

Washington State Bar Association Moderate Means Program

Lawyers Helping the People of Washington

A PARTNERSHIP WITH THE LAW SCHOOLS OF
Gonzaga University, Seattle University, and the University of Washington



Policies & Procedures For Participating Legal Professionals



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Introduction to the WSBA Moderate Means Program

The WSBA Moderate Means Program (MMP) is a statewide, reduced-fee lawyer referral service, which connects Washington State’s moderate-income households with legal professionals who have agreed to offer reduced-fee legal assistance for housing, consumer, and family law issues.

History

In 2000, the Washington Young Lawyers Division, with the support of the Access to Justice Board, initiated a pilot project in Spokane County to help provide greater access to justice for people of moderate means. A volunteer-driven effort, the Greater Access and Assistance Project (GAAP) began coordinating referrals to a panel of lawyers in Spokane who agreed to accept reduced-fee cases. The WSBA Board of Governors signaled its strong support and high priority of establishing a statewide program within the WSBA in 2010.

In 2019, MMP added Limited License Legal Technicians (LLLTs) to provide legal assistance in the family law practice panel—increasing low-cost options for moderate mean households.

Program Structure

The MMP is a partnership between the WSBA, its members, and the three law schools in Washington State. Under the supervision of staff attorneys, law students at Gonzaga University School of Law, Seattle University School of Law, and the University of Washington School of Law conduct intake and refer clients to participating legal professionals around the state. Legal professionals who participate with MMP have access to mentors and free or low-cost training opportunities. Both attorneys and LLLTs who participate in the Moderate Means Program are solely liable for their actions. Neither the WSBA nor the law schools are responsible for the services provided by participating legal professionals.

Benefits for Participants

- ◆ Provide public service and help close the access to justice gap for moderate income families
- ◆ Meet pro bono publico service goals set forth by RPC 6.1 and LLLT RPC 6.1.
- ◆ Legal professionals that exceed 50 hours will receive a commendation for their service from WSBA
- ◆ Obtain free referrals to help build your client portfolio
- ◆ Learn new skills and expand your practice areas by accessing free or low-cost online trainings
- ◆ Access mentoring opportunities

Policies and Procedures

Participant Eligibility

In order to be eligible to participate in the WSBA Moderate Means Program, a lawyer or limited license legal technician (LLLT) must be an active WSBA member in good standing and licensed to practice law in the state of Washington. Participants must carry their own malpractice insurance. For more information about malpractice insurance, see page 11 of this manual.

Scope of Legal Assistance

MMP refers cases for housing, consumer, and family law issues only. Lawyers may provide reduced-fee assistance through advice and counsel, unbundled and brief services (e.g. drafting a letter, calling opposing counsel, etc.) or full representation for any case referred by MMP.

LLLTs may provide reduced-fee or flat fee assistance through counsel and advice, unbundled and brief services for a case referred through MMP, limited to family law, as set forth by APR 28.

When there is no MMP legal professional available to accept a case referral, clients may be provided with other resources, including self-help alternatives.

Commitment

There is no minimum commitment, but each participant in the program is encouraged to accept at least one case and/or serve as a mentor to a lesser experienced MMP legal professional per year.

Registration

To sign up for MMP, attorneys and LLLTs should log into their My WSBA account using their WSBA number and password. The MMP registration form will be accessible on their MyWSBA page. Participants will be asked to provide: contact information, practice area(s) (note: limited to family law for LLLTs), desired level of involvement, counties of practice¹, and additional information that will be useful in matching lawyers with potential clients. This information is entered into a database and case management system. The law students and MMP staff attorneys use this information to match clients based upon their legal needs with legal professionals' information.

Experienced Lawyers and LLLTs may also sign up to be mentors. You can indicate this when you sign up for the program or you can update your [profile](#).

Updating your Information

It is important to keep us up to date on any changes whether to your address, phone, email, substantive legal areas, level of legal assistance, number of cases, or geographic range.

¹ Please note that attorneys who are willing to take cases in more than one county will likely receive more referrals, depending on county.

1. Contact Information – To update your contact information please log into your myWSBA. You can access tools and information to manage your WSBA membership (including mail and email use preferences) at [myWSBA](#).
2. MMP Panel Information – If you would like to change how you participate with MMP, including the kinds of cases you will accept or the counties in which you will accept them, please contact the WSBA at publicservice@wsba.org. Please include in your email the subject as ***MMP Panel Information Update***.

Referral Process

APPLICATION

Prospective client submits an online application or calls into the phone line.



SCREENING & INTAKE

MMP students screen applicants and conduct intake interviews with eligible clients.



