:30 a.m.

Location

Address

City

Again, thank you so much for spreading the word and for bringing participants to the table. If you have any questions, please contact me at 515-725-3319 or Deanna.clingan@iowa.gov.

YOUR OPINION MATTERS

**Consumer, Discrimination, Medicaid, Medicare, Housing, Pensions,
Social Security, Individual Rights, Estate Planning
are all issues that impact many older Iowans and their caregivers**

Help design a system to meet the legal needs of older Iowans

**Please attend a focus group in your area so that your voice
can be heard. The focus group for this area will occur:**

NOVEMBER 25, 2008

Time---10:30 a.m.

LOCATION

ADDRESS

CITY

The entire process should not take more than 30 minutes.

**Sponsored by the Iowa Department of Elder Affairs and the Legal
Hotline for Older Iowans through a grant from the
Administration on Aging**

Appendix Four—Sample Thank you Letter

November 20, 2008

Name
Address
Address

RE: Assistance with Focus Groups

Dear,

Thank you so much for your assistance in arranging the legal needs assessment focus groups in your area. I would not have been able to accomplish this effort without your support. I enjoyed meeting you and the focus group members.

The focus groups have been very enlightening and beneficial for seeking advice from older lowans and their caregivers. In addition to receiving the completed surveys from participants, it has been very beneficial to meet and talk with individuals across the state about programs, options and legal resources available. Once I have the survey information compiled in a summary, I would be happy to share the results with you.

Again, thank you so much. I appreciate your work in spreading the word about the focus group and your participation in the process.

Sincerely,

Deanna Clingan-Fischer, JD
Legal Services Developer

9. Internet use? **Yes** **No**

where accessed: _____

10. Income: (include all household income)

____ \$0 to \$10,000

____ \$10,001 to \$20,000

____ \$20,001 to \$30,000

____ \$30,001 and up Income:

11. Education level: _____

12. Do you have difficulty accessing services due to

a. physical disabilities such as limited mobility,
blindness, deafness? **Yes** **No**

b. mental disabilities? **Yes** **No**

c. language barriers? **Yes** **No**

d. transportation barriers? **Yes** **No**

e. other? (please specify)

13. Are you a caregiver? **Yes** **No**

• If yes, for whom do you provide care? (e.g.: spouse,
adult child, grandchild) _____

- If yes, do you have trouble accessing services because
- you cannot leave the person you are caring for alone?

Yes **No**

Appendix Six—Cover sheet for Caregivers and/or Providers

**LEGAL NEEDS ASSESSMENT SURVEY TOOL FOR THE
IOWA DEPARTMENT OF ELDER AFFAIRS AND
IOWA LEGAL AID'S LEGAL HOTLINE FOR OLDER IOWANS**

LOCATION: _____

DATE: _____

SURVEYOR: _____

COUNTY of RESIDENCE: _____

If you are a caregiver, please fill out for the person for whom you are providing care. If you are completing for someone else, what is your relationship to that person? (e.g.: spouse, adult child, grandchild) _____

1. Gender: mal e femal e
2. Geography: Large Ci ty (50,000+) other ci ty or town
 small ci ty (20,000 to 50,000) farm
3. Age: 60-70 71-80 81-90 91+
4. Language: Engl i sh speaki ng Li mi ted Engl i sh
 Non-Engl i sh speaki ng
 Pri mary language: _____
5. Race/ethni ci ty: Ci rcl e al l that appl y
 Caucasi an Afri can-Ameri can/Bl ack
 Asi an Hi spani c
 Nati ve Ameri can Bosni an
 Sudanese Other: _____
6. Resi dence: own house another' s home
 apart ment assi sted li vi ng
 nursi ng faci li ty
 other, expl ai n _____
7. Li ve: al one wi th spouse/si gni fi cant other
 wi th caregi ver wi th chi l dren
 i n a faci li ty other: _____

