

Subject Area Group	Cases Closed 2022*	% of Total	Cases Closed 2023*	% of Total	↑ or ↓
Consumer	200	9.39%	379	10.78%	89.50%
Family	935	43.88%	1746	49.64%	86.74%
Housing	459	21.54%	532	15.13%	15.90%
Public Benefits	455	21.35%	756	21.50%	66.15%
Pro Bono	69	3.24%	104	2.96%	50.72%
<b>TOTAL</b>	<b>2131</b>		<b>3517</b>		

\*Dates from 1/01 - 05/15

Cases Closed 2022	Cases Closed 2023	↑ or ↓
2131	3517	<b>65.04%</b>

Helpline Calls	2022	2023	↑ or ↓
Received	12,550	14,398	14.73%
Answered	9,770	12,554	28.50%
Closed	906	1745	92.60%

## Close Reason

Close Reason → Legal Problem Code ↓	A - Counsel and Advice	B - Limited Action	F - Negotiated Settlement w/o Litigation	G - Negotiated Settlement w/ Litigation	H - Administrative Agency Decision	IA - Uncontested Court Decision	IB - Contested Court Decision	IC - Appeals	L - Extensive Service (not FGHI)	Totals	% of Total
01 Bankruptcy/ Debtor Relief	62	3	0	0	0	34	0	0	8	107	3%
02 Collect/Repo/ Def/Garnsh	92	3	0	3	0	5	2	0	11	116	3%
03 Contract/ Warranties	81	8	2	2	0	0	1	0	12	106	3%
04 Collection Practices / Creditor Harassment	0	0	0	0	0	0	0	0	0	0	0%
05 Predatory Lending Practices (Not Mortgages)	0	0	0	0	0	0	0	0	0	0	0%
06 Loans/Installment Purchases (Not Collections)	1	0	0	0	0	0	0	0	0	1	0%
07 Public Utilities	6	0	0	0	0	0	0	0	0	6	0%
08 Unfair and Deceptive Sales Practices (Not Real Property)	4	0	0	0	0	0	0	0	0	4	0%
09 Other Consumer/ Finance	40	0	0	0	0	0	0	0	2	42	1%



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24 Taxes (Not EITC)	4	0	0	0	0	0	0	0	0	4	0%
25 Employee Rights	4	0	0	0	0	0	0	0	0	4	0%
26 Agricultural Workers Issues (Not Wage Claims/FLSA Issues)	0	0	0	0	0	0	0	0	0	0	0%
29 Other Employment	14	0	0	0	0	0	0	0	0	14	0%
30 Adoption	35	1	0	1	0	5	2	0	3	47	1%
31 Custody/ Visitation	424	2	0	3	0	2	5	0	8	444	13%
32 Divorce/Sep./ Annul.	361	8	0	2	0	13	2	0	18	404	11%
33 Adult Guardianship	78	1	0	0	0	7	0	0	12	98	3%
34 Name Change	34	1	0	0	0	25	0	0	46	106	3%
35 Parental Rights Termination	12	0	0	0	0	0	0	0	0	12	0%
36 Paternity	57	0	0	1	0	2	0	0	0	60	2%
37 Domestic Abuse	182	4	1	13	0	31	9	0	37	277	8%







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84 Disability Rights	0	0	0	0	0	0	0	0	0	0	0%
85 Civil Rights	3	0	0	0	0	0	0	0	0	3	0%
86 Human Trafficking	0	0	0	0	0	0	0	0	0	0	0%
87 Criminal Record Expungement	200	12	0	1	0	131	20	0	90	454	13%
89 Other Individual Rights	15	0	0	0	1	1	0	0	0	17	0%
91 Legal Assist. To Non-Profit Org. or Group (Incl. Incorp/Diss.)	0	0	0	0	0	0	0	0	0	0	0%
92 Indian/Tribal Law	0	0	0	0	0	0	0	0	0	0	0%
93 Licenses (Drivers, Occupational, and Others)	7	2	0	0	0	0	0	0	0	9	0%
94 Torts	3	0	0	0	0	0	0	0	0	3	0%
95 Wills and Estates	58	6	0	0	0	6	0	0	27	97	3%



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96 Advanced Directives/ Powers of Attorney	37	2	0	0	0	0	0	0	4	43	1%
97 Municipal Legal Needs	0	0	0	0	0	0	0	0	0	0	0%
98 Tribal Court - Criminal	0	0	0	0	0	0	0	0	0	0	0%
99 Other Miscellaneous	12	0	0	0	0	0	0	0	0	12	0%
<b>Totals</b>	2643	99	20	43	24	281	57	0	350	3517	
<b>% of Total</b>	75%	3%	1%	1%	1%	8%	2%	0%	10%		