REFERRAL

MMP students connects potential client with MMP attorney or LLT.



FOLLOW-UP

MMP students follow up with MMP legal professional.

Prospective Client Signup

Clients may apply for MMP assistance through an [online application](#) or by calling 1-855-741-6930. Because MMP is a referral service, the Program does not provide immediate client assistance. MMP can neither guarantee that a referral will be available, nor can MMP guarantee a referral within any particular time frame.

Screening and Intake

Law students with the Moderate Means Program screen applicants and conduct intake interviews with eligible clients. The staff attorneys review case summaries for accuracy and thoroughness.

Referrals to Legal Professionals

Conflict of Interest Check

The law schools will gather the client's information, and provide the legal professional with the names of the client and adverse party to determine whether the potential client has a conflict of interest. All MMP participating legal professionals are responsible for conducting their own conflict of interest checks.

When a MMP case is ready for referral, a law student will contact the MMP legal professional with client and case information. Once the legal professional accepts a referral for a Moderate Means Program case, the law student will direct the client to contact the MMP legal professional.

It is the potential client's responsibility to contact you to coordinate a consultation, ongoing services, and to negotiate a fee.

Fee Schedule

Please discuss all fees with the potential client when you first meet, including any consultation fee. You are encouraged to produce all agreements in writing to ensure that both parties understand the scope of representation and fees. For more information, please refer to page 7.

WSBA Recommended Fee Schedule:

Attorneys	Limited License Legal Technicians
Client income 200-250% FPL: reduce fee by 75%	Client income 200-250% FPL = reduce fee by 50%
Client income 250-350% FPL: reduce fee by 50%	Client income 250-400% FPL = reduce fee by 25%
Client income 350-400% FPL: reduce fee by 25%	

Follow-up

Approximately two weeks after a case referral, the law student will send a follow up email to determine whether the client and legal professional are working together.

What happens if I no longer can represent a client?

MMP legal professionals are free to terminate the attorney-client relationship or client-LLLT relationship at any time, consistent with the applicable Rules of Professional Conduct and Limited License Legal Technician Rules of Professional Conduct. If the legal professional believes the client requires additional legal assistance, the legal professionals may contact the MMP staff or student who referred the case. If

the LLLT believes the client's case is beyond the scope of their legal services, the LLLT must contact the MMP staff or student who referred the case.

The legal professionals participating who accept a referral must contact the law school as soon as they believe they may have a need to withdraw from representation. Staff will work to re-refer the case out, please hand the client any and all files pertaining to their case.

What if I decide not to represent the client?

If after your first initial meeting with a client you decide not to take the case, please inform the law school of the conflict and encourage the client to contact the law school for an alternate referral.

Contact information for the MMP staff and students at each of the law schools:

1. Gonzaga University School of Law School: 1-800-578-2561 or moderatemeans@gonzaga.edu
2. Seattle University School of Law: 206-398-4356 or sumoderatemeans@seattleu.edu
3. University of Washington School of Law: moderatemeans@uw.edu

Client Re-referral

If a referral does not work out, the client may contact the program to request a re-referral. Re-referrals are made on a case-by-case basis and are subject to MMP attorney availability. MMP cannot guarantee that a case will be re-referred.

The Moderate Means Program reserves the right to determine which attorneys are offered cases. Please be aware that failure to communicate with MMP interns about cases or accept cases may affect the number of cases a legal professional is offered in the future.

MMP Mentor Assignment Process

The Moderate Means Program can connect attorneys or LLLTs who accept cases through the program to a mentor. Please note that attorneys can only mentor other attorneys and LLLTs can only mentor other LLLTs.

The following is the process by which MMP will link mentors with mentees:

1. Once a participant accepts a case referred by the MMP and receives the case referral information, the attorney should contact the WSBA Public Service Specialist that they would like a mentor.
2. The WSBA Public Service Specialist will consult the appropriate mentor spreadsheet to identify prospective mentors. Priority is given to prospective mentors according to county of practice and experience with any relevant specialty practice areas.
3. The WSBA Public Service Specialist will contact attorneys from the prospective mentor list until one of the list members agrees to provide mentorship for the case.
4. Once a legal professional has agreed to mentor, the WSBA Public Service Specialist will notify the mentee that a mentor has been identified and will connect the two by email.

Program Feedback

The WSBA will periodically send out a survey to legal professionals who have signed up to participate in MMP to improve the program. You are always encouraged to share your experience with the program regardless of a survey. To share your feedback, please email us at publicservice@wsba.org.