8. Able to drive? Yes Limited area and/or time No

9. Internet use? Yes No
where accessed: _____

10. Income: (include all household income)

____ \$0 to \$10,000

____ \$10,001 to \$20,000

____ \$20,001 to \$30,000

____ \$30,001 and up

11. Education level: _____

12. Do you have difficulty accessing services due to

a. physical disabilities such as limited mobility,
blindness, deafness? Yes No

b. mental disabilities? Yes No

c. language barriers? Yes No

d. transportation barriers? Yes No

e. other? (please specify)

Complete for yourself:

Do you have trouble accessing services because you cannot leave the
person you are caring for alone? Yes No

II. ISSUES OF CONCERN

People are often faced with one or more of the following problems. Please review and circle Yes or No to indicate if the problem has happened to you or your spouse in the past 10 years.

Issue in the past
10 years?

CONSUMER

A. Obtaining credit	Yes	No
B. Filing Bankruptcy	Yes	No
C. Paying credit card debts	Yes	No
D. Paying non-credit card debts	Yes	No
E. Repeated calls or threats from creditors	Yes	No
F. Sued by a creditor	Yes	No
G. Garnishment of bank account or wages	Yes	No
H. Inaccurate credit reports	Yes	No
I. Faulty car repairs	Yes	No
J. Faulty home repairs	Yes	No
K. Identity theft	Yes	No
L. Sales calls from Telemarketers	Yes	No
M. Telephone services	Yes	No

II. ISSUES OF CONCERN

People are often faced with one or more of the following problems. Please review and circle Yes or No to indicate if the problem has happened to you or your spouse in the past 10 years.

Issue in the past
10 years?

CONSUMER continued:

- | | | |
|---------------------------------|-----|----|
| N. Door to door sales | Yes | No |
| O. Contract disputes | Yes | No |
| P. Funeral contract or services | Yes | No |
| Q. Utility shut-offs | Yes | No |
| R. Other consumer | Yes | No |

Specify: _____

II. ISSUES OF CONCERN

People are often faced with one or more of the following problems. Please review and circle Yes or No to indicate if the problem has happened to you or your spouse in the past 10 years.

Issue in the past
10 years?

DISCRIMINATION BECAUSE OF AGE, RACE, NATIONAL ORIGIN, SEX, SEXUAL ORIENTATION OR DISABILITY.

- | | | |
|--|-----|----|
| A. Employment | Yes | No |
| B. Housing | Yes | No |
| C. Credit | Yes | No |
| D. Obtaining services or goods from
businesses or government agencies | Yes | No |
| E. Accessing services due to
limited English | Yes | No |
| F. Other discrimination | Yes | No |

Specify: _____

II. ISSUES OF CONCERN

People are often faced with one or more of the following problems. Please review and circle Yes or No to indicate if the problem has happened to you or your spouse in the past 10 years.

	Issue in the past 10 years?	
HEALTH CARE	Yes	No
A. Obtaining free medical services for low-income people	Yes	No
B. Medicaid		
1. Eligibility for medical bills (doctor, hospital)	Yes	No
2. Eligibility for in-home services	Yes	No
3. Eligibility for nursing home care	Yes	No
4. Eligibility for Medically Needy benefits	Yes	No
5. Eligibility for payment of Medicare premiums	Yes	No
6. Need a Miller Trust for Medicaid	Yes	No
7. Estate recovery of benefits paid for spouse	Yes	No
C. Medicare		
1. Eligibility for Part A Benefits-hospital	Yes	No
2. Eligibility for Part B Benefits-doctors bills	Yes	No

II. ISSUES OF CONCERN

People are often faced with one or more of the following problems. Please review and circle Yes or No to indicate if the problem has happened to you or your spouse in the past 10 years.

	Issue in the past 10 years?	
	Yes	No
3. Eligibility for Medicare Advantage benefits	Yes	No
4. Eligibility for Part D Prescription drug benefits	Yes	No
5. Finding an appropriate prescription drug plan	Yes	No
6. Eligibility for durable medical equipment	Yes	No
D. Nursing home admission agreements	Yes	No
E. Quality of nursing home care	Yes	No
F. Involuntary discharge from a nursing home	Yes	No
G. Other nursing home problems	Yes	No
Specify: _____		
H. Prescription drug coverage	Yes	No

II. ISSUES OF CONCERN

People are often faced with one or more of the following problems. Please review and circle Yes or No to indicate if the problem has happened to you or your spouse in the past 10 years.

