

# CLEAR Intake Assessment In-Depth Data Overview



Completed by:



February 2026

## CONTENTS

In-Depth Data Overview .....	1
Stakeholder Survey .....	1
About Respondents .....	1
Overall CLEAR Services .....	1
Benefits of CLEAR.....	4
Suggested Improvements .....	4
The Value of Legal Advice, Brief Services, and Legal Information.....	5
The Value of Referrals.....	7
Prioritization Areas .....	8
Increasing Collaboration and Referrals .....	9
Final Thoughts from Partners.....	10
Community Survey.....	11
Overall Intake Services .....	11
Most applicants would use intake services at CLEAR again.....	13
Services do not meet applicants’ legal needs very well. ....	13
Almost 60% of the applicants surveyed were successful in using CLEAR, but over 30% stopped because they had a problem or technical issue.....	15
Just under 50% of applicants who spoke with a CLEAR Attorney had their questions answered extremely or very clearly, but applicants felt more confident they could improve their situation after receiving assistance.....	16
Most applicants would recommend CLEAR to a family member, friend, or colleague, although known applicants were less likely to do so than overall respondents.....	18
Over 50% of respondents found it very easy or easy to access CLEAR by phone or online, while over 25% of respondents found it very difficult or difficult to access CLEAR intake services. ....	18
Sample of Additional Applicant Comments .....	19
About Respondents.....	20
Listening Sessions.....	22
Community Brainstorming Session .....	23
Potential Changes to Consider – Community Discussion .....	23
Community Feedback .....	23

Intake, Screening, and Services Data .....	27
The CLEAR Screening Unit receives a substantial number of calls, far exceeding the capacity of CLEAR screener staff. ....	27
Language Access.....	30
Identifying Unique Callers.....	30
Screening Disposition .....	31
Level of Service of Closed CLEAR Attorney Cases .....	31

## IN-DEPTH DATA OVERVIEW

### STAKEHOLDER SURVEY

A key stakeholder survey engaged community stakeholders and social service providers. This survey obtained feedback from 63 individuals about the strengths and weaknesses of screening, advice, referral, and other connected intake systems through CLEAR. The survey also gathered input about the value of legal advice, pro se, and limited scope legal help. Written surveys were conducted via SurveyMonkey with participants able to share candid anonymous feedback. The survey document is attached as Appendix C and the survey response data (without text fields) is attached as Appendix D. This section presents highlights from the stakeholder survey, but more details are available in Appendix I: Supplemental Materials.

---

#### About Respondents

A total of 63 individuals representing over 21 organizations responded to the Stakeholder Survey, including:

- Staff of community partners and other organizations
- Court staff and members of the judiciary
- Government and agency employees
- Other attorney advocates and members of the Bar Association, including pro bono attorneys and other members of the private bar
- Northwest Justice Project funders and board members

---

#### Overall CLEAR Services

Over 65% of stakeholders refer people to CLEAR services or resources. Less than 5% used CLEAR services and resources themselves, while 11% manage or work at a self-help center that refers people to CLEAR.

The most used or referred to intake pathways are: CLEAR and CLEAR\*Sr telephone lines (90.48%), NJP Online Intake (72.50%), EDSL (46.15%), and Callback requests submitted to NJP's Screening Unit (28.21%). Stakeholders familiar with the intake pathways did not feel strongly that any of the pathways were very helpful or easy to use, with many being unsure. Stakeholders were most knowledgeable about the CLEAR and CLEAR\*Sr telephone lines, rating them: Extremely helpful 4.88%, Very helpful 2.44%, Somewhat helpful 46.34%, Not so helpful 17.07%, Not at all helpful 9.76%, and I don't know 19.51%. The telephone lines were also rated: Extremely easy 0.0%, Very easy 12.50%, Somewhat easy 25.00%, Not so easy 25.00%, Not at all easy 12.50%, and I don't know 25.00%.

Fewer stakeholders were as knowledgeable about the EDSL and the NJP Online Intake, but more partners rated these resources as Extremely helpful (6.9% and 8.67% respectively) or Very helpful (17.24% and 5.71% respectively). Partners also rated the EDSL and online intake as easier to use: Extremely easy (3.45% and 2.94% respectively) and Very easy (17.24% and 8.82% respectively). Partners were the least familiar with callback requests submitted to NJP's screening unit (CLEAR Intake team).

"I get frequent feedback about people not being able to get through on the CLEAR/Clear Sr. phone lines, so I marked 'somewhat helpful.' I think it is extremely helpful when people are able to get through."

"The feedback is that connecting with NJP is next to impossible."

"I constantly hear that pro se parties cannot get through to the intake line or don't get a call back. Many have given up and don't expect to receive a response or help."

"Every time I refer someone I am told they have been trying and no one helps them. They [say] no one answers the phone or no one responds to the online intake."

"I often get complaints that people are on hold for extremely long amounts of time or don't get callbacks."

"I have [many] years of referring and registering people online for CLEAR services and receiving referrals from the NJP intake screening team. Referral to the NJP website, walawhelp for DIY, is the most helpful to callers with landlord tenant questions. If the tenant issue is too entrenched, it is almost too late to do any 'prevention.'"

Over 60% of stakeholders have used or referred people to CLEAR for more than five years, over 16% for 3 – 5 years, almost 12% for 1 – 2 years, 9% for less than one year, and 2% have never referred to CLEAR. Over 44% refer to CLEAR weekly, over 16% daily, 16% monthly, and 14% occasionally.

None of the stakeholders surveyed are very satisfied with CLEAR. In total 32.56% are somewhat satisfied, 39.53% are somewhat dissatisfied, and 11.63% are very dissatisfied.

"The CLEAR attorneys provide incredible help, and I know that. But getting THROUGH to CLEAR is really hard for clients, so I have mixed feelings. CLEAR is so helpful that it's become unhelpful..."

"It's a great concept. The resources will never be able to meet the need but especially in family law, timely assistance is rarely available for people served with pleadings who need to respond and have deadlines/hearings."

“The hours were limited for youth, there was often a wait or a call back, which is hard for youth to navigate.”

“I wish that NJP could have access points for clients in King County through CLEAR. It is very hard for other orgs to refer clients to NJP and they seem to take very few cases. There are no clear paths to access.”

“There have been no indications from the other organizations we work with getting successful contact or call-backs unless they make multiple (5+) attempts for emergent services that the average person, calling on an early lunch, may not have time for.”

“CLEAR tries to be too much for too many. Consequently, it has established real credibility issues for itself, esp. with non-dominant cultural communities.”

“Challenging not to have a CLEAR referral available in King County. Challenging for people with legal needs to go the extra step with 211.”

“Super impressed by website: walawhelp; RE Clear: I hear from callers that the CLEAR line is impossible to get through or that they never get a call back.”

Over 36% indicated they had experienced problems using or contacting CLEAR. While the legal help is valuable and of high quality once people get through, many people are unable to even get through to intake screening.

“I’ve never used it but my clients have told me it’s really hard to contact. We now add language about ‘it can be hard to get ahold of clear, but we encourage you to keep trying.’”

“CLEAR has been extremely helpful, but it can be challenging to get help, as there is limited capacity.”

“Reported by those referred that they do not hear back or, due to having to call during work, they have to give up and seek other resources.”

“Telephone availability is extremely limited.”

“Most folks are unable to sit on the line and continue calling until someone answers - it is definitely not accessible to folks with disability, language, or other barriers.”

“In general, people I have referred to CLEAR report not being able to reach anyone.”

“The biggest problem is the long wait times. Many clients don't have the ability or patience to get through.”

“I refer people; they tell me it's impossible to get through. That it is busy or backlogged or never receive a call back.”

---

## Benefits of CLEAR

Community partners value the concept and vision for CLEAR. Almost statewide access, especially for people in rural areas or legal deserts, is a real value in the services offered by CLEAR. In many cases, these individuals would have no other source of legal information or advice. The legal professionals at CLEAR and the expertise at NJP are valued by community partners. The completed screenings and transferred intakes support partners with limited staffing or other capacity, allowing them to focus on legal work.

“The concept of one place to call to access any legal services.”

“It serves people in nearly all corners of the state.”

“When a client can get processed and in with an Attorney through CLEAR, the assistance, advocacy and guidance provided to the client is immensely helpful.”

“It's existence! Having a space for people to get legal advice, or at least triage, is necessary. I appreciate when CLEAR has done the intake and triage, and then e-transfers cases, because the intake can often be the most time-consuming part. It also helps a lot when we have a conflict in our organization, having another resource to provide them means so much. Without CLEAR, our capacity would be even more limited.”

---

## Suggested Improvements

Partners want to see increased accessibility, in the form of:

- Increased hours available for incoming intake calls
- Increased staffing to provide more coverage and reduce wait time during intake hours
- More robust online intake, with options for text or alternative methods of engagement beyond calling back the CLEAR Hotline
- Expansion to include King County for screening, triage, and advice
- Increased attorney capacity to provide more advice and counsel
- Expansion of subject-area queues and specialized advice lines
- Reducing the time from first call to legal advice call

Currently, some partners have concerns about referring people to CLEAR and NJP. Although 32.56% feel very comfortable referring to CLEAR, 32.56% are only somewhat

comfortable, 20.93% are not very comfortable, and 9.3% are not comfortable at all referring to CLEAR. Although they are a high-quality resource for the people who can get through, barriers to access give many partners pause.

“Feels like giving false hope to refer a person to NJP when there are few little legal resources available.”

