

Office of Clients' Rights Advocacy
Annual Report - July 1, 2021 through June 30, 2022
Report by SR Type 1 and Show Reason for Closing

SR Team	SR Reason For Closing	Count of Service Requests	Count of Clients
ACRC	TOTAL	120	112
ACRC	B - Issue not OCRA-eligible	15	15
ACRC	C - Issue not disability-related	5	5
ACRC	E - Unable to reach after intake	18	17
ACRC	F - Unable to get required consent	4	4
ACRC	G - Caller reported issue resolved	5	5
ACRC	H - Caller asked for information/referral/publication only	60	55
ACRC	J - SUNSHINE or review SIR, no further action	9	9
ACRC	K - Other advocacy resources available	1	1
ACRC	L - Limited resources for higher level service	3	3
CVRC	TOTAL	26	23
CVRC	A - Person not OCRA-eligible	2	2
CVRC	B - Issue not OCRA-eligible	1	1
CVRC	E - Unable to reach after intake	3	3
CVRC	F - Unable to get required consent	7	6
CVRC	G - Caller reported issue resolved	6	6
CVRC	H - Caller asked for information/referral/publication only	7	6
ELARC	TOTAL	74	68
ELARC	A - Person not OCRA-eligible	5	5

ELARC	B - Issue not OCRA-eligible	32	32
ELARC	C - Issue not disability-related	3	3
ELARC	E - Unable to reach after intake	4	4
ELARC	F - Unable to get required consent	5	5
ELARC	G - Caller reported issue resolved	4	4
ELARC	H - Caller asked for information/referral/publication only	12	11
ELARC	I - Review IBSP or Comprehensive Assessment, no further action	2	1
ELARC	K - Other advocacy resources available	3	3
ELARC	L - Limited resources for higher level service	4	4
FDLRC	TOTAL	24	19
FDLRC	A - Person not OCRA-eligible	1	1
FDLRC	B - Issue not OCRA-eligible	2	2
FDLRC	C - Issue not disability-related	1	1
FDLRC	F - Unable to get required consent	1	1
FDLRC	H - Caller asked for information/referral/publication only	13	11
FDLRC	J - SUNSHINE or review SIR, no further action	1	1
FDLRC	K - Other advocacy resources available	4	3
FDLRC	L - Limited resources for higher level service	1	1
FNRC	TOTAL	101	90
FNRC	A - Person not OCRA-eligible	36	35
FNRC	B - Issue not OCRA-eligible	24	24
FNRC	C - Issue not disability-related	2	2

FNRC	E - Unable to reach after intake	4	4
FNRC	G - Caller reported issue resolved	6	6
FNRC	H - Caller asked for information/referral/publication only	27	25
FNRC	I - Review IBSP or Comprehensive Assessment, no further action	1	1
FNRC	L - Limited resources for higher level service	1	1
GGRC	TOTAL	74	49
GGRC	A - Person not OCRA-eligible	5	5
GGRC	B - Issue not OCRA-eligible	9	8
GGRC	C - Issue not disability-related	1	1
GGRC	E - Unable to reach after intake	5	5
GGRC	F - Unable to get required consent	5	5
GGRC	G - Caller reported issue resolved	2	2
GGRC	H - Caller asked for information/referral/publication only	23	21
GGRC	I - Review IBSP or Comprehensive Assessment, no further action	20	5
GGRC	J - SUNSHINE or review SIR, no further action	2	2
GGRC	K - Other advocacy resources available	1	1
GGRC	L - Limited resources for higher level service	1	1
HRC	TOTAL	26	21
HRC	A - Person not OCRA-eligible	1	1
HRC	B - Issue not OCRA-eligible	10	8
HRC	C - Issue not disability-related	1	1

HRC	G - Caller reported issue resolved	2	2
	H - Caller asked for		
HRC	information/referral/publication only	10	9
HRC	K - Other advocacy resources available	2	1
IRC	TOTAL	87	80
IRC	A - Person not OCRA-eligible	3	3
IRC	B - Issue not OCRA-eligible	6	6
IRC	D - Conflict of interest	1	1
IRC	E - Unable to reach after intake	4	4
IRC	F - Unable to get required consent	3	3
IRC	G - Caller reported issue resolved	20	20
	H - Caller asked for		
IRC	information/referral/publication only	42	40
IRC	K - Other advocacy resources available	1	1
IRC	L - Limited resources for higher level service	7	6
KRC	TOTAL	81	33
KRC	A - Person not OCRA-eligible	2	2
KRC	B - Issue not OCRA-eligible	17	17
KRC	D - Conflict of interest	4	4
KRC	G - Caller reported issue resolved	1	1
	H - Caller asked for		
KRC	information/referral/publication only	6	6
	I - Review IBSP or Comprehensive		
KRC	Assessment, no further action	51	3
NBRC	TOTAL	111	97
NBRC	A - Person not OCRA-eligible	9	9
NBRC	B - Issue not OCRA-eligible	12	12

