

2011 ELAP Program Assessment

Introduction and Summary

This project is a program assessment and assessment of legal needs in East and Northeast King County. It provides information for the Board of Directors of Eastside Legal Assistance Program to provide an understanding of the state of civil legal services in our region, and is intended to provide a basis for making programmatic and strategic decisions for 2012.

King County is a diverse and populous county. The population in King County was 193.1 million in 2010, up from 173.7 million in 2000 and estimated to grow to 2.07 million by 2015. The population of East and Northeast King County was approximately 464,022 in 2008, up from 403,244 in 2000; at 12.3 % recording the highest growth rate in the county since 2000. The expected population growth between 2008 and 2013 is 30,026, or 6.5 %, continuing to be the highest rate in the county. (United Way Community Assessment) King County's minority population increased from 15.2 % to 26.6% between 1990 and 2000, Bellevue from 13.5% to 28.2% (now 40.8%), Redmond from 8.9% to 23.6% and Kirkland from 7.2% to 16.9%. Minority doesn't mean low income; it just contributes to cultural and linguistic diversity. The chart below demonstrates some of King County's increasing linguistic and cultural diversity.

King County Immigrant Information			
	2000	2010	2015 (est.)
Foreign Born	15.4%	20.3%	22.8%
Foreign Born and Not a US Citizen	8.6%	10.5%	11.4%
Speak Language Other Than English At Home	18.4%	25.5%	29.1%

Eastside Legal Assistance Program serves low income people in approximately 25% of the county, plus Domestic Violence survivors who may live anywhere in the county.

ELAP provides 22 free legal advice clinics in 11 locations throughout East and Northeast King County where clients receive 30 minute appointments with volunteer

attorneys. These Clinics range from General Law to specialty Clinics like DV/Family Law, Immigration, Multilingual, Bankruptcy, and include three Clinics located at homeless shelters in partnership with the programs that serve program clients.

ELAP provides free legal services to survivors of domestic abuse who reside anywhere in King County in additional ways. Clients may receive brief services provided by our DV Staff Attorney and brief services or full representation provided by pro bono attorneys. ELAP assists DV survivors in obtaining Domestic Violence Protection Orders, Temporary Orders in dissolution cases and in securing parenting plans.

The most prevalent legal needs in our area are:

- Family Law, including
 - divorce/separation/annulment
 - child custody
 - parenting plans
- Domestic Violence including
 - needs of undocumented and immigrant survivors
 - DV protection orders
 - temporary orders
 - parenting plans
- Housing, including
 - private landlord/tenant
 - evictions
 - federally subsidized housing
- Bankruptcy
 - consumer
 - debtor relief
- Immigration

Description of Program Assessment and Planning Process

1. Participants

Judith Shoshana, ELAP's Program Director, conducted this program assessment with the assistance of Rebekah Stanley an ELAP Volunteer and 2012 Juris Doctor candidate and Stan Kehl, ELAP's Executive Director.

2. Information Gathering Process

Input was sought from numerous sources through various means. To gather information for this assessment, we started with background data from the US Census to inform us about East and Northeast King County (“our region”) in general, and then looked at who is living in poverty in that area, where most of our clients live. Census data for 2010 is not yet available by city. A detailed analysis of Census data for East and Northeast King County must wait until that data is released (We also serve survivors of Domestic Violence from all of King County, but an assessment of needs for legal services for all of King County was outside the scope of this study.)

We then created and distributed an online Community Legal Needs Assessment Survey to identify, from the perspective of Eastside social service, governmental and legal agencies, what were the most prevalent civil legal needs of low income residents in our region. We reviewed and compared data from LegalServer, our client database, with data from 2-1-1 Legal Information and Referral calls and the Community Legal Needs Assessment Survey, to see if we were serving identified needs, called leaders in the civil legal services and Domestic Violence communities to get their opinions, and reviewed data from client evaluations. We compared the identified barriers and suggested solutions from all sources and drafted this report.

3. Surveys

Online Community Legal Needs Assessment Survey

An online survey was sent to social service, governmental and legal agencies in our region. This survey was designed to identify the most prevalent civil legal needs of low income residents of East and Northeast King County and to gather detailed information on the extent to which respondents saw needs in each area of civil law being addressed. Questions concerning the major complaints with and barriers to legal services were also included, as were a question about how frequently the person refers clients to ELAP and an opportunity to comment on ELAP’s services. Forty eight responses were used, and with the exception of two from government, the rest which identified their source were from social service agencies.

Client Evaluation surveys

ELAP requests clients fill out an anonymous client evaluation survey after receiving services, and most do so. Client satisfaction data for 2009, 2010 and 2011 were reviewed as part of this report. These surveys have asked four yes/no questions which gauge overall satisfaction, but which do not provide detailed information. The forms have been revised and future data should be more informative.

4. Other Data Sources

We reviewed data from the US Census (2000 and 2010 where available), calls to 2-1-1 for Legal Information and Referral and ELAP’s Legal Server client database.