Fees, Advance Fee Deposit and More

Fees for Client Service

As participants in MMP, legal professionals are encouraged to reduce their fees, including any advance fee deposits, in accordance with the recommended WSBA Sliding Fee Scale listed below. Using the federal poverty level (FPL) as a guideline, the WSBA has created the following *Sliding Fee Scale* guidelines and strongly encourages participating legal professionals to establish similar fees:

Attorneys

Client income 200-250% FPL: reduce fee by 75%

Client income 250-350% FPL: reduce fee by 50%

Client income 350-400% FPL: reduce fee by 25%

Limited License Legal Technicians

Client income 200-250% FPL = reduce fee by 50%

Client income 250-400% FPL = reduce fee by 25%

Determining Client Income

To qualify for a referral through MMP, an applicant's household income must fall between 200% and 400% of the Federal Poverty Level (FPL). The FPL chart below includes the minimum and maximum household incomes for potential MMP clients. Law students who conduct client intakes gather each client's income information and provide MMP attorneys with a potential client's gross annual household income.

2019 Federal Poverty Guidelines

Household Size	200%	250%	300%	400%
1	\$24,980	\$31,225	\$37,470	\$49,960
2	33,820	42,275	50,730	67,640
3	42,660	53,325	63,990	85,320
4	51,500	64,375	77,250	103,000

See more at <https://aspe.hhs.gov/poverty-guidelines>

Please discuss all fees with the client when you first meet, including any consultation fee.

Lawyers are encouraged to produce all agreements in writing to ensure that both parties understand the scope of representation. For additional fee-related information and a model agreement, please visit WSBA's Practice Management Assistance [page](#) or see more below.

Information & Resources

Malpractice Insurance

The WSBA Moderate Means Program does not carry malpractice insurance for legal professionals accepting reduced-fee cases through the program. To participate in the program, lawyers and LLLTs must carry and certify that they have their own malpractice insurance. There is no requirement in terms of policy limits for insurance.

Information about malpractice coverage for legal professionals can be found [here](#).

WSBA Resources for Your Practice

In addition to resources like WSBA Connects and the Ethics Line, the WSBA provides several opportunities to help members build an efficient and effective practice.

- **Free CLEs:** The WSBA offers a monthly CLE program called Legal Lunchbox and MMP participants can be authenticated to receive access to Public Service Education portfolio CLEs
- Career Center – Find a Job [Learn More](#)
- Licensing & Lawyer Conduct - Information on Discipline, Licensing, MCLE and IOLTA [Learn More](#)
- Malpractice Insurance Resources [Learn More](#)
- **Free Legal Research:** You have access to two legal research tools--Casemaker and Fastcase—to conduct legal research, free. To learn more, visit www.wsba.org/LegalResearch.

WSBA Public Service Seminars & Trainings

We are pleased to offer free CLE courses to support WSBA MMP participating attorneys. To access these CLEs, please contact the Public Service Specialist at PublicService@wsba.org.

Resources for Law Firm Business Management

The WSBA offers free support to members in law firm business management. Our goal is to help you improve your business practices for a better client experience. Whether you are just starting out, looking to improve on an existing practice, or figuring out how to wind down your practice, we are here to help. We can answer questions about business development, marketing, technology, process improvements, and more. To get started, visit <http://www.wsba.org/pma>.

Sections

Joining WSBA Sections is a great way for legal professionals to connect with peers and to help thrive in their practice. Sections members become part of active professional communities and gain access to an array of exclusive section member benefits, such as list serves, newsletters, and discounted CLE programs. The WSBA currently has 29 sections on a wide range of practice areas and shared interests. Some sections may be of particular interest to those participating in the Program:

[Antitrust, Consumer Protection & Unfair Business Practices \(ACPUBP\) Section](#)

[Creditor Debtor Rights Section](#)

[Family Law Section](#)

[Low Bono Section](#)

[Real Property, Probate & Trust \(RPPT\) Section](#)

[Solo & Small Practice Section](#)

Learn more by going to the [Sections Program](#) page or email sections@wsba.org.

Member Wellness Program

If you have concerns about the wellbeing of yourself or an attorney please reach out to us at 206-727-8267. We are versed in the many stressors upon attorney wellbeing as well as mental health disorders and addiction. We also promote a member benefit called [WSBA Connects](#) that provides all members free counseling with a licensed provider in their community. This can be utilized by calling 800-765-0770. All communication with our [program](#) is confidential according to [APR 19](#).