	Issue in the past 10 years?	
	Yes	No
I. Problems with medical bills	Yes	No
J. Problems with medical equipment	Yes	No
K. Medical malpractice	Yes	No
L. Health Insurance	Yes	No
M. Medicare Supplemental insurance	Yes	No
N. Nursing home/long-term care insurance	Yes	No
O. Other health issues	Yes	No

Specify: _____

II. ISSUES OF CONCERN

People are often faced with one or more of the following problems. Please review and circle Yes or No to indicate if the problem has happened to you or your spouse in the past 10 years.

	Issue in the past 10 years?	
HOUSING	Yes	No
A. Foreclosure of home mortgage	Yes	No
B. Other real estate issues	Yes	No
Specify: _____		
C. Landlord/tenant- applies to house, apartment, mobile home or assisted living		
a. Eviction from home	Yes	No
b. Getting deposits returned	Yes	No
c. Rent increases	Yes	No
d. Repairs	Yes	No
e. Lease terms	Yes	No
f. Other problems with landlord or tenant, specify: _____	Yes	No
D. Problems with neighbors	Yes	No
E. Other housing issues	Yes	No
Specify: _____		

II. ISSUES OF CONCERN

People are often faced with one or more of the following problems. Please review and circle Yes or No to indicate if the problem has happened to you or your spouse in the past 10 years.

	Issue in the past 10 years?	
	Yes	No
INCOME MAINTENANCE		
A. Obtaining public assistance to pay monthly bills	Yes	No
B. Food stamps	Yes	No
C. Pensions	Yes	No
D. Investments/savings	Yes	No
E. Reverse Mortgages	Yes	No
F. Social Security-retirement	Yes	No
G. Social Security-disability	Yes	No
H. Supplemental Security Income (SSI)	Yes	No
I. Veterans benefits	Yes	No
J. Unemployment Compensation	Yes	No
K. Home heating assistance	Yes	No
L. Elderly property tax credit or suspension	Yes	No
M. Earned income tax credit	Yes	No

II. ISSUES OF CONCERN

People are often faced with one or more of the following problems. Please review and circle Yes or No to indicate if the problem has happened to you or your spouse in the past 10 years.

Issue in the past
10 years?

INDIVIDUAL RIGHTS & PERSONAL SECURITY

A. Divorce	Yes	No
B. Custody	Yes	No
C. Child support	Yes	No
D. Spousal support	Yes	No
E. Domestic abuse	Yes	No
F. Elder abuse, neglect, and financial exploitation		
1. Physical	Yes	No
2. Sexual	Yes	No
3. Emotional	Yes	No
4. Taking of money	Yes	No
5. Taking of property	Yes	No
6. Coerced changes to documents such as wills, social security checks	Yes	No
7. Not having personal care needs met	Yes	No

II. ISSUES OF CONCERN

People are often faced with one or more of the following problems. Please review and circle Yes or No to indicate if the problem has happened to you or your spouse in the past 10 years.

	Issue in the past 10 years?	
	Yes	No
G. Grandparents rights	Yes	No
H. Guardianship/conservatorship		
1. Serving as a guardian or conservator	Yes	No
2. Obtaining guardianship or conservatorship over another	Yes	No
3. Defending against	Yes	No
4. Guardian or conservator not acting in best interests	Yes	No
I. Involuntary commitment	Yes	No
J. Living will	Yes	No
K. Power of attorney-healthcare	Yes	No
L. Power of attorney-financial	Yes	No
M. Representative Payee	Yes	No
N. Immigration	Yes	No
O. Keeping driver's license	Yes	No

II. ISSUES OF CONCERN

People are often faced with one or more of the following problems. Please review and circle Yes or No to indicate if the problem has happened to you or your spouse in the past 10 years.

Issue in the past
10 years?