5. Input from Community Leaders

One important source of information consisted of structured interviews with individuals knowledgeable about the civil legal needs of low income persons in King County generally or in East and Northeast King County specifically. They were asked about trends and barriers they are seeing in their agencies and overall, and their opinion of causality. They were also asked to suggest changes and enhancements that would improve ELAPs services to clients in our region. Those individuals were:

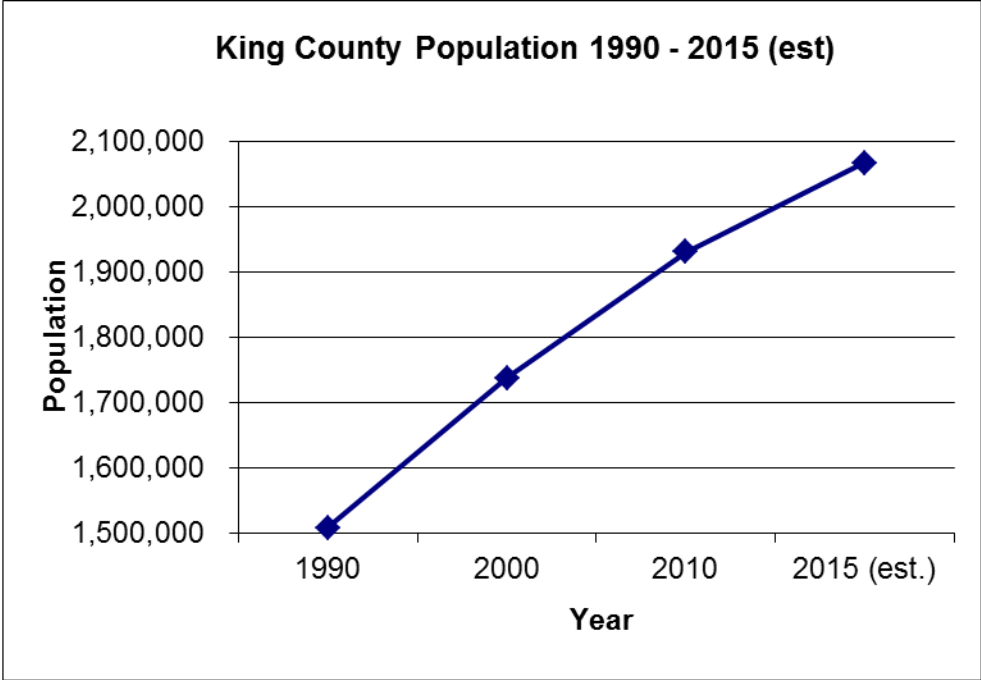
- Fred Corbit, Northwest Justice Project
- Merrill Cousin, King County Coalition Against Domestic Violence
- Merf Ehman, Columbia Legal Services
- Deborah Grant, Hopelink
- Threesa Milligan, King County Bar Association

6. Studies

This assessment also considered information from several studies: The 2007 Region 13 Assessment & Plan – King County; The Washington State Civil Legal Needs Study, completed by the Washington State’s Supreme Court’s Task Force on Civil Equal Justice Funding; the 2002-2003 King County Civil Legal Needs Assessment, prepared by the GMA Research Corporation for ELAP; a 2005 King County statistical service analysis conducted by Val Carlson at King County Bar Association, and 2008 Online Community Assessment from United Way of King County.

Demographic Information – King County

King County Population 1990-2015 (est.)		
Year	Population	Percent Change
1990	1,507,312	
2000	1,737,034	15.2%
2010	1,931,249	14.1%
2015 (est.)	2,067,402	7.1%



2008 King County Population By Sub Region		
Region	Population	Percent of KC Total
North King County	143,995	7.7%
East King County	464,022	24.9%
South King County	663,034	35.6%
Seattle	590,741	31.7%
Total	1,861,792	100.0%

King County				
	1990	2000	2010	2015 (est.)
TOTAL		1,737,034	1,931,249	
Labor Force	71.4%	70.1%	70.6%	70.9%
Unemployed	4.1%	3.1%	6.6%	8.4%
Persons Below Poverty Level	8.0%	8.4%	9.7%	10.4%
Families Below Poverty Level	5.0%	5.3%	5.9%	6.2%
Under 18 in Poverty	9.3%	9.4%	11.7%	12.9%
Over 65 in Poverty	7.3%	7.4%	7.7%	7.9%
Persons Per Household	2.4	2.53	2.38	2.305
Per Capita Money Income in Past 12 Months	\$ 18,587	\$ 29,521	\$ 37,797	\$ 41,935
Median Household Income	\$ 36,179	\$ 53,157	\$ 67,246	\$ 74,291
With Social Security	20.7%	19.1%	20.5%	21.2%
With Public Assistance Income	4.9%	2.8%	3.9%	4.5%
Foreign Born		15.4%	20.3%	22.8%
Foreign Born and Not a US Citizen		8.6%	10.5%	11.4%
Veteran Status		12.2%	8.1%	6.1%
Speak Language Other Than English At Home		18.4%	25.5%	29.1%

