



What is Northwest Justice Project?

The Northwest Justice Project (NJP) is Washington's publicly funded legal aid program. Each year NJP provides critical civil legal assistance and representation to thousands of low-income people in cases affecting basic human needs such as family safety and security, housing preservation, protection of income, access to health care, education and other basic needs. NJP is a member of the Washington State Alliance for Equal Justice.

What is CLEAR?

- ❖ CLEAR is a toll-free legal hotline.
- ❖ CLEAR is the starting point for those seeking free legal help with their civil legal needs.
- ❖ CLEAR serves low-income people across Washington State.
- ❖ CLEAR is not the starting point in King County. People with legal problems in King County should call 211.

What Kinds of Problems Can CLEAR Address?

CLEAR can help you with many areas of the law, including:

- ❖ Housing;
- ❖ Family Law;
- ❖ Consumer Complaints;
- ❖ Public Benefits (welfare, SSI, etc.);
- ❖ Administrative Disqualification from Employment;
- ❖ Driver's License Suspensions for Unpaid Fines.

CLEAR cannot help you with criminal matters.

CLEAR does not cover certain types of civil law, including personal injury and medical malpractice.

What Can I Expect When I Call CLEAR?

- ❖ Be patient. CLEAR has a high volume of callers. You might not be able to get through at first. If this occurs, please try the call again in a little while. Once your call is in line to speak to someone, wait times can be 30 minutes or more on busy days.
- ❖ You will first speak with a call screener, who will ask for financial and other information to determine whether you

are eligible for our services. The screener will also determine whether your legal problem is one that we currently handle.

- ❖ If you are over 60, services will not be denied due to your financial situation (with limited exceptions).
- ❖ We will ask you for information about the person, business or agency with whom you are having a problem. This helps us avoid conflicts of interest.
- ❖ If you qualify, your call will be routed to an attorney or paralegal. Please have any paperwork related to your problem with you when you call. It will also help if you have important information such as the names, addresses, and telephone numbers of people involved with the problem.
- ❖ Based on the information you give us, you may be given advice that may help you to solve your problem on your own. In some cases, we may try to solve your problem through negotiation.
- ❖ If your problem is more complicated and you need an attorney to represent you, we will try to refer you to a legal services provider in your community. We cannot guarantee that the program you are referred to will be able to represent you. We also have an extensive library of informational materials to help you understand your legal rights and to advocate on your own behalf. You can find these at washingtonlawhelp.org.

Who Should Contact CLEAR?

- ❖ You have a civil (non-criminal) legal problem; and
- ❖ You are not currently working with a lawyer or another legal services provider; and
- ❖ You are low income; or
- ❖ You are a senior (aged 60 or more). We can help seniors who are not low income with many legal problems.

How Do I Contact CLEAR?

- ❖ You can call CLEAR's toll-free telephone line at 1-888-201-1014. The line is open weekdays from 9:15 a.m. to 12:15 p.m.
- ❖ You may use the online application process. If you have a housing or government benefits issue, we will call you. Otherwise, this process will let you know if you are eligible and should call CLEAR. The online application is at: nwjustice.org/get-legal-help

CLEAR and NJP cannot guarantee assistance to all callers. Many factors contribute to CLEAR's ability to assist callers, including but not limited to caller income and eligibility, case type, and constraints on the availability of legal resources.

King County only:

Call 211 or 1-800-621-4636

For all other counties:

CLEAR (*low-income*)
1-888-201-1014

CLEAR *Sr (*60 and over*):
1-888-387-7111

CLEAR phone lines are open weekdays
9:15 a.m. to 12:15 p.m.

Deaf, hard of hearing and speech impaired callers can call CLEAR or 211 using the relay service of their choice.

211 and CLEAR will conference in interpreters when needed at no cost to callers.

Free legal information is available at
www.washingtonlawhelp.org



FREE LEGAL SERVICES
NJP
Northwest Justice Project
CLEAR Line

Coordinated
Legal
Education,
Advice and
Referral