

What is Northwest Justice Project?

Northwest Justice Project is a federally funded legal services program and is part of the Washington State Alliance for Equal Justice. CLEAR*Sr receives additional support through programs funded under 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 civil (non-criminal) problems.

When Should I Call CLEAR*Sr?

You Should Call CLEAR*Sr if:

- You are 60 years old or older; and
- You have a civil (non-criminal) legal problem (including problems with welfare, SSI and other benefits programs) and need

information, advice, or representation; 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 calling the CLEAR line you may get a busy signal or a message stating that all circuits are busy. If you get this message please try the call again. Once your call has been answered please anticipate wait times ranging from 10 minutes to over an hour depending on call volumes.

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.

CLEAR*Sr staff will then ask you about your 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.

Based on the information you give the CLEAR*Sr staff, 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

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 Actually 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
(TTY) 1-888-201-9737

**** CLEAR*Sr phone lines are open from 9:15 a.m. to 12:15 p.m. Monday through Friday.**

Free educational and self-help legal materials available at this web address:
www.washingtonlawhelp.org



NORTHWEST JUSTICE PROJECT'S

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



THE ALLIANCE
for Equal Justice
PROVIDING LEGAL AID FOR THOSE IN NEED

FREE LEGAL SERVICES
FOR SENIOR CITIZEN
RESIDENTS OF
WASHINGTON