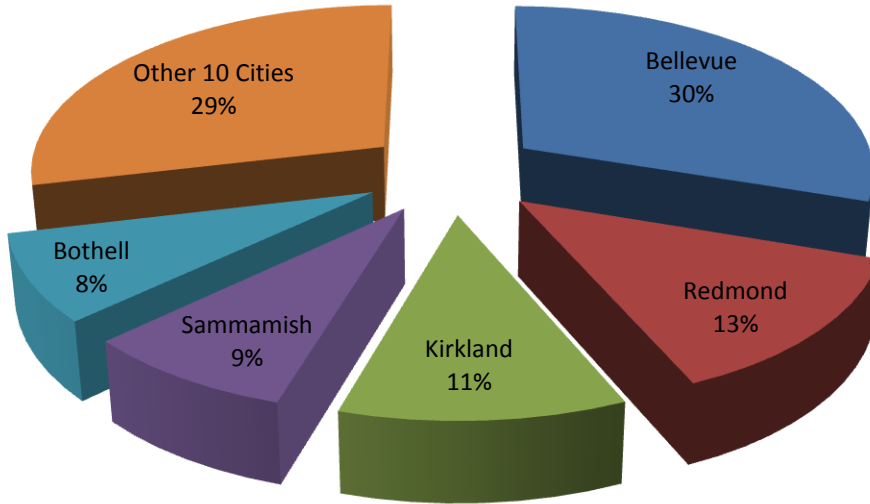
Poverty Status (King County)		
	2000	2010
Families	22,597	130,278
With related children under 18 years	17,362	16,285
With related children under 5 years	8,740	17,718
Families with female householder, no husband present	10,831	31,267
With related children under 18 years	9,768	9,849
With related children under 5 years	4,713	14,508
Individuals	142,546	235,612
18 years and over	104,592	216,300
65 years and over	12,937	148,706

Demographic Information - Cities

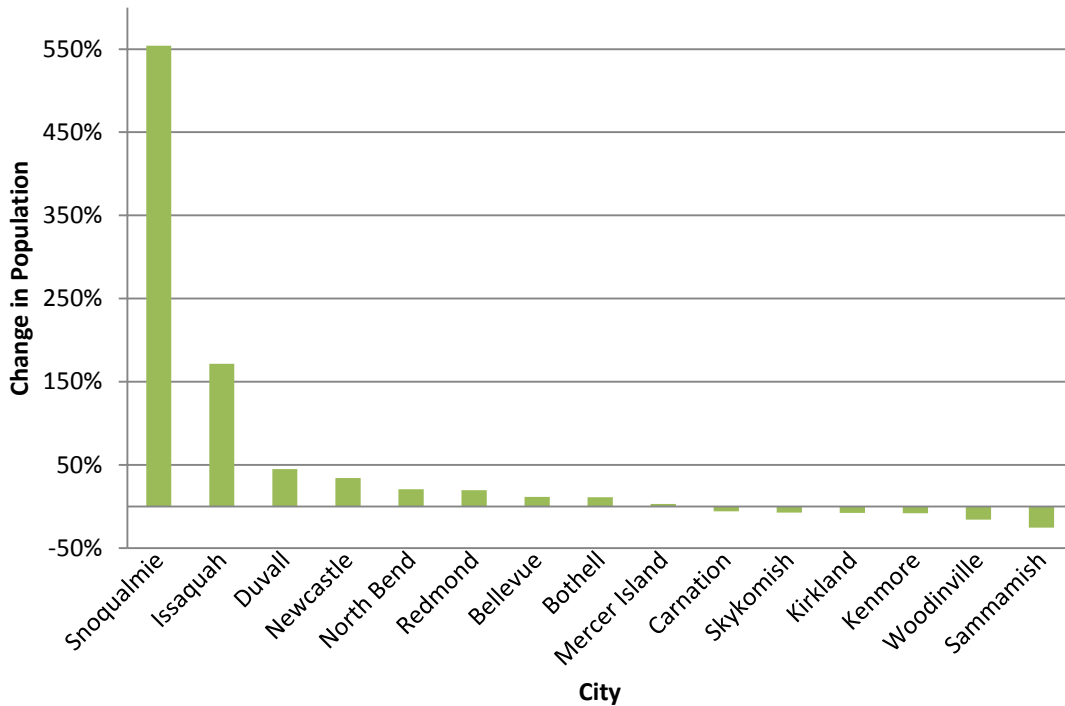
Population Data

Population			
City	2000	2010	Change
Bellevue	109569	122363	11.68%
Redmond	45256	54144	19.64%
Kirkland	48787	45054	-7.65%
Sammamish	45780	34104	-25.50%
Bothell	30150	33505	11.13%
Other 10 Cities	11212	116575	939.73%

