

## What is Northwest Justice Project?

The Northwest Justice Project (NJP) is a not-for-profit corporation that provides civil legal services to low income persons throughout the state. NJP receives state and federal funding as well as additional support through the Older Americans Act.

## What Is CLEAR\*Sr?

CLEAR\*Sr is a statewide toll-free client access system for people 60 years of age and older to obtain free legal assistance with many civil (non-criminal) problems.

You should call CLEAR\*Sr if:

- You are 60 years old or older;
- You have a civil (non-criminal) legal problem, including problems with welfare, SSI and other benefits programs, and need information, advice, or representation (in certain counties, under rare circumstances, we are not able

to provide assistance with some legal problems); and

- You do not already have a lawyer or other legal services provider helping you with this problem.

## What Can I Expect

### When I Call

### CLEAR\*Sr?

When you contact CLEAR\*Sr starting at 9:15 a.m., you will be asked to leave a message with your name, phone number and whether it is all right to leave a message. The CLEAR\*Sr line will close once the voice mail message system is full. A screener will call you back to gather information and if your problem is one that meets our current service priorities, the screener will schedule a telephone appointment with an attorney. As always, low-income seniors may call the CLEAR line at 1-888-201-1014, from 9:15 a.m. - 12:15 p.m. Also, low-income seniors calling the CLEAR\*Sr line at 1-888-387-7111 have the option to queue for the CLEAR line, to speak with an advocate that day.

In order to make sure we do not jeopardize the rights of any client due to a conflict of interest, CLEAR\*Sr staff will ask you for information about the person with whom you are having a problem. You can help the CLEAR\*Sr staff by having any papers or documents concerning your problem with you when you call CLEAR\*Sr. It will also help if you have important information such as the names of people involved with the problem, and their addresses and telephone numbers.

If you speak with a CLEAR\*Sr attorney, you may be given verbal or written advice that may help you to solve your problem on your own.

CLEAR\*Sr also has an extensive library of informational materials to help you understand your legal rights and to advocate on your own behalf. If your problem is covered by any of these materials, they will be sent to you free of charge. These materials are also available online at [www.washingtonlawhelp.org](http://www.washingtonlawhelp.org)

In some cases, CLEAR\*Sr staff may try to solve your problem by

advocating with another party on your behalf.

## What If I Need Someone to Represent Me?

- 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 try to make the best referral possible. However, we cannot guarantee that the agency or program you are referred to will be able to represent you. There may also be times when we will not be able to locate an appropriate referral in your geographic area. We will do our very best to see that you get all the help that is available.

You can reach CLEAR\*Sr by dialing toll-free:

**1-888-387-7111**

**Deaf, hard of hearing, or speech impaired, please call CLEAR using the relay service of your choice.**

**\*\* CLEAR\*Sr phone lines are open from 9:15 am to 12:15 pm Monday through Friday.**

Free educational and self-help legal materials available at this web address:

[www.washingtonlawhelp.org](http://www.washingtonlawhelp.org)



## **NORTHWEST JUSTICE PROJECT**

**FREE LEGAL SERVICES FOR SENIOR CITIZEN RESIDENTS OF WASHINGTON**

**Coordinated  
Legal  
Education,  
Advice and  
Referral  
for Seniors  
CLEAR\*Sr**