APPENDIX A: SAMPLE ATTORNEY-CLIENT FEE AGREEMENTS

SAMPLE FEE AGREEMENT-TEMPLATE MODERATE MEANS ATTORNEY-CLIENT

REDUCED FEE AGREEMENT FOR LEGAL SERVICES

I, _____ (Client), request and authorize _____ (Attorney[s]) to represent me/us on a reduced fee basis in the legal matter and on the terms as set forth below. The reduced fee is based on client income, fee guidelines recommended as part of the WSBA Moderate Means Program, and attorney(s) agreement to provide services at the rate as indicated.

1. Matter: The legal representation shall be in the following matter(s):

2. Changes in matter: The scope of the matter may be changed by written agreement between Client and Attorney.
3. Making information available: Client agrees to provide Attorney with any information or documents that Attorney deems useful or necessary for the representation. Client agrees to assist the Attorney in obtaining information and documents from any other sources which Attorney deems useful or necessary for the representation.
4. Keeping Attorney informed: Attorney shall promptly comply with Client's reasonable requests for information regarding the status of the matter. Before Attorney takes any action that may significantly affect Client or Client's activities, Attorney shall consult with Client, and shall abide by Client's decisions with respect to the objectives of the representation, subject to Attorney's ethical and legal obligations and professional judgment.
5. Keeping Attorney informed: Client understands his/her responsibility to cooperate with Attorney in order to be effectively and efficiently represented by Attorney during the course of the matter. Client agrees to provide Attorney with any necessary information, including any change in his/her employment, address or telephone numbers, and any significant change in the income or assets of Client.
6. Costs and disbursements: Attorney shall provide the legal services during the matter on a reduced fee basis as follows:

7. In addition, the Client shall pay and fully reimburse Attorney for all costs or out-of-pocket expenses incurred during the matter including, but without limitation, filing fees, service fees, and other fees necessitated during the matter. Attorney shall, whenever possible, utilize court rules, policies and procedures, such as In Forma Pauperis, to eliminate or reduce court costs. Attorney may receive any Attorney fees recovered in the course of Client's representation as if Attorney had not agreed to represent Client on a reduced fee basis.

8. Advanced fee deposit: Client must make an advanced fee deposit of \$_____ to secure the services of Attorney.
9. Withdrawal of representation: Pursuant to the Rules of professional Conduct established by the Washington State Supreme Court, Attorney may withdraw from representation of Client after taking reasonable steps to avoid prejudice to the rights of Client. A lawyer must comply with applicable law requiring notice to or permission of a tribunal when terminating a representation. The basis for the withdrawal may include, but is not limited to, the following:
 - a. Client does not cooperate with Attorney or, by Client's conduct, makes it unreasonably difficult for Attorney to carry out the representation effectively or efficiently; or
 - b. Client insists that Attorney engage in conduct that is contrary to the judgment and advice of Attorney or is contrary to law; or
 - c. Continued representation of Client would result in a violation of the rules of ethics and professional responsibility then applicable in Washington State; or
 - d. Client is no longer financially eligible for reduced fee legal services because of a material change in Client's resources.; or
 - e. There is good cause to justify withdrawal.
10. Discharge of Attorney: Client shall have the right to discharge Attorney at any time without cause. In the event of any such action, Client shall so notify Attorney in writing. Attorney shall have the right to regard any notification of discharge as final. Discharge of Attorney by Client does not relieve Client of any financial obligation to Attorney. At the time of discharge, the Client is obligated to pay all sums due to Attorney, including fees and costs. If appropriate, Attorney and Client may agree on terms of payment of sums due.
11. Client's representation: Client represents that Client meets the applicable financial eligibility requirements for reduced fee services.
12. Client's agreement to Attorney's representation: Client agrees that Attorney will represent Client on the terms set forth above.
13. Other:

Dated: _____

 CLIENT

 CLIENT

The undersigned Attorney hereby certifies that he/she/they agree to provide legal representation to Client in the matter and on the terms as set forth above.

Dated: _____

 ATTORNEY

 WSBA #

APPENDIX B: SAMPLE LLLT-CLIENT FEE AGREEMENTS

APPENDIX C: REFERRAL RESOURCES FOR CLIENTS

I. Referral Resources

For ineligible clients or clients with issues that MMP does not handle, provide other referrals or resources to the clients. Below are referrals and resources listed by areas of law.

GENERAL RESOURCES/REFERRALS

CLEAR (see below for additional info)

- Coordinated Legal Education Advice & Referral, run by the NW Justice Project
- Phone: 1-888-201-1014 (Mon-Fri, 9:15AM – 12:30PM)
- Online application: nwjustice.org/clear-online
- Must be under 200% of the Federal Poverty Level

CLEAR Senior

- 60 years old or over
- Phone: 1-888-387-7111 (Mon-Fri, 9:15AM – 12:30PM)
- No income limits

Self-help legal info:

- www.washingtonlawhelp.org (info in 23 languages other than English)
- <http://legalvoice.org/tools/> (family law, DV, consumer & debt, etc.)