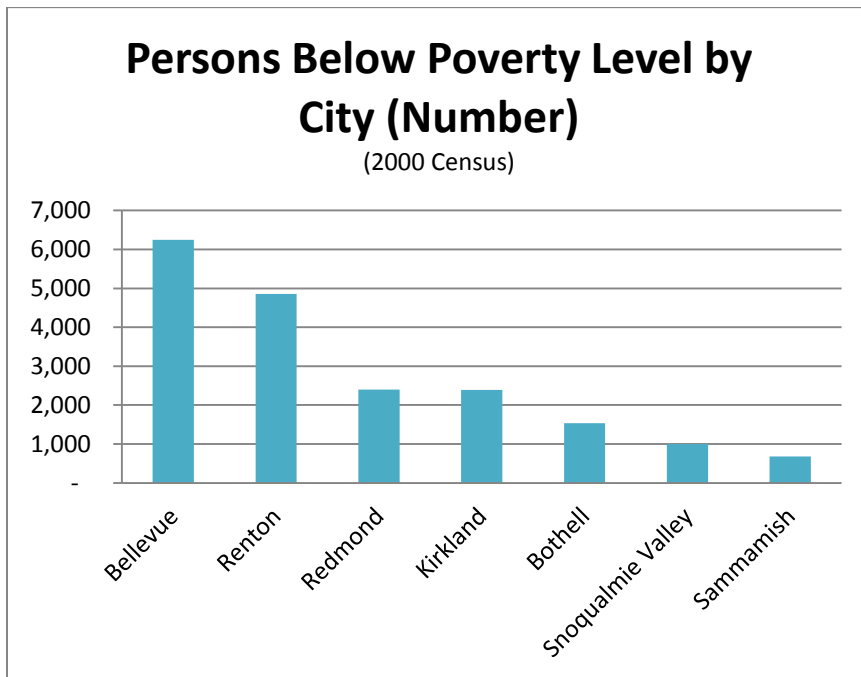
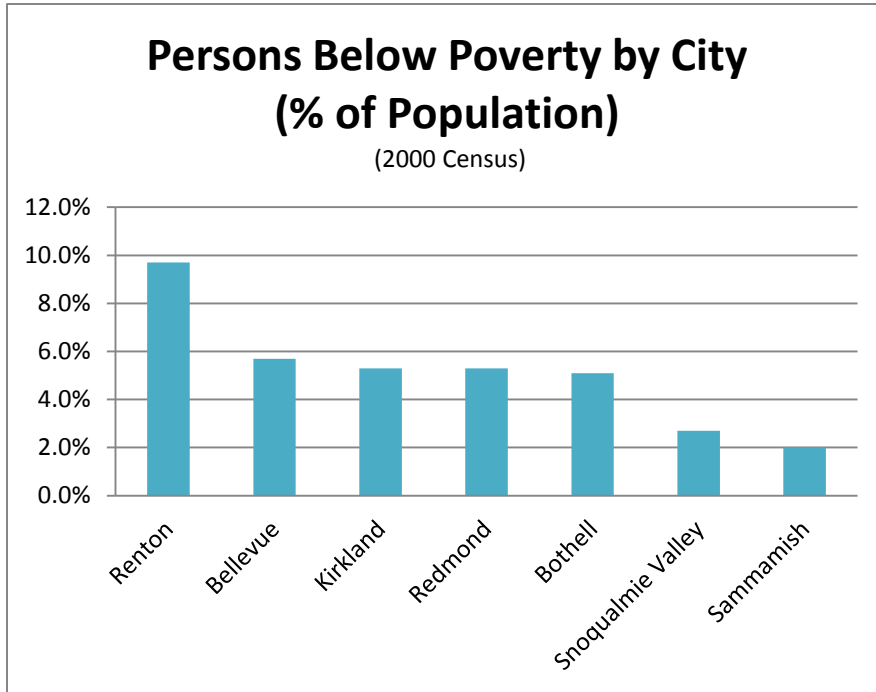
2010 Population East and Northeast King County



