

## CLOSE REASON

Close Reason → Legal Problem Code ↓	A - Counsel and Advice	B - Limited Action (Brief Service)	F - Negotiated Settlement w/out Litigation	G - Negotiated Settlement with Litigation	H - Administrative Agency Decision	IA - Uncontested Court Decision	IB - Contested Court Decision	L - Extensive Service (not FGHI)	Totals	% of Total
01 Bankruptcy/Debtor Relief	42	2	2	0	0	3	1	0	50	1.95%
02 Collect/Repo/Def/Garnsh	71	19	3	10	0	7	5	2	117	4.57%
03 Contract/ Warranties	27	4	1	0	0	0	0	1	33	1.29%
04 Collection Practices / Creditor Harassment	5	1	0	1	0	0	0	0	7	0.27%
07 Public Utilities	5	1	0	0	0	0	0	0	6	0.23%
08 Unfair and Deceptive Sales Practices (Not Real Property)	7	1	0	0	0	0	0	0	8	0.31%
09 Other Consumer/Finance	57	4	1	0	0	0	0	0	62	2.42%
12 Discipline (Including Expulsion and Suspension)	1	0	0	0	0	0	0	0	1	0.04%
13 Special Education/Learning Disabilities	2	0	0	0	0	0	0	0	2	0.08%
19 Other Education	8	0	0	0	1	0	0	1	10	0.39%
21 Employment Discrimination	8	0	1	0	0	0	0	0	9	0.35%
22 Wage Claims and Other FLSA Issues	6	0	0	0	0	0	0	0	6	0.23%

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23 EITC (Earned Income Tax Credit)	0	0	6	0	0	0	0	1	7	0.27%
24 Taxes (Not EITC)	14	12	30	7	0	0	0	1	64	2.50%
25 Employee Rights	6	0	0	0	0	0	0	0	6	0.23%
29 Other Employment	4	0	0	0	1	0	0	0	5	0.20%
30 Adoption	9	1	0	0	0	0	0	1	11	0.43%
31 Custody/Visitation	191	7	0	4	0	4	1	3	210	8.21%
32 Divorce/Sep./ Annul.	309	8	0	16	0	51	6	12	402	15.72%
33 Adult Guardianship / Conservatorship	54	1	0	0	0	19	0	1	75	2.93%
34 Name Change	6	26	0	0	0	1	0	0	33	1.29%
36 Paternity	12	1	0	3	0	2	0	0	18	0.70%
37 Domestic Abuse	65	1	2	47	0	59	55	111	340	13.29%
38 Support	21	2	0	0	0	0	0	0	23	0.90%
39 Other Family	17	1	0	0	0	1	0	0	19	0.74%
41 Delinquent	1	0	0	0	0	0	0	0	1	0.04%
42 Neglected/ Abused/Dependent	2	0	0	0	0	0	0	0	2	0.08%
43 Emancipation	3	0	0	0	0	0	0	0	3	0.12%
44 Minor Guardianship / Conservatorship	91	3	0	2	0	14	3	4	117	4.57%
49 Other Juvenile	5	0	0	1	1	0	0	0	7	0.27%
51 Medicaid	11	5	0	0	0	0	0	0	16	0.63%
52 Medicare	5	0	0	0	0	0	0	0	5	0.20%

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54 Home and Community Based Care	2	0	0	0	0	0	0	0	2	0.08%
55 Private Health Insurance	0	1	0	0	0	0	0	0	1	0.04%
56 Long Term Health Care Facilities	2	0	0	0	0	0	0	0	2	0.08%
59 Other Health	2	0	0	0	0	0	8	0	10	0.39%
61 Federally Subsidized Housing	15	1	0	2	0	0	0	0	18	0.70%
62 Homeownership/ Real Property (Not Foreclosure)	22	1	1	0	0	0	0	1	25	0.98%
63 Private Landlord/Tenant	203	19	5	9	0	2	0	0	238	9.30%
64 Public Housing	6	7	0	0	0	0	0	0	13	0.51%
65 Mobile Homes	2	0	0	0	0	0	0	0	2	0.08%
66 Housing Discrimination	23	5	3	2	0	1	0	2	36	1.41%
67 Mortgage Foreclosures (Not Predatory Lending/ Practices)	4	1	0	0	0	0	0	1	6	0.23%
68 Mortgage Predatory Lending/Practices	1	0	0	0	0	0	0	0	1	0.04%
69 Other Housing	35	1	0	0	0	1	0	0	37	1.45%
72 Social Security (Not SSDI)	6	0	0	0	0	0	0	1	7	0.27%