Court forms:

- www.courts.wa.gov/forms

County Bar Associations:

- <http://www.wsba.org/Legal-Community/County-Bar-Associations>

Volunteer Legal Programs:

- VLP provides legal representation for low-income clients. Most clients are referred to VLP from CLEAR.
- King County: <http://www.kcba.org/pbs/NLC.aspx>

Lawyer Referral Service

- An LRS connects clients with attorneys who charge regular rates.
- King County: <http://www.kcba.org/lrs/lrsfaq.aspx>. For more info, email LRS@KCBA.org or call (206) 267-7010 between 8:30AM and 4:30PM Monday through Friday
- Clark County: <http://www.ccbawashington.org/>. For more info, call (360) 695-5975.
- Mason County: <http://masoncountybarassociation.com/>.
- Snohomish County: <http://www.snohar.org/LRS/lrsform.html>, or call (425) 388-3018.
- Spokane County: <http://www.spokanebar.org/online-referral-service/>. For more info, call (509) 477-6032.
- Tacoma-Pierce County: <https://www.tpcba.com/public/lawyer-referral-service/>, or call (253) 383-3432.
- Thurston County: <http://thurstoncountybar.com/attorneys/>.
- San Juan County: Send an email to sjcba@rockisland.com.

Additional information about CLEAR and VLP's

In the legal aid community, of which CLEAR is the gatekeeper, few clients – proportionally speaking – will receive actual representation. The demand for legal aid services is so high and the resources so few that only a small fraction of those seeking help will actually get representation. Others will get services from a CLEAR advocate such as analysis and advice, negotiation with landlords, help writing pleadings, legal research, etc. We call these “unbundled services.” Legal help, but not representation.

The same is true of the Volunteer Lawyer Programs (VLPs). These are local pro bono programs run by county bar associations – about half the counties in the state have them, and a few cover more than one county. Both CLEAR and the VLPs have their own separate criteria for triaging cases. The CLEAR criteria tend to be stricter than the VLP criteria. For instance, CLEAR will refer most family law cases to the local VLP where the client will be invited to attend a free clinic where they will receive 30 minutes with a volunteer attorney or the chance to ask an attorney questions in a class setting along with other clients. Sometimes VLPs will be able to find a local attorney to represent someone pro bono, but this is the exception and not the rule. Most often individual advice or a clinic is all that a person will receive in the legal aid system.

When a call comes into CLEAR, it is first screened by a non-attorney screener who will determine what level of service the caller should receive. If the client does not qualify for CLEAR, the client will be referred to another legal aid agency by the CLEAR Screener Supervisor, usually either a VLP or a specialty legal aid office such as the Northwest Immigrant Rights Project or the Unemployment Law Project. The CLEAR Screener Supervisor has all the criteria for these organizations available to them in their version of Legal Server and can determine which organizations would be appropriate referrals. In some cases, the client might not get a referral within the legal aid community, but might be referred to www.washingtonlawhelp.org for do-it-yourself packets and informational brochures.

Community Agency Referral Procedure: When referring to a community or social services agency (DSHS, Salvation Army, etc.), give the client the contact information for the agency after explaining what you think the agency might be able to do for them (be careful that you do not give the client legal advice – see [LEGAL ADVICE v. LEGAL INFORMATION](#) above). For information on local community agencies, visit www.win211.org. It is fine to tell a client that Salvation Army may be able to help them with their rent or that they have an issue the ACLU might be interested in. You may provide information to clients as long as it is not legal advice.

FAMILY LAW RESOURCES

Courthouse facilitators per county:

- http://www.courts.wa.gov/court_dir/?fa=court_dir.facils
- Information on fees & costs, how courthouse facilitators can help, etc. at http://www.courts.wa.gov/committee/?fa=committee.home&committee_id=108

Family Law Clinics:

- King County: <http://www.kcba.org/pbs/NLC.aspx>. To make an appointment, call (206) 267-7070 Tuesday through Thursday from 9AM to 12PM.
 - Clients can get a free 30-minute consultation with a lawyer who will offer legal advice (on civil issues), help with paperwork, and provide resources. A lawyer might also refer a client to Volunteer Legal Services for legal representation.
- Snohomish County: <https://snocolegal.org/family-law/>
- Thurston County: <https://tcvls.org/>
- Clarke County: <https://ccvlp.org/about/programs/>
- Tacoma: <http://www.tacomaprobono.org/>