“I am absolutely comfortable with the help they’d receive if they get through but I don’t like sending them to a resource I know will be difficult for them to access.”

“I have to set clear expectations that it is not a quick process and they likely won’t receive help in time for a hearing or to respond to deadlines.”

Despite these concerns, 76.16% of partners would recommend CLEAR to community members, colleagues, family members, or friends. However, many cite the lack of alternative resources or options as the primary reason for their recommendation.

“It’s the only option, so you have to recommend it.”

“Because it’s all we really have. I always simultaneously refer people to the regional VLS if one exists.”

“Yes, only because they have no resources to access other options.”

“Yes, however, knowing CLEAR capacity limits, I refer to NJP website much more enthusiastically.”

“Recommend only to those in areas where services are non-existent. (Legal deserts)”

“[It is] the only option in areas where there [are] legal deserts such as Eastern Washington.”

---

### The Value of Legal Advice, Brief Services, and Legal Information

Overall, partners agree that offering legal advice, brief services, and legal information through the CLEAR Attorney team is a valuable use of time and resources, with 52.63% strongly agreeing, 36.84% agreeing, 7.89% disagreeing, and 2.63% strongly disagreeing.

“CLEAR is very helpful if the people in need can get connected.”

“I would have said ‘I don’t know.’ I am curious if outcomes can be studied. I am very cynical that most clients can navigate complex legal issues with advice/information. Would this resource be better invested

in more in-depth legal services? Could advice be better provided in person or with drop-in support to navigate WA Law Help?”

“I think we have to offer advice and brief services as much as we can because we cannot represent everyone.”

“CLEAR is a valuable resource for people across the state. Would like to see CLEAR and the Neighborhood Legal Clinics, and 211 more integrated.”

When asked if legal advice, brief services, or limited scope services help or harm unrepresented people in need of legal help, 45.00% believe they are very helpful, 50.00% helpful, and 5.00% harmful. Unrepresented people need more services, more information, and more support. Due to the overwhelming need, full representation is not possible for everyone who needs it. However, timely, meaningful information and advice is important. Finding the right time to provide legal advice and not waiting too late is a balancing act. Many individuals may need earlier, additional support or opportunities for ongoing or sequential advice.

“Timing is everything. The more the service is accessible and quickly responsive, the more helpful it is. Landlord tenant issues are fast moving.”

“It’s been proven that even brief advice assists in improving legal outcomes. This part of CLEAR CANNOT go away.”

“There seems not to be as much brief service or limited scope services as needed. CLEAR seems to be much more of a referral service than may have been intended.”

“I think it is helpful if folks can actually access the services - right now CLEAR is more harmful than helpful.”

“Any and all services that can be provided to unrepresented people in need of legal help (assuming it is provided by trained, knowledgeable people) is beneficial. Unrepresented people need more options, more support – not less.”

“I think it's helpful to those who have more skills, but for those who have limited reading, English skills or other disabilities, it's not enough.”

“I think access to information is very important and having a variety of ways to do that is meaningful. I am reluctant to say that sharing information is harmful - but I don't know if it's typically helpful. Clients, even with accurate advice and information, can struggle to implement that in court systems and other systems with so many systemic

barriers. Knowing and understanding rights is not the same as securing them.”

“I’m sure you already know this, but most of our clients need representation in addition to the help with paperwork. I’m wondering how I might better advocate for clients in need of representation.”

---

## The Value of Referrals

Partners varied on their rating of the value of referrals from NJP’s screening unit, although most find referrals helpful, rating them: 20.00% extremely helpful, 27.50% very helpful, 35.00% somewhat helpful, and 17.50% not so helpful. Partners appreciate direct referrals with complete screening.

“CLEAR and NJP can’t do it all, and having a centralized intake line is helpful for legal aid in WA.”

“While it would be more helpful for folks to receive legal advice, we still appreciate when they are referred without receiving it. It is helpful when intakes are sent to us, complete, as that takes a lot of time and we do not always have staff available to do that ourselves.”

“This connects people who may not otherwise know where to go for help and it saves administrative time by creating a [LegalServer] file.”

“The client referrals come to our agency ‘sorted and vetted’ which helps us do our part...”

“We should be referring to each other to use each other's services best.”

Other referrals or contacts and prove less useful to applicants and partners. Not every partner has the capacity to handle the referrals sent to them. Others need more communication with CLEAR and NJP to better collaborate.

“I think it is helpful when prescreening is done and transferred through Legal Server but our challenge is the capacity to meet the demand.”

“It is not helpful if the partner organization is not set up to provide assistance and the individual is given false hope of help.”

“CLEAR should be funded to have capacity to provide legal advice themselves. It is a miracle to get [through] to CLEAR at all, a double miracle to talk to someone and all of that results in a referral to another place that is impossible to get in touch with. This system is a nightmare. The guidance was, well wait until they have a summons,

then they get RTC. But they don't. This whole system is a complete failure.”

“Cannot comment. Not enough contact established or heard.”

“Programs have had to build their own intake and screening systems and consistently are unable to accept referrals from CLEAR.”

“Many people get caught in a referral loop, where everyone they contact just refers them to someone else.”

“Many people are not sure about whether they have a legal problem or not and get referred over and over. without actually talking to someone.”

“In some cases, it perpetuates the referral loop.”

“I don't know how helpful they are. It would depend on whether the referral agencies can actually help and provide trauma-informed services.”

“A high [percentage] of CLEAR referrals never respond or call back when I reach out to them.”

---

### Prioritization Areas

Partners expressed interest in NJP and CLEAR prioritizing specific subject areas or services for vulnerable populations or offering different methods of serving people in need. Better support and access for young people, individuals with disabilities, individuals who are unhoused, or other vulnerable populations are needed. Others see extensive family law needs in the community with high volumes of people in need of advice and information. Some partners seek more services and support for children, including special education or disability resource access. Some want better access for Native American applicants and increased legal expertise and certification in tribal courts by the CLEAR Attorney team and NJP staff. Others seek faster response times and earlier assistance, especially for landlord tenant cases pre-eviction filing and family law temporary orders hearings. Later help may be too late. Multiple partners mentioned the inaccessible hours of the Hotline, especially for working individuals or youth who need assistance. Finally, partners expressed concern about the lack of access in King County and the current limitations of the existing 211 system.

---

## Increasing Collaboration and Referrals

Many suggestions made by partners reflected comments already shared above, including expanding access to services for special populations. However, some recommended new ways to serve people in the community. Others also sought increased communication on a regional level to best meet community needs based on the resources available.

“I’m grateful that our communities can count on the inspiring and devoted legal aid professionals who staff NJP and CLEAR and who do so much for so many.”

“In person intake at trusted community organizations. Holistic approach that looks at all needs of the person. Connecting callers to movements or activism on the issues they are calling about. For family law or other cases with set schedules, having set appointments for self-represented people to check in at each stage of the case for legal support. Creating a network of community justice workers in social service agencies, community orgs that work closely with the CLEAR team for support.”

“I understand that CLEAR manages numerous programs within its organization and could benefit from identifying areas to scale back and reallocating those resources to areas of high-demand.”

“We need to collaborate on how best to serve King County residents and leverage capacity for screening and legal advice.”

“Direct contact with other legal aid orgs. The individual attorneys demonstrate the want to assist, but the need is greater than the staffing.”

“NJP should be providing legal advice and materials to help people. If their clients need more extensive services, then a referral should be made to a cbo that actually has capacity. (None of them do). Maybe all the providers should be meeting with NJP monthly to see what kind of capacity they have before they send referrals to nowhere land.”

“Some community partners are overcapacity for family law. LSC funding eligible clients should be mainly served by NJP, saving privately or state funded capacity for others not able to be served by NJP.”

“[T]hese are conversations that should be had at the regional, not statewide, level in concert with communities.”

“I think will be helpful that NJP collaborate with more than just one community base organization to help with the load of cases.”

---

## Final Thoughts from Partners

“We appreciate CLEAR, and everything they do. I think they are doing such a wonderful job with a seemingly impossible task, and I really want to see more staff and greater scope of work available to them.”

“I hope that expansion of hours is part of the conversation.”

“Rethink the purpose, mission, rationale, and core functions ASAP.”

“Could CLEAR be more relational and less transactional?”

“My question is how to assist people before their situation is ‘too far gone’?”

“CLEAR is valuable to those in legal deserts and those without means. CLEAR line's automated closed message (as of 5/15/2025) tells people about the eviction line, the online submission form, or WashingtonLawHelp.”

“I think you guys are awesome. We actually receive some referral[s] from NJP. So, I think hiring more staff will help with the amount of cases you probably receive. Train those community partners you have so the clients don't go from one place to other over and over. In the agency I work [for] we receive lot of calls and they most of the time are grateful that an actual person answers the phone and not a machine. If a client leaves a message today, no more than 48 hours we call them back. So customer service is a huge thing, and I think CLEAR needs to improve that.”

“I feel grateful for CLEAR.”

“Thank you for your hard work and dedication!”

“CLEAR is amazing and really the only option for my agency to make legal referrals to in our rural area.”

## COMMUNITY SURVEY

A community survey was created to solicit feedback from client-eligible individuals in the community, as well as people assisting client-eligible individuals, and was offered in English. Additional feedback from Spanish-speaking applicants was obtained through a listening session. The survey was administered through SurveyMonkey and was posted on statewide and funder websites, as well as sent directly to individuals applying for services (known applicants for services). Data below is presented as the full set of all community feedback, and with the subset of known applicants highlighted afterwards. The survey document is attached as Appendix E and the survey response data (without text fields) is attached as Appendix F.