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73 Food Stamps	5	4	0	0	1	0	0	0	10	0.39%
74 SSDI	14	0	0	0	0	0	0	0	14	0.55%
75 SSI	20	7	0	0	0	0	0	0	27	1.06%
76 Unemployment Compensation	6	0	0	0	3	0	0	2	11	0.43%
77 Veterans Benefits	1	0	0	0	0	0	0	0	1	0.04%
81 Immigration/ Naturalization	1	0	0	0	0	0	0	0	1	0.04%
84 Disability Rights	1	0	0	0	0	0	0	0	1	0.04%
85 Civil Rights	3	0	0	0	0	0	0	0	3	0.12%
87 Criminal Record Expungement	93	40	0	5	0	51	0	3	192	7.51%
89 Other Individual Rights	8	1	1	0	0	5	4	0	19	0.74%
93 Licenses (Drivers, Occupational, and Others)	5	1	0	0	1	0	0	0	7	0.27%
94 Torts	5	1	0	0	0	0	0	0	6	0.23%
95 Wills and Estates	85	87	0	0	0	1	0	0	173	6.76%
96 Advanced Directives/Powers of Attorney	6	12	0	0	0	0	0	0	18	0.70%
99 Other Miscellaneous	1	0	1	0	0	0	0	0	2	0.08%
	<b>1642</b>	<b>289</b>	<b>57</b>	<b>109</b>	<b>8</b>	<b>222</b>	<b>83</b>	<b>148</b>	<b>2558</b>	
<b>% of Total</b>	<b>64.19%</b>	<b>11.30%</b>	<b>2.23%</b>	<b>4.26%</b>	<b>0.31%</b>	<b>8.68%</b>	<b>3.24%</b>	<b>5.79%</b>		

Problem Code Category →  County of Residence ↓	01-09	10-19	20-29	30-39	40-49	50-59	60-69	70-79 Income	80-89	90-99	Totals	% of Total
	Consumer	Education	Employment	Family	Juvenile	Health	Housing	Maintenance	Individual Rights	Misc		
N/A	0	0	0	0	0	0	1	0	4	1	6	0.23%
Arkansas	2	0	1	4	0	0	0	0	0	2	9	0.35%
Baxter	5	0	0	24	3	1	10	0	1	6	50	1.95%
Benton	39	1	13	165	13	7	55	7	10	19	329	12.86%
Boone	10	0	2	59	2	1	14	2	5	5	100	3.91%
Carroll	8	0	1	14	1	0	10	0	2	2	38	1.49%
Clark	0	0	0	0	0	0	0	1	0	0	1	0.04%
Clay	1	0	1	23	1	0	2	0	1	1	30	1.17%
Cleburne	4	0	1	14	2	1	2	0	3	2	29	1.13%
Columbia	0	0	1	0	0	0	0	0	0	0	1	0.04%
Craighead	43	0	10	125	19	2	54	7	42	21	323	12.63%
Crawford	0	0	1	4	0	0	0	0	0	1	6	0.23%
Crittenden	12	2	6	61	8	2	37	3	50	14	195	7.62%
Cross	3	0	1	8	1	0	2	1	1	1	18	0.70%
Faulkner	1	1	2	2	2	0	1	1	0	0	10	0.39%
Fulton	0	0	0	2	2	0	3	1	0	0	8	0.31%
Garland	0	0	2	1	1	0	1	0	0	0	5	0.20%
Greene	8	0	0	66	9	1	8	2	8	9	111	4.34%
Hot Spring	0	0	1	1	0	0	0	0	1	0	3	0.12%
Howard	0	0	0	0	0	0	0	0	1	0	1	0.04%
Independence	4	0	1	55	3	2	2	2	0	1	70	2.74%
Izard	2	0	0	9	1	0	0	0	0	1	13	0.51%
Jackson	5	0	3	29	2	0	4	2	5	24	74	2.89%
Jefferson	0	0	0	2	0	0	0	0	0	0	2	0.08%
Johnson	0	0	0	1	0	0	0	0	0	0	1	0.04%
Lawrence	6	0	0	30	3	0	1	1	1	0	42	1.64%
Lee	0	0	0	3	0	1	1	2	2	6	15	0.59%
Lincoln	0	0	0	0	0	0	0	1	0	0	1	0.04%