NBRC	C - Issue not disability-related	17	17
NBRC	E - Unable to reach after intake	2	2
NBRC	G - Caller reported issue resolved	3	3
NBRC	H - Caller asked for information/referral/publication only	50	43
NBRC	I - Review IBSP or Comprehensive Assessment, no further action	1	1
NBRC	J - SUNSHINE or review SIR, no further action	14	13
NBRC	K - Other advocacy resources available	3	3
NLACRC	TOTAL	46	45
NLACRC	A - Person not OCRA-eligible	3	3
NLACRC	B - Issue not OCRA-eligible	7	7
NLACRC	C - Issue not disability-related	1	1
NLACRC	F - Unable to get required consent	9	9
NLACRC	G - Caller reported issue resolved	6	6
NLACRC	H - Caller asked for information/referral/publication only	17	17
NLACRC	K - Other advocacy resources available	2	2
NLACRC	L - Limited resources for higher level service	1	1
RCEB	TOTAL	81	62
RCEB	B - Issue not OCRA-eligible	1	1
RCEB	C - Issue not disability-related	4	4
RCEB	E - Unable to reach after intake	1	1
RCEB	F - Unable to get required consent	6	6
RCEB	G - Caller reported issue resolved	4	4

RCEB	H - Caller asked for information/referral/publication only	33	27
RCEB	I - Review IBSP or Comprehensive Assessment, no further action	12	7
RCEB	J - SUNSHINE or review SIR, no further action	5	5
RCEB	K - Other advocacy resources available	12	12
RCEB	L - Limited resources for higher level service	3	2
RCOC	TOTAL	30	26
RCOC	A - Person not OCRA-eligible	5	5
RCOC	B - Issue not OCRA-eligible	6	6
RCOC	C - Issue not disability-related	1	1
RCOC	D - Conflict of interest	2	2
RCOC	E - Unable to reach after intake	1	1
RCOC	F - Unable to get required consent	1	1
RCOC	G - Caller reported issue resolved	5	5
RCOC	H - Caller asked for information/referral/publication only	5	5
RCOC	I - Review IBSP or Comprehensive Assessment, no further action	3	3
RCOC	K - Other advocacy resources available	1	1
RCRC	TOTAL	90	74
RCRC	A - Person not OCRA-eligible	21	21
RCRC	B - Issue not OCRA-eligible	13	13
RCRC	C - Issue not disability-related	5	5
RCRC	D - Conflict of interest	2	2
RCRC	F - Unable to get required consent	2	2

RCRC	G - Caller reported issue resolved	7	7
RCRC	H - Caller asked for information/referral/publication only	35	29
RCRC	L - Limited resources for higher level service	5	5
SARC	TOTAL	73	50
SARC	E - Unable to reach after intake	7	7
SARC	F - Unable to get required consent	1	1
SARC	G - Caller reported issue resolved	3	3
SARC	H - Caller asked for information/referral/publication only	24	24
SARC	I - Review IBSP or Comprehensive Assessment, no further action	33	13
SARC	J - SUNSHINE or review SIR, no further action	3	3
SARC	K - Other advocacy resources available	2	2
SCLARC	TOTAL	29	25
SCLARC	A - Person not OCRA-eligible	5	5
SCLARC	B - Issue not OCRA-eligible	2	2
SCLARC	C - Issue not disability-related	1	1
SCLARC	E - Unable to reach after intake	1	1
SCLARC	F - Unable to get required consent	6	5
SCLARC	G - Caller reported issue resolved	4	4
SCLARC	H - Caller asked for information/referral/publication only	10	9
SDRC	TOTAL	25	23
SDRC	A - Person not OCRA-eligible	4	4
SDRC	B - Issue not OCRA-eligible	6	6

SDRC	E - Unable to reach after intake	1	1
SDRC	G - Caller reported issue resolved	1	1
SDRC	H - Caller asked for information/referral/publication only	10	10
SDRC	L - Limited resources for higher level service	3	3
SGPRC	TOTAL	68	63
SGPRC	A - Person not OCRA-eligible	11	11
SGPRC	B - Issue not OCRA-eligible	5	5
SGPRC	D - Conflict of interest	1	1
SGPRC	E - Unable to reach after intake	1	1
SGPRC	F - Unable to get required consent	8	8
SGPRC	G - Caller reported issue resolved	2	2
SGPRC	H - Caller asked for information/referral/publication only	39	36
SGPRC	L - Limited resources for higher level service	1	1
TCRC	TOTAL	46	43
TCRC	A - Person not OCRA-eligible	11	10
TCRC	B - Issue not OCRA-eligible	12	12
TCRC	C - Issue not disability-related	1	1
TCRC	D - Conflict of interest	1	1
TCRC	E - Unable to reach after intake	1	1
TCRC	F - Unable to get required consent	6	5
TCRC	H - Caller asked for information/referral/publication only	8	8
TCRC	I - Review IBSP or Comprehensive Assessment, no further action	3	3

TCRC	K - Other advocacy resources available	1	1
TCRC	L - Limited resources for higher level service	2	2
VMRC	TOTAL	73	67
VMRC	A - Person not OCRA-eligible	3	3
VMRC	B - Issue not OCRA-eligible	6	6
VMRC	C - Issue not disability-related	3	3
VMRC	E - Unable to reach after intake	14	12
VMRC	F - Unable to get required consent	9	9
VMRC	G - Caller reported issue resolved	10	10
	H - Caller asked for		
VMRC	information/referral/publication only	26	24
	J - SUNSHINE or review SIR, no further		
VMRC	action	1	1
VMRC	K - Other advocacy resources available	1	1
WRC	TOTAL	65	61
WRC	A - Person not OCRA-eligible	2	2
WRC	B - Issue not OCRA-eligible	24	21
WRC	E - Unable to reach after intake	1	1
WRC	G - Caller reported issue resolved	2	2
	H - Caller asked for		
WRC	information/referral/publication only	25	25
WRC	K - Other advocacy resources available	2	2
WRC	L - Limited resources for higher level service	9	9
Report Totals		1,350	1,131