Change in City Population



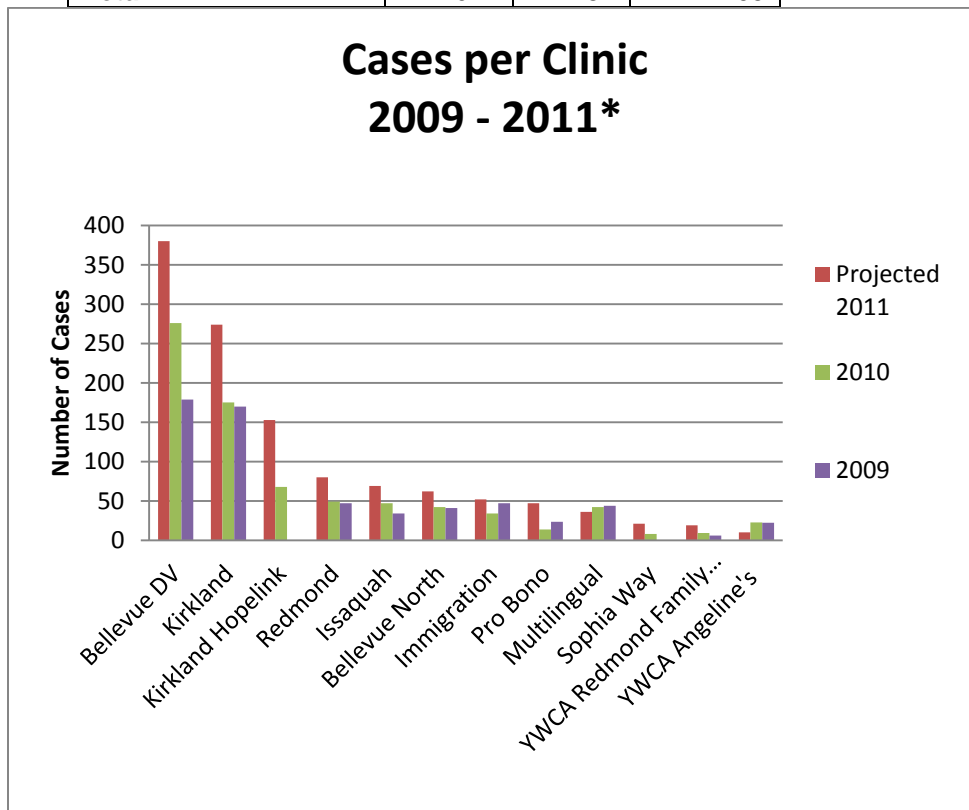
City Poverty Data



Where we serve clients

ELAP serves clients at Clinics located throughout the Eastside, through pro bono services, and in the office. The following charts show where clients were served from 2009-2011. (The 2011 data is projected through the end of the year based on the first 9 months.) The data is by case, and some clients have multiple cases, one for each problem type, but a client being seen multiple times for the same case is only counted once. (Data is being generated on the actual number of clinic appointments provided.)

Clinic Name	2009	2010	Projected 2011
Bellevue DV	179	276	380
Kirkland	170	175	274
Kirkland Hopelink	0	68	153
Redmond	47	49	80
Issaquah	34	47	69
Bellevue North	41	42	62
Immigration	47	34	52
Pro Bono	23	14	47
Multilingual	44	42	36
Sophia Way	0	8	21
YWCA Redmond Family Village	6	9	19
YWCA Angeline's	22	23	10
Total	614	787	1203



In the chart above it should be noted that Bellevue DV (which is our main Family Law Clinic) and Kirkland are weekly clinics while the others are bi-monthly or monthly, and thus can be expected to see a larger number of clients. (Pro bono is the number of clients served by pro bono attorneys providing direct representation.)

As we compare the number of clients served at our various clinics and the physical location of demographic groups who need legal services with where they reside we see that our clinics are located where people who need our services reside in the highest numbers, Bellevue, Kirkland and Redmond. Bothell and Snoqualmie Valley are potential areas for us to locate clinics, although as the Board is aware, Bothell presents challenges because of its position on the border with Snohomish and our mandate limiting us to serving clients in King County. A clinic was held in Snoqualmie in the past but it was not well attended. It could be worth examining whether the situation has changed. Also, since the poverty data above is from the US Census, and thus is 2000 data (they have not yet published the 2010 city data) we should explore the areas which may be increasing in population as targets for additional Clinics. Our Clinics and our office are located near public transportation, and Clinics are held during the day and in the evening to maximize accessibility to clients. The Multilingual Clinic is fully interpreted in Spanish, Russian, and Ukrainian, and the interpreters also make appointments for and accompany clients to other specialty Clinics.

Our program also includes Pro Bono direct representation cases and our Domestic Violence program. Due to time constraints, a full picture of these programs is not included with this Assessment. This analysis will be compiled and distributed prior to the November Board meeting.

Civil Legal Needs

Survey Results

Forty eight responses to the online Community Legal Needs Assessment Survey were included in the data analyzed. With two exceptions, all the identified sources represented social service agencies, so we are considering this component to be the voice of the Eastside social service agencies.

The most prevalent legal need category recognized by the survey was Divorce/Separation/Annulment. As you can see from the chart below, Family Law issues were overrepresented in the Top 5 reported by the survey respondents, in a count weighted by urgency of response (a category received more weight the earlier the category was chosen in the survey). Survey responses were also weighted by the number of legal needs expressed by clients of an agency to adjust for agency size. The

full chart is attached as an appendix to this report. Divorce, Domestic Abuse, and Custody and Visitation together represented three of the Top 5, with Private Landlord/Tenant and Federally Subsidized Housing coming in 4th and 5th. If you refocus the lens and view all the Top 10 issues together, however, you find the following order: Family Law/DV has 30.86%, Housing/Combined types have 20.32%, Debt and Bankruptcy/Combined types had 5.56%, with more types on the full chart, and a variety of other topics came in at less than 2% each. Thus, from these numbers we learn that social service agencies on the Eastside prioritize the legal need for Family Law, Domestic Abuse and Housing issues above other legal needs.