Child support calculator:

- <http://www.dshs.wa.gov/dcs/>
 - This is the 'official', government-run calculator
- <https://www.alllaw.com/calculators/childsupport/washington>
 - An alternative calculator
- <https://www.washingtonlawhelp.org/resource/understanding-the-wa-state-child-support-sche>
 - Offers detailed information on how child support is calculated

VETERANS

- **WA Attorney General Office: Legal Assistance for Veterans and Military Personnel**
 - <http://www.atg.wa.gov/legal-assistance-veterans-military-personnel>
 - Includes an extensive list of legal services/information resources
- **National Veterans Legal Services Program**
 - <https://www.nvlsp.org/what-we-do/lawyers-serving-warriors/>
 - Offers pro bono legal help to veterans attempting to file disability claims.
- **WA Veteran's Will Clinic**
 - <http://www.wavetswillclinic.com/about>
 - "Offers free estate planning documents to veterans of the US Armed Forces through annual pro bono clinics in locations across the state of Washington."
- **The Veterans Consortium - Pro Bono Program**
 - <https://www.vetsprobono.org/apply/>
 - Offers assistance with filing for discharge upgrades and filing appeals to the U.S. Court of Appeals for Veteran Claims.

CONSUMER PROTECTION RESOURCES

Debt & CH 7 bankruptcy

- King County: Call (206) 461-3200 to be screened for eligibility and get help. Services include: (1) **direct representation** and (2) a **debt education workshop**. To sign up for the debt education workshop, call (206) 267-7095. <http://www.kcba.org/pbs/NLC.aspx>

Debt & bankruptcy legal clinic:

- King County: To make an appointment, call (206) 267-7070 Tuesday through Thursday from 9AM to 12PM. <http://www.kcba.org/pbs/NLC.aspx>

Self-help info on bankruptcy:

- <http://www.washington-bankruptcy.com/index.html>

Court forms: bankruptcy & garnishment

- <http://www.courts.wa.gov/forms/?fa=forms.contribute&formID=4>
-

Non-profit organizations & small businesses:

Washington Attorney Assisting Community Organizations:

- www.waaco.org

Better Business Bureau

- BBB of Alaska, Oregon, and Western Washington
- <http://alaskaoregonwesternwashington.bbb.org>
- Phone: (206) 431-2222

HOUSING LAW RESOURCES

Housing Justice Project (for low-income tenants facing eviction)

- King County: Morning clinic: Monday through Friday, 8AM to 10:30AM. Afternoon clinic: Monday from 4PM to 5:30PM. No appointment necessary. Clinics held at the King County Courthouse and the Maleng Regional Justice Center (Kent Courthouse). No afternoon clinic at the Kent location.
<http://www.kcba.org/pbs/HJP.aspx>
- Must be below 200% of the Federal Poverty Level.

- **NJP Foreclosure Prevention Unit: 1-800-606-4819**
 - Call if you have a sale scheduled within two weeks, a legal dispute with your loan servicer, or any foreclosure-related legal issue.
 - They accept people with incomes up to 400% of the federal poverty line.
- **Housing Counseling Agency: 1-877-894-HOME (4663)**
 - Free counseling on housing issues
 - Call if you need assistance with applying for loan modification or finding resources for foreclosure prevention.

HEALTH CARE

- **Northwest Health Law Advocates**
 - <https://nohla.org/index.php/information-analysis/resources/>
 - Extensive list of resources, including assistance with obtaining Medicare, information on Washington state health care rights, and numerous advocacy organizations.
- **CLEAR**
 - See 'General Resources' section
 - Must be under 200% of the Federal Poverty Level
- **Northwest Justice Project**
 - <https://nwjustice.org/>
 - Washington's publicly funded legal aid program. Among other things, provides legal services in health care.
- **Olmstead Rights**
 - [https://www.olmsteadrights.org/self-helptools/advocacy-resources/item.6680-Washington Disability Resources and Advocacy Organizations](https://www.olmsteadrights.org/self-helptools/advocacy-resources/item.6680-Washington%20Disability%20Resources%20and%20Advocacy%20Organizations)
 - Focus on disability advocacy. Provides extensive list of government/advocacy organization resources involving Medicaid, home care, nursing aide resources, and more.

CIVIL RIGHTS

ACLU Washington

- <http://www.aclu-wa.org/about-getting-help>

Washington State Human Rights Commission

- <https://www.hum.wa.gov/>
- "Any individual who believes that he or she has been discriminated against based on protected class status may file a charge of discrimination with the WSHRC."

