

Legal Problem

Consumer/Finance

- 01 Bankruptcy/Debtor Relief
- 02 Collection (incl. Repossession/Deficiency/Garnishment)
- 03 Contracts/Warranties
- 04 Collection Practices/Creditor Harassment
- 05 Predatory Lending Practices (Not Mortgages)
- 06 Loans/Installment Purchase (Not Collections)
- 07 Public Utilities
- 08 Unfair and Deceptive Sales and Practices (Not Real Property)
- 09 Other Consumer/Finance

Education

- 11 [Reserved]
- 12 Discipline (Including Expulsion and Suspension)
- 13 Special Education/Learning Disabilities
- 14 Access (Including Bilingual, Residency, Testing)
- 15 Vocational Education
- 16 Student Financial Aid
- 19 Other Education

Employment

- 21 Employment Discrimination
- 22 Wage Claims and other FLSA Issues
- 23 EITC (Earned Income Tax Credit)
- 24 Taxes (Not EITC)
- 25 Employee Rights
- 26 Agricultural Worker Issues (Not Wage Claims/FLSA Issues)
- 29 Other Employment

Family

- 30 Adoption
- 31 Custody/Visitation
- 32 Divorce/Separation/Annulment
- 33 Adult Guardian/Conservatorship
- 34 Name Change
- 35 Parental Rights Termination
- 36 Paternity
- 37 Domestic Abuse
- 38 Support
- 39 Other Family

Juvenile

- 41 Delinquent
- 42 Neglected/Abused/Dependent
- 43 Emancipation
- 44 Minor Guardian/Conservatorship
- 49 Other Juvenile

Health

- 51 Medicaid
- 52 Medicare
- 53 Government Children's Health Insurance Programs
- 54 Home and Community Based Care
- 55 Private Health Insurance
- 56 Long Term Health Care Facilities
- 57 State and Local Health
- 59 Other Health

Housing

- 61 Federally Subsidized Housing
- 62 Homeownership and Real Property (Not Foreclosure)
- 63 Private Landlord/Tenant
- 64 Public Housing
- 65 Mobile Homes
- 66 Housing Discrimination
- 67 Mortgage Foreclosures (Not Predatory Lending Practices)
- 68 Mortgage Predatory Lending/Practices
- 69 Other Housing

Income Maintenance

- 71 TANF
- 72 Social Security (Not SSDI)
- 73 Food Stamps-SNAP (Supplemental Nutrition Assistance. Program)
- 74 SSDI
- 75 SSI
- 76 Unemployment Compensation
- 77 Veterans Benefits
- 78 State and Local Income Maintenance
- 79 Other Income Maintenance

Individual Rights

- 81 Immigration/Naturalization
- 82 Mental Health
- 84 Disability Rights
- 85 Civil Rights
- 86 Human Trafficking
- 87 **Criminal Records Expungement**
- 89 Other Individual Rights

Miscellaneous

- 91 Legal Assistance to Non-Profit Organization or Group (Including Incorporation/Dissolution)
- 92 Indian/Tribal Law
- 93 License (Drivers, Occupational, and Other)
- 94 Torts
- 95 Wills and Estates
- 96 Advance Directives/Powers of Attorney
- 97 Municipal Legal Needs
- 98 **Tribal Court - Criminal**
- 99 Other Miscellaneous

Major Reason Case Closed

- A. Counsel and Advice
- B. Limited Action
- C. [Reserved]
- D. [Reserved]
- E. [Reserved]
- F. Negotiated settlement without Litigation.
- G. Negotiated settlement with Litigation.
- H. Administrative Agency Decision.
- I. Court Decision:
 - (a) Uncontested
 - (b) Contested
 - (c) Appeals
- J. [Reserved]
- K. Other.
- L. Extensive Service (not resulting in Settlement or Court or Administrative Action).

