

[Idaho Legal Aid Services, Inc.](#)

Advocacy. Education. Representation.
www.idaholegalaid.org

[Legal Advice Hotlines \[1\]](#)

Idaho Legal Aid Services offers a Senior Legal Hotline, a Domestic Violence Legal Advice Line, and a Housing Hotline for many Idaho citizens who qualify. Please read the information below to learn more.

If you are a low-income **senior (age 60 or older)** and you need help with a legal problem, have a question you think a lawyer should answer, or have been sued and don't know where to turn, call our Senior Legal Hotline.

Senior Legal Hotline:

[\(866\) 345-0106](#) [2] or Español [\(866\) 954-2591](#) [3] (toll free); [\(208\) 345-0106](#) [4] (Boise calling area)

Hours of Operation:

Monday - Friday* 8:30 AM - 1:30 PM (Mountain Time)

**Excluding holidays and other office closures.*

For Telecommunications Relay Service (TRS), dial 711

If you are a **Domestic Violence victim** and you need help with a legal problem such as obtaining a protection order or a divorce, or if you have a question you think a lawyer should answer, or simply don't know where to turn, call our Domestic Violence Legal Advice Line.

Domestic Violence Legal Advice Line:

[\(877\) 500-2980](#) [5] (toll free)

Hours of Operation:

Monday - Friday* 8:30 AM - 2:30 PM (Pacific Time)

**Excluding holidays and other office closures.*

For Telecommunications Relay Service (TRS), dial 711

If you are a **Tenant** and need help with a legal problem related to your housing (such as evictions, repairs, security deposits, or housing discrimination) or a **Homeowner** needing assistance with foreclosure prevention, have a question you think a lawyer should answer, or have been sued and don't know where to turn, call our Housing Hotline. This Hotline is limited to low income people living in Idaho.

Housing Hotline:

[\(844\) 804-0386](#) [6] (toll free)

Hours of Operation:

Monday - Friday* 10:00 AM - 12:00 noon; 1:00 PM - 4:00 PM (Pacific Time)

**Excluding holidays and other office closures.*

For Telecommunications Relay Service (TRS), dial 711

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Before You Call

You must have a civil legal problem. Our Advice and Hotlines cannot help with criminal problems, including traffic tickets. Below you will find examples of civil legal problems. If you are unsure, call anyway.

Don't wait to call. Many legal problems are made worse when people delay getting help.

Get your documents and facts together before you call. The Advice and Hotline staff will be able to give you better advice if you have specific and correct information.

Examples of common civil legal problems:

- Guardianships
- Wills
- Powers of Attorney
- Domestic Violence issues, including protection orders
- Divorce (**Eligible Seniors and Domestic Violence Victims*)
- Custody (**Eligible Seniors and Domestic Violence Victims*)
- Landlord/tenant disputes
- Evictions
- Consumer matters, such as debt relief and contract disputes
- Public benefits, including Medicaid
- Food Stamps
- Medicare

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What to Expect

Our staff will try to take your call right away. If all Advice and Hotline staff are busy, someone will call you back. Please have a call back number ready when you call.

You will be asked some questions (our intake process) before you can speak with an attorney. The Senior Hotline can only help people with income and assets within certain guidelines. You will be asked about all of your income and assets. We also ask other personal questions such as address, telephone number, marital status, age, and where you live. All information is protected by the attorney/client privilege and will not be shared or sold.

Next the Advice and Hotline staff will ask you to **describe your problem or question in detail**. They may ask you questions to better understand your situation.

Our staff will decide how best to assist you. Depending on your unique situation, here is what you might expect:

- Legal advice over the telephone
- More detailed information sent to you by mail
- Brief service (e.g., limited legal research)
- Referral to a staff or volunteer attorney for legal representation
- Referral to other agencies
- Referral to a private attorney for advice or representation

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Get the Most From Your Call

Call when you won't be distracted. You will get the most out of the call if the TV is turned off and the children are safely somewhere else so you can focus. Allow enough time. The Advice and Hotline staff will give you as much time as your problem requires.

Avoid calling from a cell phone, if possible. If you are cut off, you may have to answer the same questions again.

Do not take another call or ask the Advice and Hotline staff to hold. Staff is limited and there are many people needing help. Please be courteous of the Advice and Hotline staff's time.

Have your documents in front of you. Our Advice and Hotline staff cannot give you sound advice without complete and correct information.

Have a pen and paper handy when you call. The Advice and Hotline staff may give you instructions over the telephone.

Don't hesitate to ask questions and repeat instructions so you will know what to do later.

Follow instructions. The Advice and Hotline staff may explain how to do something. If you don't follow the instructions you are given, it isn't likely that you will get the result you desire.

You may not get the result you want. Sometimes, the Advice and Hotline attorney will tell you there is no legal remedy to your problem or your case is too weak to proceed. Please be understanding and respectful.

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Printed:December 17, 2018

<http://www.idaholegalaid.org/node/1067/legal-advice-hotlines>

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