Equal Rights Washington

- <http://www.equalrightswashington.org>
- "ERW's mission is to ensure and promote dignity, safety, and equality for all lesbian, gay, bisexual, transgender and queer Washingtonians."

Columbia Legal Services, Institutions Project

- <http://www.columbialegal.org/>
- (800) 542-0794
- "Represents people in Washington's penal/mental health institutions who've experienced discrimination/mistreatment at the hands of the system."
- Must be below 200% of the Federal Poverty Level.

IMMIGRATION

Immigration: Northwest Immigrant Rights Project: www.nwirp.org

- Western Washington/Seattle Office: Monday-Friday, 9:30 a.m.-12:00 p.m. and 1 p.m.-4 p.m., (206) 587-4009.
 - Serves individuals in Clallam, Clark, Cowlitz, Grays Harbor, Island, Jefferson, King, Kitsap, Lewis, Mason, Pacific, Pierce, San Juan, Skagit, Skamania, Snohomish, Thurston, Wahkiakum & Whatcom counties.
- Granger Office: Monday-Friday, 8:30 a.m.-12:00 p.m. and 1 p.m.-4 p.m., (509) 854-2100.
 - Serves individuals in Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Klickitat, Walla Walla Whitman & Yakima counties.
- Wenatchee Office: Monday-Friday, 9 a.m.-5 p.m., (509) 570-0054.
 - Serves individuals in Adams, Chelan, Douglas, Ferry, Grant, Lincoln, Okanogan, Pend Oreille, Spokane & Stevens counties.
 - “Please note: The Wenatchee office does not have a receptionist. In order to reach them, leave a detailed message with your NAME and PHONE NUMBER as well as a BRIEF EXPLANATION of your immigration issue, and a staff member will return your call.”
- Tacoma Office (Northwest Detention Center): (253) 383-0519.
 - “Note: This office is only available for those detained at the NWDC. Please leave a voice message with the detained person’s name and, if possible, the “A number” on the bracelet at the detention center.”

Immigration Clinic:

- King County: Wednesdays, 5:30-7:30PM. For an appointment, call (206) 587-4009 Monday through Friday, 9AM to 4:30PM.

ImmigrationLawHelp.org

- <https://www.immigrationlawhelp.org/search?state=WA>
 - List/description of 28 organizations throughout Washington offering some form of legal assistance

Immigrant Legal Resource Center

- Print your own ILRC Red Cards; brief summaries of your legal rights for handling an encounter with law enforcement.
 - <https://www.ilrc.org/red-cards>

Seattle Resources for Immigrants and Refugees

- <http://www.seattle.gov/iandraffairs/resources>
- Resources include DACA information, a way to report problematic behavior by Federal Immigration Enforcement, citizenship clinics, and more.

Catholic Immigration Legal Services

- <http://ccsww.org/get-help/specialized-services/refugee-immigration-services/>
- “Offers quality legal immigration assistance to low-income residents of Washington.”
 - Seattle Office: (206) 328-6314; Mt. Vernon Office: (360) 416-7095

CRIMINAL LAW RESOURCES

Office of Public Defense

- King County: **The Office of Public Defense** provides free legal assistance with criminal cases. Call (206) 296-7662.
- Other Counties:
 - Benton County: (509) 222-3700
 - Chelan County: (509) 663-2444
 - Clallam County: (360) 452-3307
 - Clark County: (360) 397-2175
 - Cowlitz County: (360) 578-7430
 - Franklin County: (509) 543-2989
 - Grant County: (509) 754-6027
 - Jefferson County: (360) 385-5613
 - Kitsap County: (360) 337-7015
 - Mason County: (360) 427-9670
 - Pierce County: (253) 798-6062
 - Skagit County (Office of Assigned Counsel)
 - Skagit County (Public Defender): (360) 416-1650
 - Snohomish County (Office of Public Defense): (425) 388-3500
 - Snohomish County (Public Defender Association): (425) 339-6300
 - Spokane County (Public Defender Office): (509) 477-4246
 - City of Spokane (Public Defender): (509) 835-5955
 - Thurston County: (360) 754-4897
 - Whatcom County Public Defender: (360) 676-6670
 - Yakima County: (509) 574-1160
- In general: must be under 125% of the Federal Poverty Level for free legal assistance.

Vacating Criminal Records

- King County: see section on “Criminal Records” at <http://www.kcba.org/pbs/legalhelp.aspx#criminalrecords>.