Problem Code Category →  County of Residence ↓	01-09 Consumer	10-19 Education	20-29 Employment	30-39 Family	40-49 Juvenile	50-59 Health	60-69 Housing	70-79 Income Maintenance	80-89 Individual Rights	90-99 Misc	Totals	% of Total
Little River	0	0	0	0	0	0	0	1	0	0	1	0.04%
Logan	0	0	1	0	0	0	0	0	0	0	1	0.04%
Lonoke	0	0	1	0	0	1	1	1	0	0	4	0.16%
Madison	4	0	1	7	0	0	2	3	2	3	22	0.86%
Marion	3	0	0	16	1	0	4	0	0	3	27	1.06%
Mississippi	11	1	1	34	2	2	10	2	10	5	78	3.05%
Monroe	2	0	3	6	2	1	3	3	0	7	27	1.06%
Nevada	0	0	0	1	0	0	0	0	0	0	1	0.04%
Newton	4	0	0	2	0	0	3	0	0	0	9	0.35%
Not in Arkansas	6	0	1	28	4	0	5	0	13	8	65	2.54%
Ouachita	0	0	0	1	0	0	0	0	0	0	1	0.04%
Phillips	13	0	0	35	3	1	9	1	6	23	91	3.56%
Pike	0	0	0	1	0	1	0	1	0	0	3	0.12%
Poinsett	3	0	2	30	5	1	7	0	2	9	59	2.31%
Pope	0	0	0	2	0	0	0	0	0	0	2	0.08%
Prairie	0	0	0	0	1	0	0	0	0	0	1	0.04%
Pulaski	0	3	6	14	4	2	7	5	10	1	52	2.03%
Randolph	2	0	1	16	2	0	0	0	1	3	25	0.98%
Saint Francis	4	0	1	18	4	0	16	4	7	3	57	2.23%
Saline	0	0	0	4	0	1	0	1	0	0	6	0.23%
Searcy	0	0	1	7	0	0	0	1	1	0	10	0.39%
Sebastian	1	0	0	6	0	0	0	0	0	0	7	0.27%
Sharp	3	0	0	26	4	2	4	0	4	1	44	1.72%
Stone	4	0	0	9	0	0	2	0	0	0	15	0.59%
Union	0	0	0	1	0	0	0	0	0	0	1	0.04%
Van Buren	2	0	1	7	1	0	1	0	0	3	15	0.59%
Washington	64	4	30	154	24	6	92	14	21	20	429	16.77%
White	0	1	0	1	0	0	1	0	0	0	3	0.12%

Problem Code Category →  County of Residence ↓	01-09	10-19	20-29	30-39	40-49	50-59	60-69	70-79 Income	80-89	90-99	Totals	% of Total
	Consumer	Education	Employment	Family	Juvenile	Health	Housing	Maintenance	Individual Rights	Misc		
Woodruff	4	0	0	3	0	0	1	0	2	1	11	0.43%
	283	13	97	1131	130	36	376	70	216	206	2558	

Workgroup	Cases Closed 2023*	% of Total	Cases Closed 2022*	↑ or ↓
Consumer	468	18.30%	320	46.25%
Domestic Justice	1155	45.15%	1148	0.61%
Economic Justice	120	4.69%	77	55.84%
Housing	460	17.98%	477	-3.56%
LITC	68	2.66%	35	94.29%
MLP	79	3.09%	60	31.67%
Pro Bono	208	8.13%	62	235.48%
<b>Total</b>	<b>2558</b>		<b>2179</b>	

Cases Closed 2022*	Cases Closed 2023*	↑ or ↓
2179	2558	17.39%

Intakes 2022*	Intakes 2023*	↑ or ↓
2893	3084	6.60%

\*Dates from 01/01 - 05/15



## OPEN CASES

Workgroup → Legal Problem Code ↓	Consumer	Domestic Justice	Economic Justice	Housing	LITC	MLP	Pro Bono	Totals	% of Total
01 Bankruptcy/Debtor Relief	32	1	0	1	0	0	3	37	2.41%
02 Collect/Repo/ Def/Garnsh	82	0	0	2	0	0	3	87	5.66%
03 Contract/Warranties	28	0	0	0	0	0	4	32	2.08%
04 Collection Practices / Creditor Harassment	5	0	0	0	0	0	0	5	0.33%
06 Loans/Installment Purchases (Not Collections)	3	0	0	0	0	0	0	3	0.20%
08 Unfair and Deceptive Sales Practices (Not Real Property)	4	0	0	0	0	0	0	4	0.26%
09 Other Consumer/Finance	9	0	0	0	0	1	4	14	0.91%
12 Discipline (Including Expulsion and Suspension)	0	0	0	0	0	1	0	1	0.07%
13 Special Education/ Learning Disabilities	0	0	3	0	0	19	0	22	1.43%
19 Other Education	0	1	5	0	0	23	0	29	1.89%
21 Employment Discrimination	0	0	13	0	0	0	0	13	0.85%
22 Wage Claims and Other FLSA Issues	0	0	4	0	0	0	0	4	0.26%
23 EITC (Earned Income Tax Credit)	1	0	0	0	6	0	0	7	0.46%
24 Taxes (Not EITC)	0	1	0	1	66	0	1	69	4.49%
25 Employee Rights	0	0	7	0	0	1	0	8	0.52%
29 Other Employment	0	0	6	0	0	0	0	6	0.39%
30 Adoption	0	0	0	0	0	1	2	3	0.20%
31 Custody/Visitation	0	37	0	0	0	9	1	47	3.06%
32 Divorce/Sep./Annul.	0	148	0	1	0	6	69	224	14.57%
33 Adult Guardianship / Conservatorship	0	13	0	0	0	38	17	68	4.42%
34 Name Change	0	3	0	0	0	1	4	8	0.52%

