

Legal help in King County is a phone call away!



2-1-1 is the New Centralized Information and Referral Point for Civil (Non-Criminal) Legal Services in King County

Starting **January 1, 2008**, people with legal problems in King County can dial 2-1-1 to receive information about and referrals to **many free and low-cost** civil (non-criminal) legal services. The local number is (206) 461-3200, and the toll-free number is 1-877-211-WASH (9274).

211, the Crisis Clinic's Community Information Line, has been providing King County residents with information and referrals to social services for many years, and continues to offer these services independent of, or in addition to, legal referrals.

What will happen when I call 211 for legal help?

Callers can expect to speak with an information and referral specialist who will collect information about the caller and his or her legal issue. If an appropriate legal resource is available, 211 will provide a referral. However, 211 specialists are not lawyers and therefore cannot provide legal advice.

Callers should also be aware that many legal services are provided by non-profit organizations, and many serve only low-income people. In addition, services, especially representation by an attorney, are limited by staff capacity and may not be available even if all case criteria are met.

When can I call?

211 is available to take calls Monday through Friday from 8am - 6pm. Service is not available on Saturday or Sunday.

What if I need an interpreter?

211 works with a language line to provide interpreters at no cost to callers. Deaf and hearing-impaired callers can call 1-800-833-6384 or 711 to be connected to a relay operator at no cost, who will then connect them with 211.

Will the information gathered by 211 be confidential?

Caller information is considered confidential and will not be shared except to provide legal assistance for the caller. In cases involving domestic violence, callers are referred directly to confidential domestic violence advocacy agencies (who then make connections to legal services), and no identifying information is gathered by 211.

How is this system different from what we've had in the past?

Until recently, people in King County contacted the many legal services agencies directly, often without knowing what kinds of cases they handled and what services were offered. They often made a lot of calls before they found help, and this was frustrating. 211 provides one centralized source for legal information and referrals in King County. What's more, information about the many free and low-cost legal services available in King County has been updated to ensure accurate referrals.