Self-help info re: criminal records:

- http://legalvoice.org/pdf/self_help/Can_I_Clear_My_Criminal_Record.pdf

Youth law (including criminal matters) – Team Child:

- www.teamchild.org

PUBLIC BENEFITS RESOURCES

Washington Connection

- <https://www.washingtonconnection.org/home/>
- “Allows for the application to a variety of services, including food, financial assistance, and childcare.”

Washington State Department of Social and Health Services

- <https://www.dshs.wa.gov/>
- Provides links to/detailed information on applying for food stamps, housing assistance, child support, temporary assistance for needy families (TANF), and more.

Washington State DSHS - Community Services Office

- <https://www.dshs.wa.gov/esa/community-services-offices/community-services-office>
- Apply for benefits online, over the phone, or in-person (site contains instructions for all three methods).

Social Security

- **Benefits Law Center (fka Seattle Community Law Center)**
 - <https://seattlecommlaw.org/>
 - (206) 686-7252
 - “Offers social security advocacy for people with disabilities who are homeless or low-income.”
 - Must be under 200% of the Federal Poverty Level.
- **Disability Care Center**
 - <https://www.disabilitycarecenter.org/state-resources/washington-social-security-disability/>
 - Contains information on how to apply for Social Security Disability benefits in the state of Washington.
- **Disability Rights Washington**
 - <https://www.disabilityrightswa.org/request-services/>
 - Offers legal assistance in filing for social security to persons with disabilities.
- **Disability Benefits Center**
 - <https://www.disabilitybenefitscenter.org/>
 - Provides comprehensive information on qualifying for SSDI/SSI, as well as online forms individuals can fill out to determine if they qualify.
- **NOSSCR (National Organization of Social Security Claimants’ Representatives)**
 - <https://members.nosscr.org/referralintake.aspx>
 - Provides users who fill out a form with the name and contact information of an attorney that could potentially assist them with their legal issue (clients still need to reach out to those attorneys themselves)

WILLS

- **CLEAR**
 - See 'General Resources' section
 - Must be under 200% of the Federal Poverty Level
- **Washington Wills**
 - <https://wa-wills.com/>
 - Includes, tips, documents, and other resources to assist in drafting your own will.
- **King County Bar Association - Volunteer Legal Services**
 - <https://www.kcba.org/For-the-Public/Free-Legal-Assistance/Volunteer-Legal-Services>
 - Among other things, offers pro bono estate planning services to King County residents (must be low-income to qualify).

EDUCATION

- **Learning Disabilities Association of Washington**
 - <http://www.ldawa.org/resources/>
 - Provides a referral service to connect individuals – parents, children, teens, adults, and professionals – with resources throughout the greater Puget Sound area.
- **WA Governor's Office of the Education Ombudsman**
 - <https://oeo.wa.gov/education-issues-topics/resources-for-families/>
 - Provides an extensive list of resources/organizations devoted to serving families and schools statewide.
- **Northwest Autism Center**
 - http://www.nwautism.org/?page_id=927
 - Provides links to research for children and parents of children with developmental/learning disabilities.
- **Washington State Parent-Teacher Association (PTA)**
 - <https://www.wastatepta.org/>
 - "Mission: to be a powerful voice/advocate for children and a resource for families/communities."
- **TeamChild**
 - <https://teamchild.org/>
 - Offers legal services to children and their families facing barriers such as expulsion/suspension, feeling unsafe at school, struggling to land work/housing due to a juvenile record, unmet healthcare needs, and more.

EMPLOYMENT/UNEMPLOYMENT/L & I

- **Worksource Washington**
 - <https://seeker.worksourcewa.com/home.aspx>
 - “WorkSource is a statewide partnership of state, local and nonprofit agencies that provides an array of employment and training services to job seekers and employers in Washington.”
- **Washington State Employment Security Department**
 - <https://esd.wa.gov/>
 - Contains extensive information on job hunting and training, unemployment, paid/medical leave, taxes, and more.
- **Washington State Department of Labor and Industries**
 - <https://www.lni.wa.gov/workplacerrights/>
 - Extensive information on workplace rights, including wage and pay requirements, mandatory breaks, how to file various workplace complaints, and leave and benefits.
- **Fair Work Center**
 - <https://www.fairworkcenter.org/>
 - Provides free legal clinics, health and safety workshops, government agency navigation assistance to workers in Washington State.
 - Workers can also directly set up a consultation regarding a workplace legal issue
 - <https://www.fairworkcenter.org/get-help/>
- **Unemployment Law Project**
 - <http://unemploymentlawproject.org>
 - “Provides low-cost representation and free advice and counsel to people in Washington State who have been denied unemployment benefits or whose award of benefits is being challenged.”
 - Must be under 200% of the Federal Poverty Level