Legal Needs		
	Survey	Legal Server
Divorce / Sep. / Annul.	10.99%	21.05%
Domestic Abuse	10.29%	6.72%
Custody/Visitation	9.58%	11.46%
Landlord/Tenant	9.26%	4.11%
Federally Subsidized Housing	6.82%	0.62%
Other Public Housing	4.24%	0.12%
Bankruptcy / Debtor Relief	1.86%	8.97%
Immigration / Naturalization	1.84%	4.61%
Mental Health	1.67%	0.50%
Civil Rights	1.51%	0.37%
Parental Rights Termination	1.38%	0.25%
Collect/Repo/Def/Garnish	1.17%	5.73%
Adult Guardianship	1.38%	0.12%
Collection Practices / Creditor Harassment	1.06%	0.50%
Disability Rights	1.01%	0.50%
Predatory Lending Practices (Not Mortgages)	0.96%	0.50%
Support	0.76%	4.36%
Mortgage Foreclosure (Not Pred.	0.51%	0.62%

Survey respondents had opportunities to make written comments as well as check boxes, and a number of them gave us expanded information about client needs. A few areas we could address include “family law assistance for ESL/LEP (Limited English Proficiency) women and survivors of domestic violence”; “assisting undocumented young adults and helping clients with mental health needs navigate social security”; “assistance with immigration issues for families comprised of undocumented alien adults and U.S. born children”; “wills, we are always getting questions about how to get a will done inexpensively”. One local leader said “Bankruptcy and Debt issues and Housing have exploded!”

ELAP Data

The LegalServer column in the chart represents the legal issues for ELAP’s clients for the period of September 1, 2010 to August 31, 2011 as identified in closed cases. (Almost all of ELAP’s cases are closed. The only open cases are ones receiving direct rep or brief services.) Three of ELAP’s Top 5 legal issues consist of Family Law/Domestic Violence topics, the other two are Bankruptcy/Debtor Relief. While Private Landlord/Tenant and Immigration are also in ELAP’s Top 10 list, it’s interesting to see that we are not serving clients in these subject areas in large numbers. It is likely that is because the main resource for clients facing eviction is the Housing Justice Project, which is located at both courthouses where evictions occur and is a walk-in type of service. Northwest Immigrants’ Rights Project is the main resource for refugee and immigrant clients in King County and in our area as well.

2-1-1Data

The 2-1-1 data we have is for Northeast and East King County for the years 2010 and 2011 which tells a slightly different tale than the survey data – it rates Landlord/Tenant calls 1st. Calls about Housing issues were 3rd, and Foreclosure was 10th, so we are seeing Housing related calls at or near the top of the calls they are getting. The Family Law/DV group (Other Family/Parenting/Divorce/DV) was also in the Top 10, consistent with both survey and ELAP data. Bankruptcy calls came in 8th, and 2-1-1 also received a large proportion of calls about Municipal Legal Needs like licenses and General Public Benefits, which were in the middle of ELAP data and lower on the survey. Debt Collection shows up 12th here, the same as the survey and behind ELAP data.

Top 20 Legal Needs in the East and Northeast King County by 2-1-1 Calls					
2-1-1 Calls	Rank	Survey Responses	Rank	Legal Server Cases	Rank
Landlord/Tenant	1	Landlord/Tenant	4	Landlord Tenant	10
Other Family	2	Other Family	40	Other Family	12
Other Housing	3	Other Public Housing Homeownership	6 33	Other Public Housing Other Housing	11 34
Municipal Legal Needs	4	Municipal Legal Needs	30	Municipal Legal Needs	22
Public Benefits (SSI, SSDI, TANF, Food Stamps)	5	Public Benefits (SSI, SSDI, TANF, Food Stamps)	40	Public Benefits (SSI, SSDI, TANF, Food Stamps)	15
Parenting Plan, Child Custody	6	Custody/Visitation	3	Custody/Visitation	2
Divorce	7	Divorce, Separation, Annul.	1	Divorce, Separation, Annul.	1
Bankruptcy	8	Bankruptcy, Debtor	7	Bankruptcy, Debtor	3

		Relief		Relief	
DV Advocacy	9	Domestic Abuse	2	Domestic Abuse	4
Foreclosure	10	Mortgage Foreclosure	18	Mortgage Foreclosure	20
Unemployment Benefits	11	Unemployment Compensation	40	Unemployment Compensation	28
Debt Collection	12	Collection, Repossession, Garnishment	13	Collection, Repossession, Garnishment	6
Immigration	13	Immigration, Naturalization	8	Immigration, Naturalization	7
Child Support	14	Support	17	Support	9
Civil Rights	15	Civil Rights	10	Civil Rights	27
Employment Discrimination	16	Employment Discrimination	21	Employment Discrimination	0
Other Wills and Estates	17	Wills and Estates	40	Wills and Estates	8
Other Civil Rights	18	Other Civil Rights	40		
Wage Claims	19	Wage Claims, FLSA	26	Wage Claims	31
Prisoner's Rights	20	Prisoner's Rights	22		

Comments by Community Leaders

The key informants interviewed identified certain trends in civil legal needs, and they were uniformly in agreement that the economy has worsened the situation and “increased the need for our services and of the inability to pay for the services on the open market.” Thus the result - more clients vying for fewer services.

