

REPORTING GUIDELINES

There are two main parts to the ANNUAL CASELOAD REPORTING form, CASES ACCEPTED and CASE DISPOSITION. All cases, as defined below, accepted from indigent individuals should be reported in the system under the appropriate category (CONSUMER /FINANCE, EDUCATION, EMPLOYMENT, FAMILY, JUVENILE, HEALTH, HOUSING, INCOME MAINTENANCE, INDIVIDUAL RIGHTS, or MISC.) and sub-category for the problem presented. The one best sub-category that describes the individual's problem should be selected. If an individual presents a situation that fits more than one category, the CASES ACCEPTED should be counted only once under the category that is anticipated to take the most time and effort to resolve.

The CASE DISPOSITION portion of the form is used to report the end of the individual's contact with your organization. Additional definitions of the types of dispositions are provided below. Each entry reported under **CASES ACCEPTED** should eventually result in an entry under **CASE DISPOSITION** reflecting the end of the contact.

I. CASE DISPOSITION DEFINITIONS

1. **Agency Decision:** A case resolved as a result of action by an administrative agency or body, e.g., the Family and Social Services Administration.
2. **Case:** An attorney-client relationship in which rights are enforced or protected, or wrongs are prevented or redressed, such that if the service provided were undertaken by an attorney in private practice, the attorney's services would reasonably be expected to result in the payment of an attorney's fee. Transactional services, such as drafting wills and contracts, obtaining license or permits, purchasing or selling real estate and obtaining small business loans, are to be considered a Case. A secretary, clerk, or paralegal cannot enter into or create an attorney-client relationship. Excluded from the definition of a case are those matters which fall under the definitions in section **II. Brief Services Definitions**.
3. **Counsel and Advice:** A case resolved as a result of the preparation and provision of advice to the individual, e.g., reviewing relevant information and counseling the individual on action he or she might take to resolve the issue.
4. **Court Decision:** A case resolved as a result of action by a court.
5. **Settled with Litigation:** A case resolved through negotiation during a court or administrative action, e.g., a resolution of a dispute after suit has been filed.
6. **Settled without Litigation:** A case resolved through negotiation prior to court or administrative action, e.g., a resolution of a landlord/tenant dispute prior to the filing of a suit.

II. BRIEF SERVICES DEFINITIONS

7. **Brief Services** (Other than Counsel and Advice): A matter resolved as a result of action taken at or soon after intake on behalf of an individual that resolves a matter, e.g., preparing short letters, making a telephone call.
8. **Client Withdrew**: A matter resolved where the individual failed to return to the program during the course of representation and could not be contacted by the program. This includes resolutions where the individual decides not to proceed with the matter, e.g., individual in an eviction proceeding decides to move out instead of proceeding with legal action.
9. **No Merit**: A matter resolved because new facts and circumstances arise, after the individual is accepted as a client, that disclose there are no legal grounds upon which to pursue the matter.
10. **Referred**: A matter resolved when, during the course of investigation, it is determined that new information or new developments on the matter prevent the program from continuing to handle the matter, and the matter is referred outside the program (e.g., to a social service agency or, due to a conflict of interest, to a private attorney).

III. TYPES OF LEGAL PROBLEMS

11. **CONSUMER/FINANCE** includes, but is not limited to, bankruptcy, debt relief, collection, contracts, warranties, credit access, energy, loans, public utilities, and unfair sales practices.
12. **EDUCATION** includes, but is not limited to, special education, suspension, and expulsion.
13. **EMPLOYMENT** includes, but is not limited to, job discrimination and wage claims.
14. **FAMILY** includes, but is not limited to, adoption, custody, visitation, divorce, separation, guardianship, name change, parental rights termination, paternity, spouse abuse, and support.
15. **JUVENILE** includes, but is not limited to, delinquency, neglect and abuse.
16. **HEALTH** includes, but is not limited to, Medicaid and Medicare.
17. **HOUSING** includes, but is not limited to, federally subsidized housing, other public housing, home ownership, real property and landlord/tenant.

18. **INCOME MAINTENANCE** includes, but is not limited to, AFDC, welfare, black lung, food stamps, Social Security, SSI, unemployment compensation, veterans benefits and workers compensation.
19. **INDIVIDUAL RIGHTS** includes, but is not limited to, immigration, naturalization, mental health and the rights of the disabled.
20. **MISCELLANEOUS** includes, but is not limited to, incorporation, corporate dissolution, Native American tribal law, licenses (auto and others), torts, wills and estates.