

1-888-LSNJ-LAW
(1-888-576-5529)

Legal Services
of
New Jersey



CONTACT THE HOTLINE

- Free information, advice, and referrals for low-income people with civil legal problems.
- Call toll-free from anywhere in the state at:

1-888-LSNJ-LAW
(1-888-576-5529)
- Help available in all languages and to the hearing-impaired.



ABOUT LSNJ

Legal Services of New Jersey (LSNJ) coordinates the statewide network of nonprofit Legal Services programs that provide free legal assistance in civil cases to low-income New Jersey residents who cannot afford lawyers. If you have a legal problem and think that your income may qualify you to become a Legal Services client, please call LSNJ-LAW™, New Jersey's State-wide Legal Hotline at:

1-888-LSNJ-LAW
(1-888-576-5529)

The LSNJ-LAW Hotline
is open from
8:00 a.m. to 5:30 p.m.
Monday through Friday

Legal Services of
New Jersey



Free Statewide Legal Hotline

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**Providing Telephone Advice, Referrals,
and Information in Civil Legal Matters
to Low-Income New Jersey Residents**

www.LSNJLAW.ORG

Funded in part by a grant from the
IOLTA Foundation of the Bar of New Jersey

WHAT IS LSNJ-LAW™?

LSNJ-LAW is a statewide legal hotline that provides information, advice, and referrals to low-income residents of New Jersey with civil legal problems. (Criminal cases are referred to other resources.) This service is provided at no charge, but you must be financially eligible to qualify. All callers are screened for income eligibility prior to receiving services. The Hotline handles cases over the telephone only and does not provide extended legal representation or go to court. *Pro bono* lawyers are available for some issues. Telephone language interpretation service is available for non-English-speaking callers.

TDY services are also available. All calls are strictly confidential.



HOURS OF OPERATION

We usually are open from 8:00 a.m. to 5:30 p.m., Monday through Friday, although these hours may be reduced on certain days. Limited voicemail capacity is available for callers after hours, and we will try to return any calls as soon as the Hotline reopens. To accommodate work schedules, callers may also be scheduled for telephone appointments after 5:30 p.m. in limited situations.

WHO CAN GET HELP?

LSNJ-LAW provides services to residents of all 21 New Jersey counties. All callers are screened for income eligibility, using 200% of the federal poverty guidelines as the cutoff point (for example, \$34,340 for a family of three in 2007). In most cases, the caller must be the person experiencing the problem or, in the case of a minor child, the parent or guardian.

All callers get at least a referral to other resources. Appropriate referrals may be made to attorneys in Legal Services offices, including the special projects at Legal Services of New Jersey.

We assist clients in civil legal matters such as:

- Evictions, foreclosures, and other housing issues
- Government aid and services
- Education
- Divorce, custody, visitation, and child support
- Domestic violence
- Debts, purchases, and other consumer issues
- Jobs and unemployment
- Immigration
- DYFS issues
- Clearing a criminal record
- Small Claims Court
- Name changes
- Disability issues
- Seniors' issues
- Health care access and related issues
- Social Security Disability (SSI and SSD)

HOW DOES IT WORK?

Calls to our toll-free number are answered by specially trained intake staff, who screen the caller for financial eligibility and case subject matter. All information is kept strictly confidential. If the intake worker determines that the caller is over our income guidelines, or that the case is not one in which we can provide direct legal advice, we try to make a referral to other resources. If the matter is an emergency, we arrange for an advocate to take the call immediately. In most other situations, the caller is scheduled for a call-back. We try to schedule all call-backs within 48 hours of the initial call.

An attorney or paralegal will assess the case and, where appropriate, provide information or advice over the telephone. In some instances, we send financially eligible callers self-help materials ("*pro se*" packages). Many of the *pro se* packages include information, forms, and instructions on how to proceed with the case.