A total of 405 individuals responded to the survey (of which 199 were known applicants). In the survey, community members were asked about experiences with access to legal services at NJP and the CLEAR intake and advice services. The percentages below reflect individuals who answered each question, with people having the option to skip questions. Over 86% of respondents were people seeking legal assistance, followed by people helping someone else (including friends or family, court staff, and attorney advocates). About 95% of all respondents were accessing the survey on their own phone, tablet, or computer, with the remainder accessing it at an advocacy organization, self-help center, legal clinic, or library.

“I appreciate you being there. Thanks so so much.”

“Very kind and caring people.”

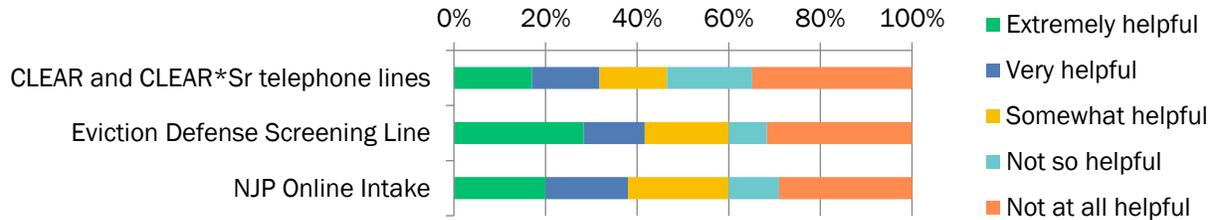
---

### Overall Intake Services

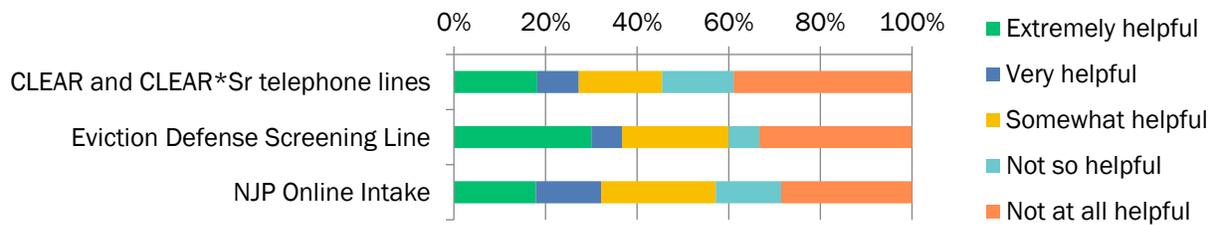
About 74% of all respondents (and almost 80% of known applicants) have used the CLEAR and CLEAR\*Sr hotlines, while 37% used the EDSL (41% of known applicants), and 62% the NJP Online Intake (68% of known applicants). From the survey responses, it was unclear that respondents understood or could access callback requests submitted to NJP’s screening unit, and data for this intake method is excluded on the client and community survey. Percentages below include all individuals who indicated they used an intake method and provided a rating. Percentages are shown out of 100 for each intake method, although each method was not used equally, as noted above.

Overall ratings of the intake access points leaned more negative than positive. Helpfulness was rated lower than ease of use for all intake methods, except for the EDSL, which was more positively rated on helpfulness, but lower on ease of use. For the CLEAR and CLEAR\*Sr hotlines, more than 50% of respondents rated them not at all helpful or not so helpful, while about 40% rated them not at all easy or not so easy to use. Applicant feedback makes it clear that there is significant room for improvement.

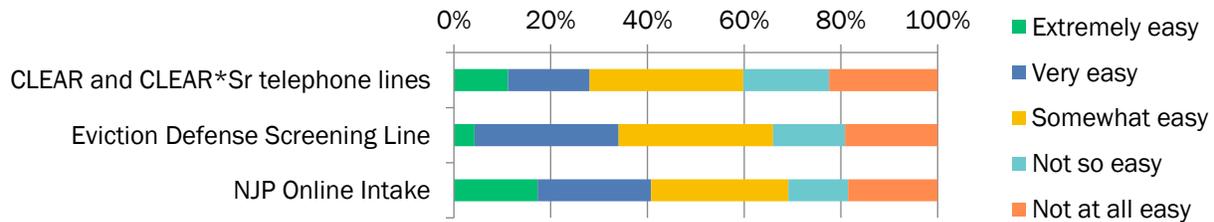
### Was it helpful? - All Respondents



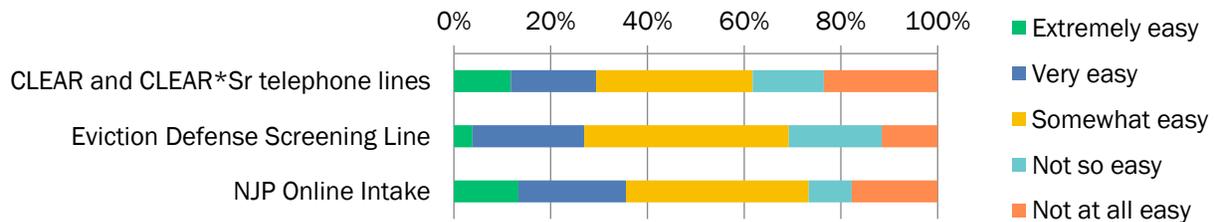
### Was it helpful? - Known Applicants



### Is it easy to use? - Known Applicants



### Is it easy to use? - Known Applicants



---

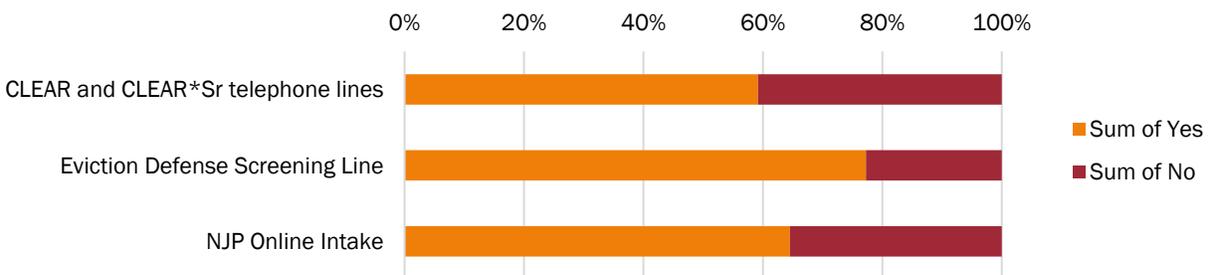
Most applicants would use intake services at CLEAR again.

Of individuals who used a service and rated whether they would use that service again, the intake method most likely to be used again was the EDSL (81.08%), followed by NJP Online Intake (71.66%), and CLEAR and CLEAR\*Sr hotlines (62.69%). Known applicants were most likely to use the EDSL again (77.27%), followed by NJP Online Intake (64.51%), and CLEAR and CLEAR\*Sr hotlines (59.18%).

Would Use Intake Method Again - All Respondents



Would Use Intake Method Again - Known Applicants



“The person helping me was amazing!”

“I am forever grateful for all you all do there. Thank you!”

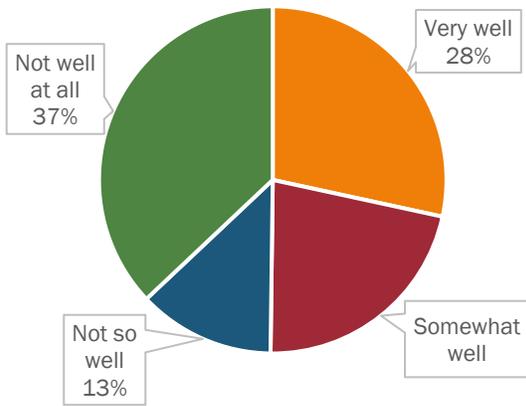
“Much appreciated!”

---

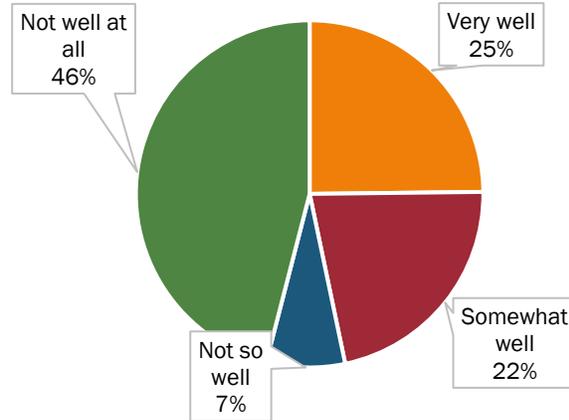
Services do not meet applicants’ legal needs very well.

When applicants were asked whether CLEAR met their needs, only 50% of all respondents indicated it met their needs very well or well (28% and 22% respectively). For Known Applicants, 47% indicated that CLEAR met their needs very well or well (25% and 22% respectively). For all applicants, the greatest percentage of respondents indicated that CLEAR met their needs not well at all (37% all respondents, 46% known applicants). CLEAR was more highly rated on ease of use, with over 30% rating is very easy to use, however over 25% rated it not easy at all to use.