2017 New Problem Codes in **Red**

Revised: 2/16/17; 2/14/14; 10/15/08;
4/9/08; 7/24/07; 8/8/05(reflecting 6/21/05
e-mail from John Meyer to Executive
Directors)

CSR Handbook 2017 Cumulative Revision
PDF: <https://goo.gl/7JG899>

ELIGIBILITY GUIDELINES

125%, 187.5%, 200% OF THE FED. POVERTY INCOME GUIDELINES

Mo/Yr	Family Size								Addn'l
	1	2	3	4	5	6	7	8	

2013	1	2	3	4	Annual	6	7	8	additional
125.0%	14,363	19,388	24,413	29,438	34,463	39,488	44,513	49,538	5,025
187½%	21,544	29,081	36,619	44,156	51,694	59,231	66,769	74,306	7,538
200.0%	22,980	31,020	39,060	47,100	55,140	63,180	71,220	79,260	8,040

2013					Monthly				
125%	1,197	1,616	2,034	2,453	2,872	3,291	3,709	4,128	419
187½%	1,795	2,423	3,052	3,680	4,308	4,936	5,564	6,192	628
200%	1,915	2,585	3,255	3,925	4,595	5,265	5,935	6,605	670

updated 2/11/13

FPG published at 78 FR 5182

See: 78 Fed. Reg. 7679 (Feb. 4, 2013)

2014	1	2	3	4	Annual	6	7	8	additional
125.0%	14,588	19,663	24,738	29,813	34,888	39,963	45,038	50,113	5,075
187½%	21,881	29,494	37,106	44,719	52,331	59,944	67,556	75,169	7,613
200.0%	23,340	31,460	39,580	47,700	55,820	63,940	72,060	80,180	8,120

2014					Monthly				
125%	1,216	1,639	2,061	2,484	2,907	3,330	3,753	4,176	423
187½%	1,823	2,458	3,092	3,727	4,361	4,995	5,630	6,264	634
200%	1,945	2,622	3,298	3,975	4,652	5,328	6,005	6,682	677

updated 2/14/14

FPG published at 79 FR 3593

See: 79 Fed. Reg. 6836 (Feb. 5, 2014)

2015	1	2	3	4	Annual	6	7	8	additional
125.0%	14,713	19,913	25,113	30,313	35,513	40,713	45,913	51,113	5,200
187½%	22,069	29,869	37,669	45,469	53,269	61,069	68,869	76,669	7,800
200.0%	23,540	31,860	40,180	48,500	56,820	65,140	73,460	81,780	8,320

2015					Monthly				
125%	1,226	1,659	2,093	2,526	2,959	3,393	3,826	4,259	433
187½%	1,839	2,489	3,139	3,789	4,439	5,089	5,739	6,389	650
200%	1,962	2,655	3,348	4,042	4,735	5,428	6,122	6,815	693

updated 6/1/15

FPG published at 80 FR 3236

See: 80 Fed. Reg. 5486 (Feb. 2, 2015)

2016	1	2	3	4	Annual	6	7	8	additional
125%	14,850	20,025	25,200	30,375	35,550	40,725	45,913	51,113	5,200
187½%	22,275	30,038	37,800	45,563	53,325	61,088	68,869	76,669	7,800
200%	23,760	32,040	40,320	48,600	56,880	65,160	73,460	81,780	8,320

2016					Monthly				
125%	1,238	1,669	2,100	2,531	2,963	3,394	3,826	4,259	433
187½%	1,856	2,503	3,150	3,797	4,444	5,091	5,739	6,389	650
200%	1,980	2,670	3,360	4,050	4,740	5,430	6,122	6,815	693

updated 2/10/16

FPG published at 81 FR 4036

See: 81 Fed. Reg. 6183 (Feb. 5, 2016)

2017	1	2	3	4	Annual	6	7	8	additional
125.0%	15,075	20,300	25,525	30,750	35,975	41,200	46,425	51,650	5,225
187½%	22,613	30,450	38,288	46,125	53,963	61,800	69,638	77,475	7,838
200.0%	24,120	32,480	40,840	49,200	57,560	65,920	74,280	82,640	8,360

2017					Monthly				
125%	1,256	1,692	2,127	2,563	2,998	3,433	3,869	4,304	435
187½%	1,884	2,538	3,191	3,844	4,497	5,150	5,803	6,456	653
200%	2,010	2,707	3,403	4,100	4,797	5,493	6,190	6,887	697

updated 2/16/17

See: 82 Fed. Reg. 10,442-43 (Feb. 13 2017)