OTHER ISSUES

A. Estate Planning

- | | | |
|---|-----|----|
| 1. Income tax problems | Yes | No |
| 2. Planning to avoid probate | Yes | No |
| 3. Planning for long-term care expenses | Yes | No |
| 4. Probate | Yes | No |
| 5. Property tax problems | Yes | No |
| 6. Wills | Yes | No |
| 7. Trusts | Yes | No |

B. Personal injury

- | | | |
|-------------------|-----|----|
| 1. Car accidents | Yes | No |
| 2. Falls | Yes | No |
| 3. Other injuries | Yes | No |

Specify: _____

II. ISSUES OF CONCERN

People are often faced with one or more of the following problems. Please review and circle Yes or No to indicate if the problem has happened to you or your spouse in the past 10 years.

	Issue in the past 10 years?	
	Yes	No
C. Farm business problems	Yes	No
D. Non-farm business problems	Yes	No
E. Life insurance	Yes	No
F. Property insurance	Yes	No
G. Income taxes	Yes	No
H. Property taxes	Yes	No

Are there other issues of concern to you or for other individuals 60 and older that were not mentioned? If so, what?

Have you had a problem in the past 10 years with any of the things discussed in this section, but did not seek help from a lawyer? Yes No

If you did not seek help, why not?

- Never thought about using a lawyer
- Did not think of my issue as a "legal issue"
- The problem was minor
- Didn't know where to start
- Embarrassed
- Lawyers are too expensive
- Other _____

Appendix Eight—Survey Part III

III. Awareness Questions—check all that apply

1. Have you used the services of a lawyer in the past 10 years?

Yes No

2. If yes, please describe the problem. _____

3. Have you had a problem in the past 10 years for which you sought help from a lawyer, but did not receive help?

Yes No

If yes, why didn't you receive help?

_____ Couldn't afford the lawyer's fees

_____ Couldn't find a lawyer to help with my problem

_____ Lawyer I found declined to take the case, specify:

_____ Didn't qualify for free legal help

_____ Other: (specify) _____

4. Check which of the following organizations or resources you have heard of that offer information and advice regarding legal questions and/or provide direct legal services to older Iowans.

_____ Area Agencies on Aging (specify) _____

_____ Department of Elder Affairs

_____ Legal Hotline for Older Iowans

_____ Iowa Legal Aid

_____ Drake Legal Clinic

_____ University of Iowa Legal Program

_____ Protection and Advocacy

_____ Iowa State Bar Association's lawyer referral service

_____ Volunteer Lawyers Project

_____ Legal Handbook for Older Iowans

_____ Long-term care Ombudsman Office

_____ Other: (Include region specific such as _____)

5. If you wanted legal information on an issue, what would you do?
Choose up to three.

_____ Do nothing and hope the problem goes away

_____ Research the issue on the internet

_____ Review the Legal Handbook for Older Iowans

_____ Contact an attorney

_____ Contact the Legal Hotline for Older Iowans

_____ Call your local Area Agency on Aging

_____ Call Iowa Legal Aid

_____ Other _____

6. If you needed a lawyer to represent you or prepare legal documents, what would you do? **Choose up to 3.**

- Obtain a referral to a lawyer from
 - family or friends
 - your church
 - the senior center
 - your area agency on aging
 - Iowa State Bar Association lawyer referral service
- Call a lawyer you know
- Look in the phone book for a lawyer
- Look on the internet for a lawyer
- Attempt to access a low or no-fee lawyer
- Call the Legal Hotline for Older Iowans
- Call Iowa Legal Aid
- Plan to represent yourself
- Other: _____

7. How important do you feel it is to have low-cost or no-cost legal assistance services available for persons 60 and older who couldn't otherwise afford legal help?

- Very important
- Important
- Not important

8. What is the best method to let you or your caregiver know of available legal services? **Choose up to 3.**

- Area Agency on Aging
- Brochures
- Churches/synagogues
- Department of Elder Affairs
- Internet
- Newspaper advertising
- Other agencies, if so what agencies?

- Senior centers
- Telephone book