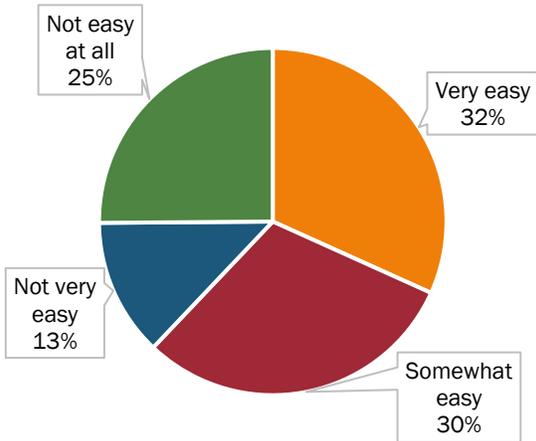
Meets Legal Needs  
All Respondents



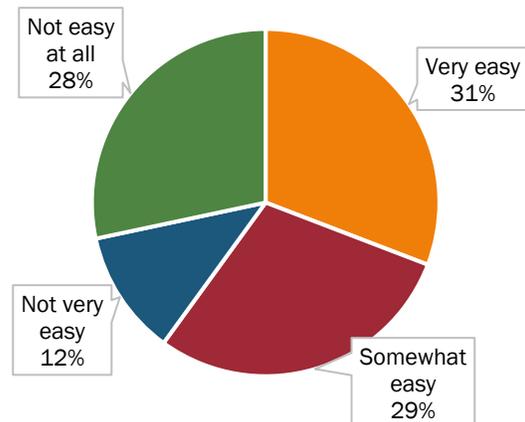
Meets Legal Needs  
Known Applicants



CLEAR Ease of Use  
All Respondents



CLEAR Ease of Use  
Known Applicants



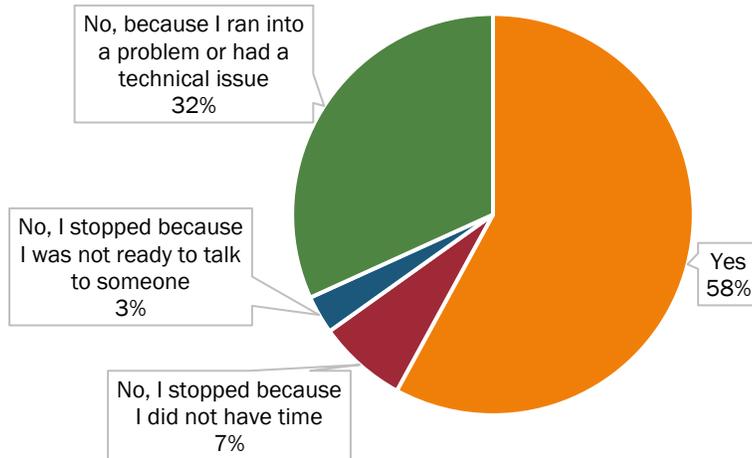
“I think it would be Very Helpful to know what Phone Numbers and Email Addresses one should be looking out for, when waiting to hear from you. When unable to leave a voice message, a Text would be Highly Appreciated. I believe I missed a phone call from the [office], looking back on my missed phone calls I could not identify which one it was.”

“[I]t is difficult for people that are disabled.”

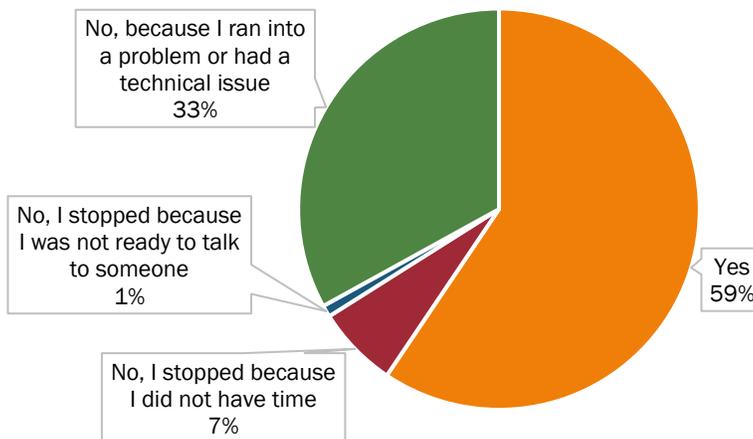
“I got through and waited but got some blanket email that I already knew about. Not helpful.”

Almost 60% of the applicants surveyed were successful in using CLEAR, but over 30% stopped because they had a problem or technical issue.

### Success in Using CLEAR - All Respondents



### Success in Using CLEAR - Known Applicants



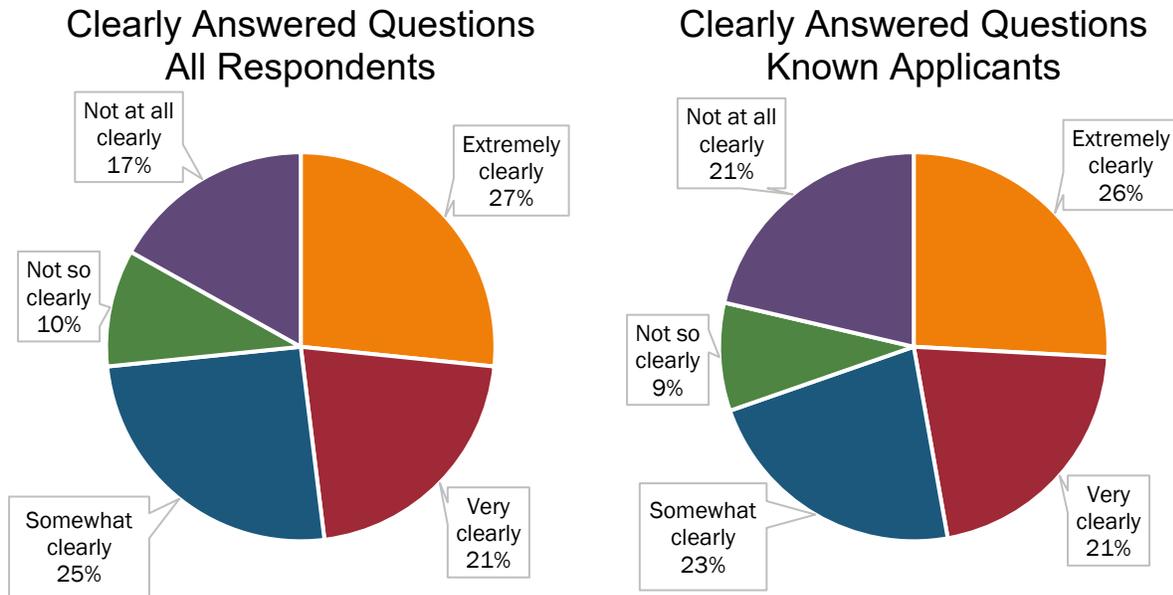
“I really don't like these automated phone systems they just bounce you from one bot to the next and there is no receptionist no one else for you to talk to unless your situation is only one of the five offered.”

“No one is answering the phones or doing scheduled call backs.”

“I never received a call after doing the intake online.”

“Stop calling people private. Most have their spam block on and miss the call.”

Just under 50% of applicants who spoke with a CLEAR Attorney had their questions answered extremely or very clearly, but applicants felt more confident they could improve their situation after receiving assistance.



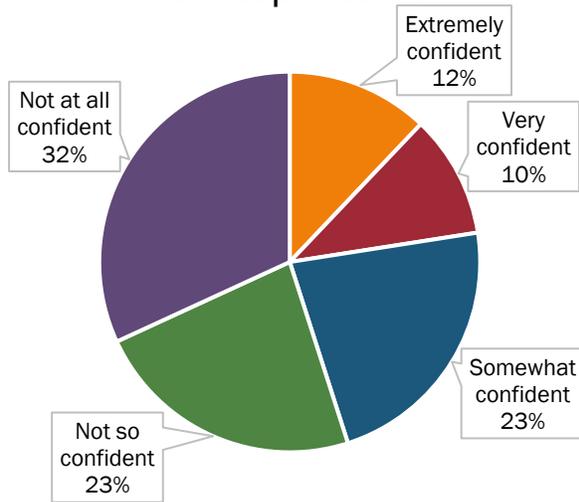
“My attorney was AMAZING. I just wish there were referrals or someone could represent in court.”

“I was suppose[d] to get a call back from a [lawyer] because I qualified and instead of a call I got an email with 3 generic links that don't apply to my situation. I really needed some guidance and was really let down and you guys didn't do what you said you would.”

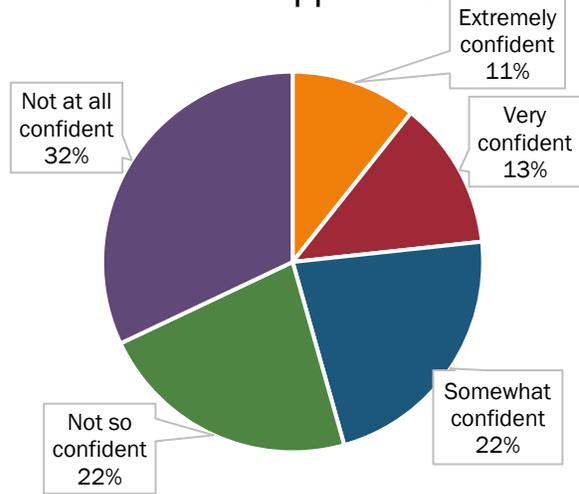
“Very helpful and knowledgeable person giving advice, but knowing upfront that this was legal advice and not representation would have been helpful.”