“Lots of our people are people who never thought they’d be asking anybody for help. They lost their jobs, homes, benefits, etc. The housing market – that’s had a trickledown effect on the economy and all these aspects of people’s lives.”

Other legal service providers report they have to prioritize services and narrow the types of cases they take, even though the other cases are worthy as well and the need is great. This is true both for staffed and volunteer agencies. One agency (not interviewed), Legal Action Center, had to lay off an attorney and now has to limit their services to Seattle. This is very significant, since they focus exclusively on Landlord/Tenant issues, evictions and public housing subsidy issues, which were called out high in the survey results.

Categories of legal need identified by key informants most often included Family Law, Domestic Violence, Housing, Public Benefits, Consumer, Bankruptcy, Immigration and

needs of undocumented persons and Employment. Another important point made was that in terms of Domestic Violence, there's a concern that the court is backsliding from where it was in understanding the need to give full orders to survivors, and fully protect them and their children for the maximum period of time.

Client Evaluations

Clients appreciate the work ELAP does. In 2009 an average of 95% of ELAP's clients answered yes to the following question:

- Did your clinic appointment make you better able to handle your problem?
- Did your clinic appointment make you better informed and able to reach a solution?
- Did your clinic appointment provide you with more information about your legal situation than you had before?
- Did your clinic appointment make you better informed about your options?

In 2010, and so far in 2011, an average of 96% answered yes to the questions.

Are the Most Important Civil Legal Needs Being Addressed?

The most prevalent legal needs in our area are:

- Family Law, including
 - divorce/separation/annulment
 - child custody
 - parenting plans
- Domestic Violence including
 - needs of undocumented and immigrant survivors
 - DV protection orders
 - temporary orders
 - parenting plans
- Housing, including
 - private landlord/tenant
 - evictions
 - federally subsidized housing
- Bankruptcy
 - consumer
 - debtor relief
- Immigration

ELAP and other agencies provide services for clients in all of these areas, but the need is greater than the services that can be provided. A non-exhaustive list of other legal resources for clients on the Eastside includes:

Family Law:

- King County Bar Association both Neighborhood Legal Clinics (NLC) and assistance with paperwork in uncontested cases.
- Open Door Legal Services just opened a Clinic in Bellevue serving homeless clients.
- Legal Voice for telephone information and referral.

Domestic Violence

- King County Bar Association - NLC, and direct representation (currently not taking more cases) which will help some survivors with brief services.
- Northwest Justice Project direct representation and brief service on some cases.
- Legal Voice for telephone information and referral.
- NW Immigrants' Rights Project (NWIRP) has a DV Attorney. Located in Seattle, but since 2009 they have represented 120 survivors of domestic or sexual abuse from our region under their VAWA program.

Housing:

- King County Bar Association Housing Justice Project (HJP) provides services for people facing eviction in King County. They provided services to clients from East and Northeast King County in the following numbers over the past 3 years:
 - 2008 – 244
 - 2009 – 257
 - 2010 – 302
- KCBA for Neighborhood Legal Clinics (NLC) (Located primarily in Seattle and South King County. One weekly clinic in Bellevue sees clients for Family Law and General Law.
- Legal Action Center no longer represents people from our service area, with evictions and housing subsidy matters.
- Northwest Justice Project takes some housing cases in King County for direct representation. (Located in Seattle)
 - They just recently got funding to start a Foreclosure Prevention Unit which has attorneys and is able to do training as well as work with clients.
- Legal Voice for telephone information and referral.

- Open Door Legal Services just opened a Clinic in Bellevue to serve homeless people.

Consumer/Debt Collection/Bankruptcy

- King County Bar Association - NLC, “Make Change! Debt Education Workshop” and direct representation for some cases.
- Northwest Justice Project.
- Open Door Legal Services.
- Legal Voice for telephone information and referral.

Immigration

- NWIRP has 8 attorneys and accredited representatives (and many others) on staff in its Seattle office alone, and is the region’s major organization representing undocumented low income persons. They provided services to clients from East and Northeast King County in the following numbers over the past 3 years:
 - 2009 – 138
 - 2010 – 120
 - 2011 – 123 (first 9 months)

Public Benefits

- Northwest Justice Project
- Seattle Community Law Center gives assistance and takes some cases for direct representation. (Located in Seattle)

The listing above demonstrates that while a variety of legal resources are available for low income residents of East and Northeast King County, many of them require residents to travel to Seattle or South King County to access services. Information and referral can be accessed by phone from Legal Voice, including use of Language Line and TTY, and KCBA uses a phone interpreter and can arrange an in person interpreter for NLC appointments.