## OPEN CASES

Workgroup → Legal Problem Code ↓	Consumer	Domestic Justice	Economic Justice	Housing	LITC	MLP	Pro Bono	Totals	% of Total
35 Parental Rights Termination	0	1	0	0	0	0	0	1	0.07%
36 Paternity	0	2	0	0	0	0	0	2	0.13%
37 Domestic Abuse	0	89	0	2	0	3	0	94	6.12%
38 Support	0	1	0	0	0	1	0	2	0.13%
39 Other Family	0	2	1	0	0	1	1	5	0.33%
41 Delinquent	0	1	0	0	0	1	0	2	0.13%
44 Minor Guardianship / Conservatorship	0	46	0	0	0	22	18	86	5.60%
49 Other Juvenile	0	5	1	0	0	0	0	6	0.39%
51 Medicaid	0	1	28	0	0	5	0	34	2.21%
52 Medicare	0	0	1	0	0	0	0	1	0.07%
54 Home and Community Based Care	0	0	8	0	0	0	0	8	0.52%
55 Private Health Insurance	0	0	1	0	0	0	0	1	0.07%
56 Long Term Health Care Facilities	0	0	3	0	0	0	0	3	0.20%
57 State and Local Health	0	0	0	0	0	1	0	1	0.07%
59 Other Health	0	0	7	0	0	0	0	7	0.46%
61 Federally Subsidized Housing	0	0	0	12	0	5	0	17	1.11%
62 Homeownership/Real Property (Not Foreclosure)	0	0	0	18	0	1	6	25	1.63%
63 Private Landlord/Tenant	0	0	0	77	0	2	2	81	5.27%
64 Public Housing	0	0	0	14	0	0	0	14	0.91%
65 Mobile Homes	0	0	0	1	0	0	1	2	0.13%
66 Housing Discrimination	0	0	0	72	0	0	0	72	4.68%
67 Mortgage Foreclosures (Not Predatory Lending/Practices)	0	0	0	5	0	1	0	6	0.39%
69 Other Housing	1	0	1	17	0	4	5	28	1.82%
72 Social Security (Not SSDI)	0	0	5	1	0	1	0	7	0.46%

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73 Food Stamps	0	1	13	1	0	4	0	19	1.24%
74 SSDI	0	0	21	0	0	1	0	22	1.43%
75 SSI	0	1	29	0	0	22	0	52	3.38%
76 Unemployment Compensation	0	0	23	0	0	0	0	23	1.50%
79 Other Income Maintenance	0	0	0	1	0	0	0	1	0.07%
81 Immigration/ Naturalization	0	0	0	0	0	3	0	3	0.20%
85 Civil Rights	0	0	1	0	0	0	0	1	0.07%
87 Criminal Record Expungement	88	0	0	0	0	1	44	133	8.65%
89 Other Individual Rights	6	4	0	0	0	0	0	10	0.65%
93 Licenses (Drivers, Occupational, and Others)	1	0	1	0	0	0	0	2	0.13%
94 Torts	1	1	0	0	0	1	0	3	0.20%
95 Wills and Estates	0	1	0	33	0	3	21	58	3.77%
96 Advanced Directives/Powers of Attorney	0	0	1	4	0	3	3	11	0.72%
99 Other Miscellaneous	0	0	1	0	0	0	2	3	0.20%
	<b>261</b>	<b>360</b>	<b>184</b>	<b>263</b>	<b>72</b>	<b>186</b>	<b>211</b>	<b>1537</b>	
<b>% of Total</b>	<b>16.98%</b>	<b>23.42%</b>	<b>11.97%</b>	<b>17.11%</b>	<b>4.68%</b>	<b>12.10%</b>	<b>13.73%</b>		