Prior to speaking with an advocate at CLEAR, less than 25% of all applicants felt extremely or very confident that they could improve their situation. After receiving assistance from a CLEAR advocate, 46% of all respondents felt either extremely or very confident (extremely 27%, very 19%) they could improve their situation using the help they received from CLEAR. For known applicants, that number was slightly slower at 43% extremely or very confident (extremely 23% very 20%).

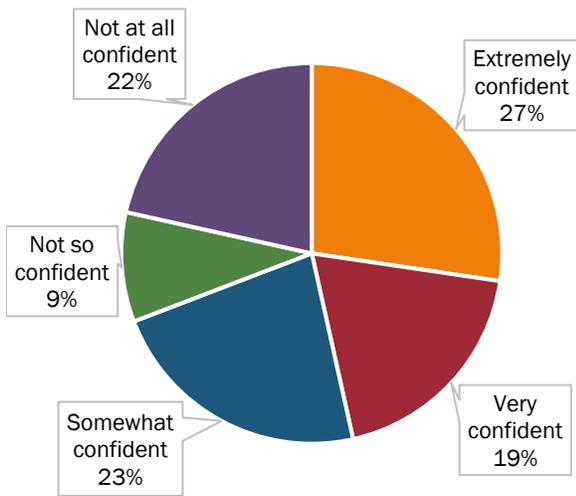
Confidence Before Services  
All Respondents



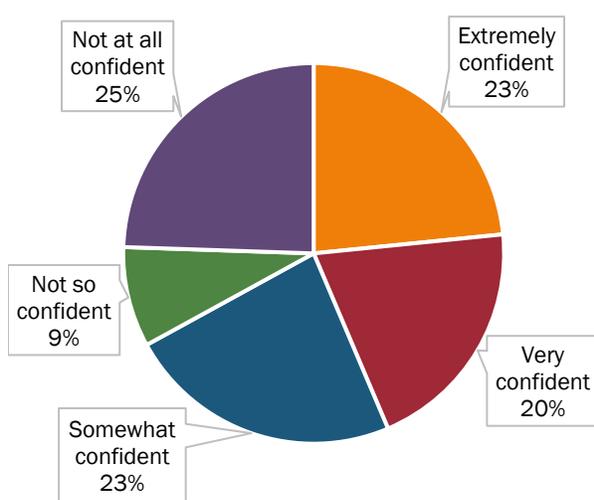
Confidence Before Services  
Known Applicants



Confidence After Services  
All Respondents



Confidence After Services  
Known Applicants

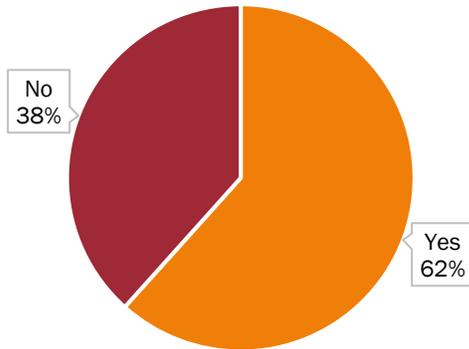


“Thank you for the wonderful job you did on just advising me in regards to a pending eviction...and the confidence that consultation gave me in explaining the points of concern with the eviction that I had thought troubling and possible eviction contention points and that consultant turned my points of concern into a viable logical and legal Defense for my upcoming eviction. Thank you once again.”

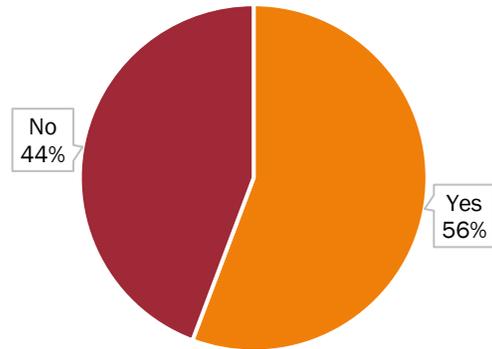
“Somebody helped me find information and tried to explain how to use it but it was useless because didn't understand and I can't fill out paperwork. I have to have someone fill out all of my paperwork of any kind.”

Most applicants would recommend CLEAR to a family member, friend, or colleague, although known applicants were less likely to do so than overall respondents.

Would Recommend CLEAR  
All Respondents



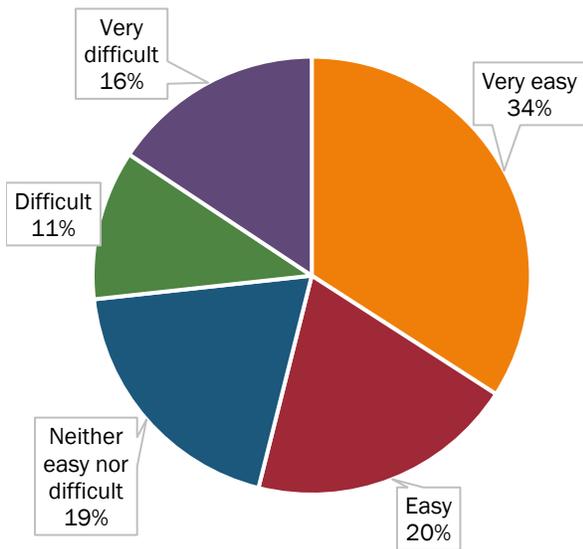
Would Recommend CLEAR  
Known Applicants



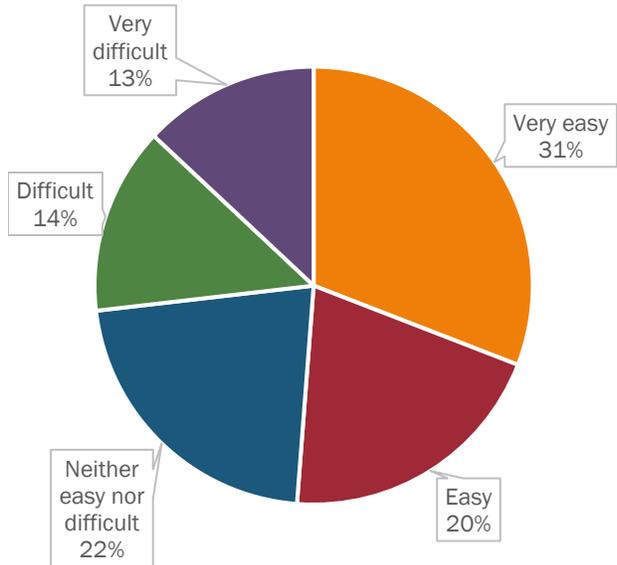
*“I was extremely grateful for the help I received and for the professional person who helped me.”*

Over 50% of respondents found it very easy or easy to access CLEAR by phone or online, while over 25% of respondents found it very difficult or difficult to access CLEAR intake services.

Ease of Access  
All Respondents



Ease of Access  
Known Applicants



For applicants with difficulty getting through to CLEAR, the biggest complaint is the limited hours available to call the hotline. Many did not find the hours accessible for their schedule. Others indicated that call volume was so high they were regularly told by the system that volume was too high and to try again later but were unable to get through for the rest of the open hotline hours. Some began an intake but were unable to submit requested documents to complete their intake screening.

“I have to call early and hope someone answers.”

“The machine regularly sent me to an inbox that had me wait on hold before being told no one was available and hanging up on me without me being able to leave a message.”

“It's hard to get through because of high call volumes and message disconnects saying try again later. I finally got through on the over 60 line.”

“In the past, we have used CLEAR to help with managers who have been discriminatory in our complex. CLEAR helped us. We were not able to even speak to anyone...and are very disappointed and disillusioned.”

“I'm good with tech yet I know so many that are not. My mom, daughter, brothers etc. wouldn't be able to use without the call back. Your staff was wonderful and easily understood.”

---

#### Sample of Additional Applicant Comments

“I have received help in the past and [had] a positive experience which is why I came back a second time. Very helpful even if I'm not eligible for an attorney at the moment.”

“[N]ot everyone can call at your severely restricted hours. Some people, particularly Seniors, are too ill in the mornings. Others actually work.”

“It took quite a few days to get in contact with someone. We were playing phone tag since no one answered. When I finally got in contact with the screening process it only took a couple of minutes. I have not gotten a phone call back since. In the meantime I'm trying to find advice and not have to get evicted. Several questions I have to ask but no one is available. I'm moving prior to a judgement being served so it's not in my record.”

“I waited online for hours to try and talk to someone after not getting through because the lines were too full.”

“The case went through without representation because it took too long to get someone and we were evicted illegally. We still need help.”

“The phone disconnected a lot and wait times were long.”

“The system is very unfriendly. I am still waiting for a return call and it’s almost been 4 weeks.”

“The amount of time waiting for a consult and call back seems lengthy. I realize they are extremely busy, however legal matters usually cannot wait.”

“Before I was able to go directly into the office. Or reach them over phone directly. Now I’m unable to do so.”

“I appreciate that they worked with me through email to arrange callback for the screening. However, I don’t think the Eviction Defense line was appropriate for my issue. I just contacted them because the CLEAR site said that is what to do if I couldn’t get through to CLEAR (which I could not despite several attempts.) I just needed information, the intake wasn’t necessary or appropriate.”

“I was referred to the attorneys and almost 2 months later have never gotten to talk to anyone except the intake person.”

“No response at all. Throwing phone numbers for agencies that do not answer is not help.”

“After trying to get through for three days, I waited on hold for 45 minutes...At the very end, [a screener] told me someone would be calling me to make an appointment or I would get an email with a referral. I got neither. It was a colossal waste of my time...I guess it leaves a bad taste in my mouth because my hopes were really high that I could get some help and instead I got the runaround...”