Barriers to Accessing Legal Services and Suggested Solutions

Low income people on the Eastside face many barriers to accessing legal services. Survey respondents and interviewees were asked about barriers to accessing legal services to help identify some of these barriers. Those identified can be categorized as institutional, economic, resource limitations and societal.

- Institutional
 - King County is one of the largest counties in the US, and the Eastside is large and diverse with distances between cities and limited public transportation. Many respondents to the survey and key contacts commented on this barrier, “it can be challenging for folks to get to the Westside for services”, lack of transportation “especially in the more rural areas”, etc.
 - Often clients need to use computers to download forms and other legal material from the internet in order to represent themselves. While the Family Law forms have been made user friendly, they are a huge bundle of paper, and people using a public computer may be limited to a half hour or so and not have time to download them in their allotted time. “We need to help low income people partner with libraries and find ways to use computers/overcome lack of access.”

- Economic
 - The downturn in the economy, issues of housing and foreclosure have resulted in increased homelessness i.e. “more homeless”.
 - There were several recommendations that the Eastside needs a Debt education program like the King County Bar Association’s “Make Change! Debt Education Program”.
 - “People are reeling from the effects of long term unemployment and I’m not sure they even recognize when Ageism is involved...their self-esteem is so damaged after about a year of unemployment and trying that they don’t always see it.”

- Resource Limitations
 - All agencies commented that even for applicants who do meet their priorities there are more clients with needs than resources – “there are not enough lawyers”.
 - KCBA is in the process of “gearing up” to add Housing back to their direct representation program. When they do, they will be able to represent low income people from all over King County in landlord/tenant, public and subsidized housing disputes, and disputes about deposits and issues of habitability.
 - This program will join HJP as the main source of response to direct representation of low income people in housing issues.

- For Family Law, “there is almost nothing for people without children where DV is not present”. None of the legal service programs, in King County or elsewhere, are able to prioritize resources to include this population, because of the limited availability of pro bono and staff Family Law attorneys.
 - And we heard over and over that for Domestic Violence survivors specifically, direct representation is needed and not available. ELAP provides most services through Legal Advice Clinics. Some respondents felt this wasn’t enough: “even at ELAP they weren’t able to get their needs met”, “after initial consult, people are unable to pay for services so can’t pursue”.
- Societal

Domestic Violence

- For Domestic Violence survivors, the road to healing can be long and hard, and requires more than legal steps. One barrier is fear of the court system - “that the court will somehow leak her information and allow her abuser to find her.”
- We were told frequently that people don’t get to a clinic soon enough – “problems are critical by the time they get in – getting to them sooner would be better”.

Immigrants and Persons with Limited English Proficiency

- Language can be a barrier, and providing interpreters in all relevant languages can be challenging. Even making initial contact with a client, and doing an Intake to determine that they are eligible for service, may not be possible without an interpreter.
- Documented status is not an actual barrier to receiving services from ELAP and most other providers... One service provider commented

“Due to cultural factors, immigrants and refugees often are afraid, intimidated, unfamiliar with US systems/processes and/or do not trust others (have guard up)”.

Conclusion

Are we meeting the legal needs of low income residents of East and Northeast King County?

We had a lot of positive feedback from agencies and key informants about the work we are doing – “what you’re already doing is great”. But there’s a lot more to do. The combination of survey and Legal Server data show us that we are, in the areas of Family Law/DV and Bankruptcy at least, matching our services to the needs perceived by community informants. Not at the level that we heard about, just by proportion.

Housing comes in high when aggregating Private Landlord/Tenant with Federally Subsidized Housing from the survey, from the key informant interviews, and from the All King County 2-1-1 data. But evictions will continue to be best handled by Housing Justice Project, and KCBA is restarting their pro bono housing program, so it remains for ELAP to explore a role in this subject.

It appears we are offering clinics in the right places. Based on population changes we could explore adding a clinic in or near Snoqualmie, since the population there has grown 550% in the last decade, if we determine that conditions have changed and the community will support and attend a clinic.

As always, there is a call for additional direct representation. One survey respondent put it succinctly: “Families need low cost or pro bono help, not just a consultation, if the legal issue requires such.” Where the client’s issue falls within our priorities, we would be helping them to offer more brief service and direct representation.

East and Northeast King County has a linguistically diverse population, and serving that population requires careful thought and consideration of methods of communication.

Finally, ELAP is known and respected for its work with survivors of Domestic Violence, and we need to continue to enhance and build upon this aspect of our program.

A client told me last week “ELAP changed my life”. We want to enhance our ability to assist others to change their lives in the future.