



## 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 Health Justice Initiative?

- ❖ HJI is a partnership between medical providers and NJP to provide civil legal services to patients.
- ❖ HJI serves people in Spokane, Ferry, Stevens, Garfield, Pend Oreille, Lincoln, Whitman, Asotin, and Grant Counties, as well as the Colville, Kalispel, and Spokane Reservations.

## What Kinds of Problems Can HJI Address?

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

- ❖ Individual Advocacy for Patient Rights
- ❖ Public Benefits (welfare, SSI, etc.)
- ❖ Special Education
- ❖ Disability Rights
- ❖ Tenant Rights and Obligations
- ❖ Unlawful Detainer and Eviction Actions
- ❖ Consumer, Collections, and Legal Financial Obligations
- ❖ Guardianships
- ❖ Tribal Law
- ❖ Family Law

HJI cannot help you with criminal matters.

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

## What Can I Expect When I Call HJI?

- ❖ You will get a voicemail. Leave a detailed message explaining your issue and be sure to **include your contact information** so HJI can call you back.
- ❖ An NJP screener will listen to your call and call you back within three business

days. If you do not hear back from someone within three business days, please call back and leave another message.

- ❖ When you get a call back, you will be asked for financial and other information to determine whether you are eligible for our services.
- ❖ 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.
- ❖ Your information will be given to HJI staff and a time will be set up to talk with you either by phone or in person.
- ❖ Please gather any paperwork you have related to your problem. 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 could help you to solve your problem on your own.
- ❖ In some cases, we may try to solve your problem through negotiation. The HJI or NJP may be able to represent you if the problem is more complicated. This is decided on a case-by-case basis.
- ❖ 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:  
[www.washingtonlawhelp.org](http://www.washingtonlawhelp.org)

## Who Should Contact HJI?

- ❖ You have a civil (non-criminal) legal problem; and
- ❖ You are not currently working with a lawyer or another legal services provider.

## How Do I Contact HJI?

- ❖ You can call HJI's toll-free telephone line at 1-844-787-8822. Follow the instructions and someone will call you back within three business days.
- ❖ You may also send us an email with your information at:  
[HJI@nwjustice.org](mailto:HJI@nwjustice.org)

## American Sign Language:

If you are fluent in ASL and prefer to speak with an advocate who is fluent in ASL, call:

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.

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

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

## Health Justice Initiative

Call 1-844-787-8822  
or  
(509) 381-2352

[HJI@nwjustice.org](mailto:HJI@nwjustice.org)

## For Deaf, Hard of Hearing and Speech Impaired:

Call HJI using the relay operator of your choice.

## Free Legal Information is Available at:

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



FREE LEGAL SERVICES

**Northwest Justice Project**  
Health Justice Initiative

**H**EALTH

**J**USTICE

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