“I was referred. Then referred, then referred. One phone call back would have helped a lot!”

---

## About Respondents

Not all respondents answered the demographic or life questions, having the option to skip or select “Prefer not to say.” In total, less than 225 individuals answered the various demographic questions.

- *The most represented age range in the surveys was 65+ (30.94%), followed by 55 – 64 (26.91%), 45 – 54 (19.28%), 35 – 44 (13.90%), 25 – 34 (6.28%), 18 – 24 (0.45%), and 2.24% chose not to disclose.*

- *Of respondents 65.47% identified as female, 26.91% as male, 1.35% chose not to disclose, with the remaining individuals identifying as nonbinary/nonconforming, genderqueer, two-spirit, or demigender.*
- *Of respondents, 65.44% identify as heterosexual or straight, 11.06% chose not to disclose, 7.37% asexual, 5.07% bisexual, 1.84% queer, 0.92% lesbian, with others identifying as demisexual, and questioning.*
- *For those who shared their Race or Ethnicity, there were individuals who identified as White (68.49%), American Indian, Alaska Native, or First Nations (9.13%), Hispanic or Latinx (7.31%), Black or African American (5.94%), Asian (1.83%), Native Hawaiian or Other Pacific Islander (1.83%), 8.68% choosing not to disclose, and 7.31% selected another race or ethnicity (including mixed race, European ancestry, and prefer not to disclose).*
- *Most respondents selected English as their first language (92.31%), but there were also individuals who selected Spanish, Chinese, Hindi, ASL, and indigenous languages of the Americas.*
- *Almost all respondents have a highest level of education of at least a high school or GED (23.53%), with many having higher levels of education, including Some College (33.94%), Associate's (9.50%), Bachelor's (15.84%), or Graduate/Doctorate (8.14%) Degrees. In addition, 7.69% had trade or technical certifications, including in cosmetology, massage, home healthcare, medical assistant, medical technician, computer and IT certifications, welding, electrical, and landscaping.*
- *Of those who responded, the majority considered themselves to have a disability (67.86% - 152 respondents of the 224 who answered this question).*
- *Over 10% identified as veterans of the U.S. Military (23 of 220 respondents).*
- *60.91% have experienced domestic violence (134 of 220 respondents).*
- *In total 215 people provided information about their household income, with 33.49% under \$12,000, 22.33% 12,000 to 19,999, 22.79% 20,000 to 39,999, 4.19% 40,000 to 59,999, 1.40% 60,000 to 79,999, 2.79% 80,000 or more, and 13.02% chose not to disclose.*
- *59.80% of respondents live in an urban area, while 40.20% live in a rural area.*

## LISTENING SESSIONS

Twelve (12) virtual listening sessions captured the reflections of 84 people in total. Interviewees included members of the screening unit, managers, CLEAR attorneys, field office staff, members of the Pro Bono Council, staff from specialty legal aid providers, prior clients, and members of the community. The listening sessions provided key insights into the functioning of the intake system and helped clarify feedback obtained in the surveys. Interviewees were asked their opinions about: what is working well in intake and screening; what is not working well; concerns about the intake process and barriers affecting vulnerable populations; concerns about the case acceptance process and level of service determinations. Some key highlights are included below.

Themes that came up in discussion include:

- How CLEAR and CLEAR's role are perceived
- How the different intake and referral pathways interact with one another
- The practical experiences of screening, working in CLEAR, interacting with CLEAR and the screening team as a client, referring people to CLEAR and NJP, and receiving referrals from CLEAR and NJP
- Services and gaps in the Washington A2J landscape
- The array of legal issues and access barriers experienced by the client community

Relevant feedback from these sessions informed analysis about the structure and function of CLEAR intake services. Findings from these sessions are included in the earlier data sections and were used to inform the strategies discussed during the Brainstorming Sessions.

---

### Potential Changes to Consider – Community Discussion

---

#### Internal Suggestions Overview

Community partners were given a brief overview of the categories of internal changes being considered, including increasing CLEAR efficiency, reducing or eliminating uncertainty for clients and advocates, and reducing internal transfers. Partners shared additional feedback regarding these categories, outlined at the end of this section.

---

#### Collaborative Suggestions

1. Create a live, regularly updated, referral database for partner and NJP case referral and acceptance guidelines. Requires systems for meaningful dialogue and collaboration.
2. Increase pro se resources, identify subsets of cases where that is the highest level of service, and refer people there. Is Washington Law Help the right resource?
3. Identify areas of law or case types where CLEAR and NJP will not be the first point of contact in the community. Educate community partners and identify other organization(s) as the best fit for services.
4. Identify subject areas or case types where CLEAR will always refer quickly to community partners where services are available.
5. In cases where applicants need an attorney for a hearing or trial and NJP is unlikely to represent, refer rapidly to increase possibility of representation by partners or volunteers.

---

#### Community Feedback

1. Referral database
  - a. Pros:
    - i. Would be a great resource as long as it is regularly updated
  - b. Cons:
    - i. Less valuable for partners that lack the time to communicate and facilitate “warm hand offs”
  - c. Challenges/Questions:
    - i. Would this database be publicly accessible, internal-only, or shared with partners?
    - ii. How does an effort like this relate to the much higher-lift concept of an applicant-facing statewide A2J portal of some sort?

## 2. Pro se resources

### a. Pros:

- i. WA Law Help is useful resource and many partners refer to it or help people access materials from it
- ii. Partners value regular in-person clinics in accessible locations

### b. Cons:

- i. There is a lack of uniform rules and court procedures in Washington, requiring extensive localized information and advice
- ii. Some vulnerable populations may not be able to use or access pro se resources without assistance

### c. Challenges:

- i. WA Law Help is a statewide resource, but court rules and practices are often local and non-uniform. Pro se litigants need to be able to find and access the materials that are relevant to them, and their situation. Many partners do not feel that any one resource truly does that.
- ii. Even with just the amount of data that is currently on WA Law Help, it is overwhelming for people. Many partners expressed that WA Law Help was a resource they had to help people use, rather than something they could simply refer folks to.
- iii. The community of folks that need legal aid services often have other barriers to access that make navigating WA Law Help difficult. This is compounded by fact that using many pro se resources require the ability to print and/or file documents.
  1. Language and literacy barriers
  2. Lack of comfort with technology
  3. Lack of experience doing research
  4. Lack of transportation
  5. Lack of access to printing
  6. Lack of available time

## 3. Identify areas where CLEAR and NJP will **not** be first point of contact

### a. Pros:

- i. Knowing this ahead of time would be valuable to referring partners, save them and the potential applicant time
- ii. There are some known areas (e.g. certain juvenile issues for 12-24 year olds) other community partners specialize in and provide a high level of service, where calling CLEAR just to get a referral to them is likely to be substantial hurdle or time-sink

### b. Cons:

- i. Some partners do not have sufficient internal intake capacity to meet the demand for their services.

1. How to resolve these situations, where CLEAR/NJP are not the best first points of contact, but the provider does not have (or does not know how to develop) the capacity to both do the work and intake the work
  - ii. “Too many numbers/cooks in the kitchen. There should be one number that people can call for legal aid like 211 or 911 and be routed where they need to go.”
  - iii. [Some partners expressed that as a community we should be able to meet the demand through a central system and CLEAR should be that system, accepting all or most cases]
4. Identify areas where CLEAR will always refer to community partners
  - a. Pros:
    - i. Very helpful to know ahead of time the cases CLEAR is not going to take on themselves
  - b. Cons:
    - i. Requires knowledge of what each partner organization does what kinds of cases they take
  - c. Challenges/questions:
    - i. How to handle situations where the designated community partner is closed or at capacity?
    - ii. One partner said they only supported this suggestion if they had the ability to send cases “back” for advice if they had a conflict of interest, the client did not meet their acceptance guidelines, or they otherwise would not be able to represent the person.
5. Increase speed of identification and referral for cases that require higher levels of service, but NJP is unlikely to represent
  - a. Pros:
    - i. It would be helpful to get referrals earlier
  - b. Cons:
    - i. Some last-minute hearings/trials are not feasible regardless of how fast the referral is
  - c. Challenges:
    - i. Referrals cannot come with a guarantee of case acceptance or full representation – whether a case will be accepted and at what service level will have to be determined by the organization the person is referred to.
    - ii. Faster referrals are helpful, but partners have their own screening processes and capacity limitations. A faster referral will not guarantee the case is accepted
6. Other ideas raised:
  - a. Adjusting the times the CLEAR line is open to receive calls

- b. More visible and mobile-friendly links to the online intakes
- c. Having a texting/SMS-based option for online intakes as an alternative to call-backs.

