



WE'RE IMPROVING OUR LEGAL HOTLINE TO ENHANCE THE CLIENT EXPERIENCE

Here are some highlights of the changes we will be implementing beginning November 17, 2020.



All legal intake calls will be answered “live.”

Eligible clients with legal issues will be scheduled for an initial Hotline phone appointment, normally within 2 business days.



There will be a set number of initial Hotline appointments each day to maintain response times and quality of services.

If all appointments are filled on the day you call, please know that we will still handle emergency legal issues.



To reduce wait time, clients requiring other LCE services will be referred directly to those departments.

Our skilled intake staff will continue to provide information and referrals to callers who do not need to speak to a Hotline attorney.



When we reopen, our intake hours will be 9:30 am – 3:30 pm, Monday – Friday.



The high quality legal services available through Hotline and at LCE are not changing.



As always, our services are available to DC residents, who are 60+ (55+ for SSI/SSDI).