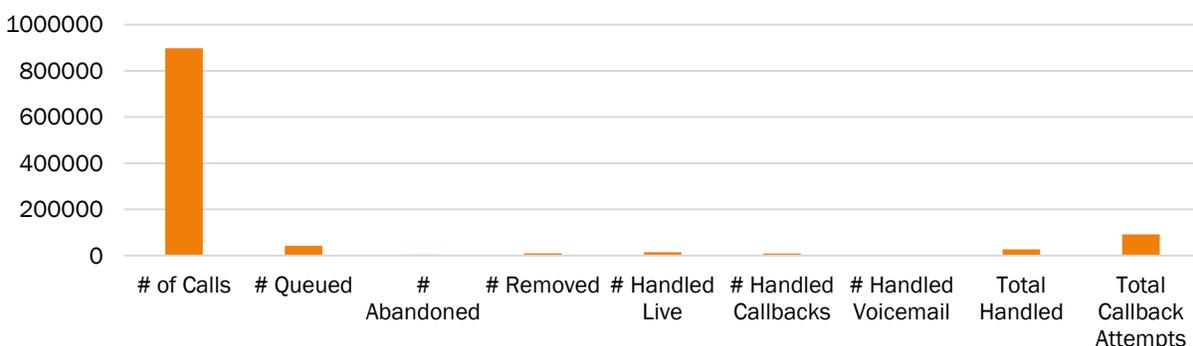
## INTAKE, SCREENING, AND SERVICES DATA

Case and intake data was analyzed for a 42-month period from July 2021 to December 2024 and contact center data for a 46-month period from July 2021 through April 2025. The number of screeners each month varied from 18 to 22, but on average there were twenty-one (21) screeners handling all the phone queue and other intakes (including EDSL). In prior years, CLEAR screenings capacity was limited by the capacity of the CLEAR Attorney team. In more recent years, NJP shifted to limit capacity by the CLEAR Screeners' capacity, placing additional calls on the CLEAR At Capacity list. Data below is for the CLEAR and CLEAR\*Sr telephone lines, unless otherwise noted. Additional intakes are completed through Field Offices, individual units or programs, online intakes, or other methods, and are noted where relevant below. The CLEAR and CLEAR\*Sr lines are staffed by 10 screeners, although the average number of screeners handling these two lines during the assessment period was 8.

The CLEAR Screening Unit receives a substantial number of calls, far exceeding the capacity of CLEAR screener staff.

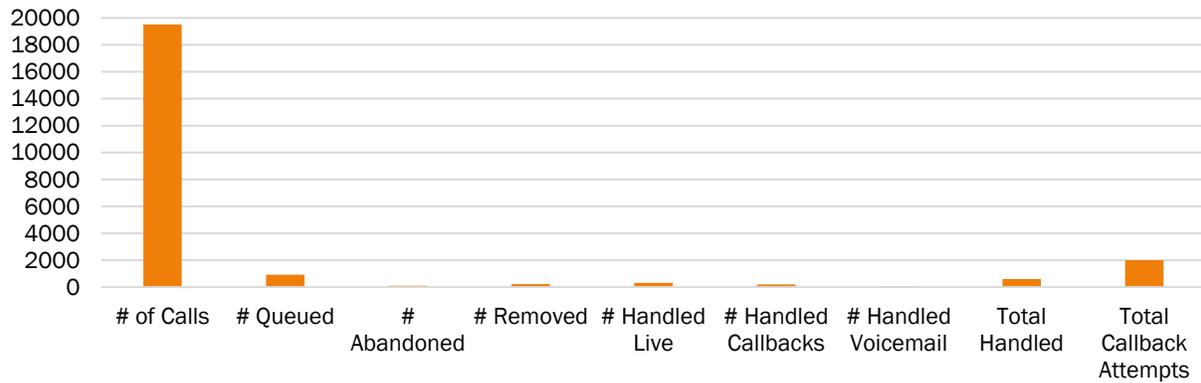
On average (based on the 46-month data set, with 952 workdays), there were 943.18 calls per day, of which 44.29 were queued. On average 28.78 were handled per day (15.50 handled live, 9.70 handled callbacks, and 3.57 voicemails). On average each screener on the CLEAR or CLEAR\*Sr lines (8 screeners on average), handled 3.59 calls per day. In total, 897,912 calls were made to CLEAR from July 2021 to April 2025. Of these calls, 42,171, or 4.69%, were queued in CLEAR's phone queue for screening. Of the queued calls, 4,700 abandoned the queue and 10,072 were removed from the queue (when screener staff were unable to clear the line). Of the queued calls, 14,765 were handled live, 9,235 with a callback, and 3,399 as voicemails. In total there were 27,399 handled calls, 64.97% of queued calls or 3.05% of total calls. There were 91,951 callback attempts. No data is available on callback success rates. A significant portion of this call volume occurred July 2021 to April 2022, with monthly calls far exceeding regular call volume, likely tied to time-limited COVID services. Later data analysis focuses on more recent data trends.

Total CLEAR Call Volume - July 2021 to April 2025



On average, there were 19,519 calls each month, with 917 making it into a queue, 102 abandoned, and 219 removed from the queue. Only 4.69% of calls make it into the queue on average. In total 596 calls (64.99% of queued calls; 3.05% of total calls) were handled each month from the queue (321 handled live, 201 handled callbacks, and 74 handled voicemails). On average each month CLEAR Intake staff made 1,999 attempted callbacks. On average, each CLEAR Intake screener handled 74.5 calls from the queue each month.

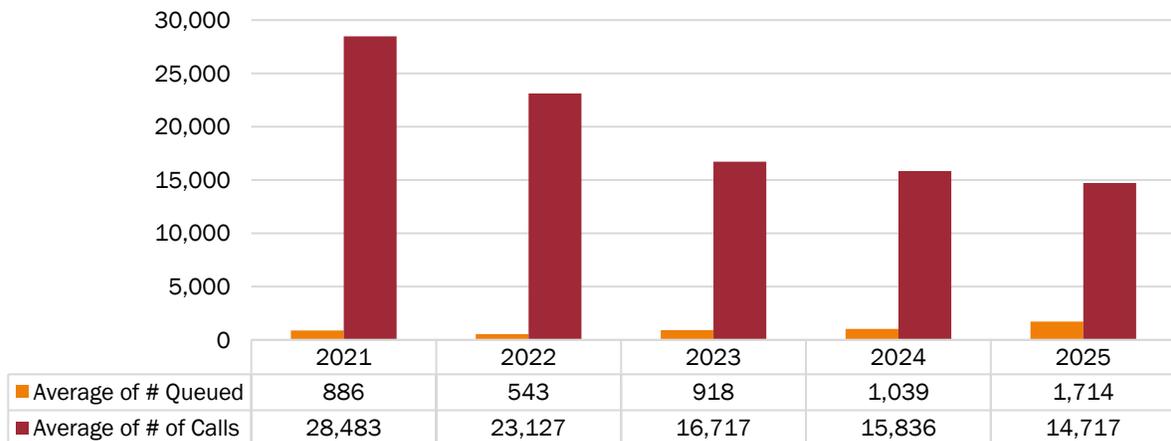
### Monthly Average Call Volume



On average, only 4.69% of calls made to CLEAR or CLEAR\*Sr make it into a phone queue, however in early 2025 11.64% of all calls were queued.

Call volume has decreased since 2021, from 28,483 monthly calls to 14,717 monthly calls on average. The average number of queued calls increased from 886 calls (3.11% of all calls) to 1,714 calls a month (11.64% of all calls). This represents an overall increase in total number of calls queued as well as the percentage of calls queued.

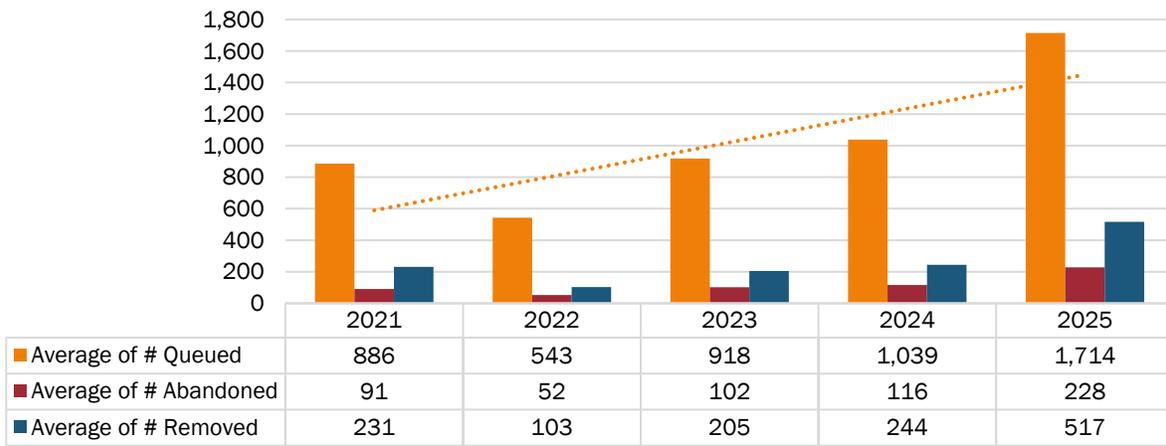
### Average Monthly Total Calls vs Queued Calls



Of queued calls, on average 64.99% are handled, 11.12% abandon the call, and 23.88% are removed from the queue.

While the average number of queued calls increased from 886 calls to 1,714 calls, the number of abandoned and removed calls also increased. The percentage of abandoned calls increased from 10.27% in 2021 to 13.30% in 2025 (9.57% in 2022, 11.11% in 2023, and 11.16% in 2024). The percentage of removed calls also increased over time (26.07% in 2021, 18.96% in 2022, 22.33% in 2023, 23.48% in 2024, and 30.16% in 2025).

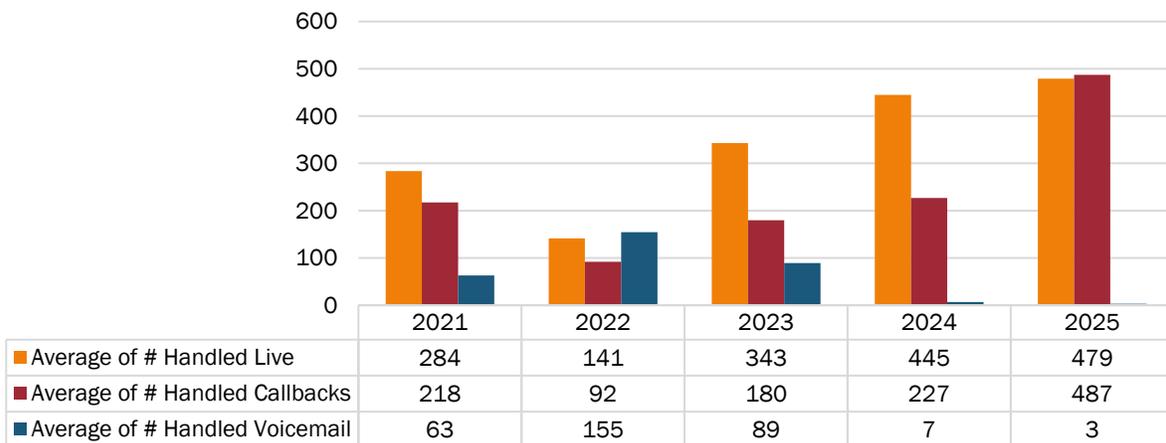
Average Monthly Calls - Queued



Of the on average 596 calls handled a month, 53.85% are handled live, 33.72% as system callbacks, and 12.41% are voicemails.

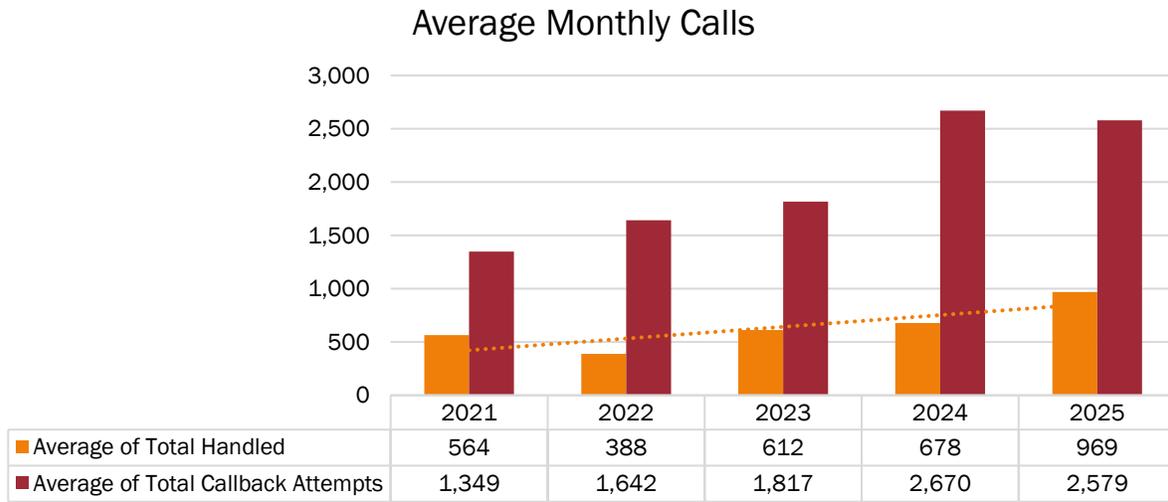
CLEAR Intake has significantly reduced the number of calls that are voicemails, handling a greater percentage of calls live or as callbacks. The average number of calls handled live significantly increased since 2022 as have the number of callbacks.

Average Monthly Calls - Handled



On average, CLEAR Screeners handled 969 inbound calls a month in 2025, much more than in previous years.

Based on the availability of 8 screeners per month, each screener handled 121.12 calls each from the phone queues each month in 2025, significantly more than the average of 74.5 for the entire data period. Average monthly callback attempts were highest in 2024 and 2025, with screeners making 2,670 and 2,579 callback attempts each month on average, or 333.75 and 322.37 calls per month per screener respectively.



### Language Access

The vast majority of screening services are provided to primary English speakers for both the CLEAR Hotline (89.9% English speakers, 8.1% Spanish speakers), the Eviction Defense Screening Line (EDSL) (94.4% English, 4.7% Spanish), Electronic Callback (88.7% English, 8.3% Spanish), General Online Intake (97.4% English, 1.6% Spanish), and Field Offices (88.0% English, 8.7% Spanish). Applicants spoke over 35 other languages as their primary language.

### Identifying Unique Callers

One of the biggest issues raised by CLEAR staff and community partners is the high volume of callers in the system. This is borne out by the call data discussed above. Current staffing capacity is insufficient for the volume of callers. However, the data available for this evaluation makes it difficult or impossible to identify unique callers. Due to high volume and limited intake hours, individuals often continue to call the line when they are unable to get through, overburdening the line. Once callers get through to intake screeners, they frequently complain of difficulty getting through, recalling the line multiple times, or long wait times. Developing processes for identifying unique callers would add valuable context to this data.

---

## Screening Disposition

CLEAR provides legal information to almost all screened applicants. From July 2021 to December 2024, the CLEAR Screening Unit screened, determined eligible in priority areas, and referred internally 52,577 intakes. Of these, 35,531 were accepted by an attorney. In total field offices/units handled 22,036 intakes and opened 18,618 cases, from CLEAR and other sources. The greatest source of internal cases come from the EDSL (11,146), followed by the CLEAR Hotline (7,515), General Online Intake (5,949), Electronic Callback (661), and VLP Referral (250). The greatest number of rejected applications come from the General Online Intake (17,237), followed by the EDSL (14,274), CLEAR Hotline (10,882), Electronic Callback (1,200), and VLP Referral (222).

During the 42-month assessment period, 4,926 applicants were determined eligible, in priority areas, given assistance and referred to another service, by either the CLEAR Attorney team or a field office or unit. CLEAR Attorneys assisted and referred 4,232 individuals, 3,637 counsel and advice, 578 limited actions, and negotiated settlement without litigation for one individual. Field offices or units assisted and referred 694 individuals, 126 with counsel and advice, 82 with limited action, and the remainder with higher levels of service.

There were 26,208 rejected and referred applications, of which 19,048 were rejected by the CLEAR Screening Unit, 5,867 by the CLEAR Attorney team, and 1,293 by a field office or unit. The CLEAR Intake team rejected the greatest number of applications for Outside Priorities (9,907), Financially Ineligible (3,649), and Referred to another RTC (right to counsel) provider (3,756). CLEAR Attorneys rejected the greatest number of applications for Outside Priorities (3,259), CLEAR Over Capacity (1,017), Conflict (615), and Legal Information Only or No Advice Given (286). Field offices or units rejected the greatest number of cases for Referred to another RTC provider (397), Outside Priorities (158), Ineligible Noncitizen (174), and Legal Information Only or No Advice Given (157). Cases rejected by field offices or units may include intakes completed by those offices, rather than CLEAR Intake or CLEAR Attorney, or may include cases referred from the CLEAR Attorney team.

A more limited number of applications resulted in limited or no services. In total 31,671 applications were rejected and not referred with 16,566 abandoned, incomplete, or no show applicants, followed by 6,794 applicants outside of priorities, and 2,672 duplicate cases. 728 of these applicants were designated as legal information only, or no advice given, limited only to applicants not LSC eligible based on status.

---

## Level of Service of Closed CLEAR Attorney Cases

Case outcome and level of service data is available for individuals served by CLEAR Attorney with closed case data. This does not include the applicants reported above who received information or referral but did not have a case opened with NJP.

During the data period, the CLEAR Attorney team closed 15,202 cases, or 362 cases per month. During this period there were 862 workdays, meaning on average 18 cases were closed per workday by the CLEAR Attorney team. Cases referred to field offices or units at NJP remain open and do not close for the CLEAR Attorney team upon initial referral. There were an additional 2,971 CLEAR Attorney cases that were referred and closed by an NJP Field office, on average 3.44 cases per day.

Almost all CLEAR Attorney cases are brief services, with the vast majority being counsel and advice, 12,968 cases, although there are 2,227 limited action cases. A handful of CLEAR cases are closed at even higher levels of service. From discussions with CLEAR staff and feedback on the survey, most cases with higher levels of service are applicants who are not accepted for extended representation by a field office or unit where CLEAR feels the individual needs assistance due to personal factors (such as disability or language needs) or the case is too compelling to reject. In these cases, CLEAR advises the individual an additional time and may also assist with document preparation or other limited scope services for self-representation. CLEAR sometimes engages in extended representation in limited circumstances.

Many cases referred by the CLEAR Attorney team to NJP Field Offices or Units are sent back to the CLEAR Attorney team when Field Offices or Units do not accept the cases for extended representation. The CLEAR Attorney team must close those cases or provide additional information or services. Many of these cases received advice and brief services prior to referral to field offices or units. Current data tracking does not allow detailed analysis of these returned cases, but they represent a sizable portion of CLEAR Attorney team's workload.

Lack of clarity in the data makes it difficult to track services provided by the CLEAR Attorney team in many cases. The total number of cases is distributed across multiple datapoints, some of which are currently attributed to internal NJP field offices/units or external referral partners. Individual staff timekeeping data or clinic appointments claimed, if tracked and accurate, may be valuable in the future, but would not provide a complete picture. Identifying more precise datapoints or creating different methods of tracking CLEAR Attorney advice services would help the CLEAR attorneys better measure their true impact. Current data may underestimate the services provided by CLEAR Attorney.