

**Office of Clients' Rights Advocacy**  
**Annual Report - July 2021 through June 30, 2022**  
**Report by Service Type**

<b>SR Team</b>	<b>SR Type</b>
<b>ACRC</b>	<b>TOTAL</b>
ACRC	01 - Information / Referral
ACRC	03 - Counsel and Advice
ACRC	04 - Brief Service Case
ACRC	05 - Evaluation and Assessment Case
ACRC	06 - Technical Assistance Case
ACRC	07 - Negotiation / Mediation Case
	09 - Administrative Hearing / Complaint
ACRC	Case
<b>CVRC</b>	<b>TOTAL</b>
CVRC	01 - Information / Referral
CVRC	03 - Counsel and Advice
CVRC	04 - Brief Service Case
CVRC	05 - Evaluation and Assessment Case
CVRC	06 - Technical Assistance Case
CVRC	07 - Negotiation / Mediation Case
<b>ELARC</b>	<b>TOTAL</b>
ELARC	01 - Information / Referral
ELARC	03 - Counsel and Advice
ELARC	04 - Brief Service Case
ELARC	06 - Technical Assistance Case
ELARC	07 - Negotiation / Mediation Case
<b>FDLRC</b>	<b>TOTAL</b>
FDLRC	01 - Information / Referral
FDLRC	03 - Counsel and Advice
FDLRC	04 - Brief Service Case
FDLRC	05 - Evaluation and Assessment Case
FDLRC	06 - Technical Assistance Case
FDLRC	07 - Negotiation / Mediation Case
	09 - Administrative Hearing / Complaint
FDLRC	Case

<b>FNRC</b>	<b>TOTAL</b>
FNRC	01 - Information / Referral
FNRC	03 - Counsel and Advice
FNRC	04 - Brief Service Case
FNRC	05 - Evaluation and Assessment Case
FNRC	06 - Technical Assistance Case
FNRC	07 - Negotiation / Mediation Case
FNRC	09 - Administrative Hearing / Complaint Case
FNRC	10 - Administrative Hearing Decision
<b>GGRC</b>	<b>TOTAL</b>
GGRC	01 - Information / Referral
GGRC	03 - Counsel and Advice
GGRC	04 - Brief Service Case
GGRC	05 - Evaluation and Assessment Case
GGRC	06 - Technical Assistance Case
GGRC	07 - Negotiation / Mediation Case
<b>HRC</b>	<b>TOTAL</b>
HRC	01 - Information / Referral
HRC	03 - Counsel and Advice
HRC	04 - Brief Service Case
HRC	05 - Evaluation and Assessment Case
HRC	06 - Technical Assistance Case
HRC	07 - Negotiation / Mediation Case
HRC	08 - Mediation / Alt. Dispute Resolution Case
HRC	10 - Administrative Hearing Decision
<b>IRC</b>	<b>TOTAL</b>
IRC	01 - Information / Referral
IRC	03 - Counsel and Advice
IRC	04 - Brief Service Case
IRC	05 - Evaluation and Assessment Case
IRC	06 - Technical Assistance Case

IRC	07 - Negotiation / Mediation Case
	09 - Administrative Hearing / Complaint
IRC	Case
<b>KRC</b>	<b>TOTAL</b>
KRC	01 - Information / Referral
KRC	03 - Counsel and Advice
KRC	04 - Brief Service Case
KRC	05 - Evaluation and Assessment Case
KRC	06 - Technical Assistance Case
KRC	07 - Negotiation / Mediation Case
<b>NBRC</b>	<b>TOTAL</b>
NBRC	01 - Information / Referral
NBRC	03 - Counsel and Advice
NBRC	04 - Brief Service Case
NBRC	05 - Evaluation and Assessment Case
NBRC	06 - Technical Assistance Case
NBRC	07 - Negotiation / Mediation Case
<b>NLACRC</b>	<b>TOTAL</b>
NLACRC	01 - Information / Referral
NLACRC	03 - Counsel and Advice
NLACRC	04 - Brief Service Case
NLACRC	05 - Evaluation and Assessment Case
NLACRC	06 - Technical Assistance Case
NLACRC	07 - Negotiation / Mediation Case
	09 - Administrative Hearing / Complaint
NLACRC	Case
NLACRC	10 - Administrative Hearing Decision
<b>RCEB</b>	<b>TOTAL</b>
RCEB	01 - Information / Referral
RCEB	03 - Counsel and Advice
RCEB	04 - Brief Service Case
RCEB	05 - Evaluation and Assessment Case
RCEB	06 - Technical Assistance Case
RCEB	07 - Negotiation / Mediation Case

RCEB	09 - Administrative Hearing / Complaint Case
<b>RCOC</b>	<b>TOTAL</b>
RCOC	01 - Information / Referral
RCOC	03 - Counsel and Advice
RCOC	04 - Brief Service Case
RCOC	05 - Evaluation and Assessment Case
RCOC	06 - Technical Assistance Case
RCOC	07 - Negotiation / Mediation Case
<b>RCRC</b>	<b>TOTAL</b>
RCRC	01 - Information / Referral
RCRC	03 - Counsel and Advice
RCRC	04 - Brief Service Case
RCRC	05 - Evaluation and Assessment Case
RCRC	06 - Technical Assistance Case
RCRC	07 - Negotiation / Mediation Case
<b>SARC</b>	<b>TOTAL</b>
SARC	01 - Information / Referral
SARC	03 - Counsel and Advice
SARC	04 - Brief Service Case
SARC	05 - Evaluation and Assessment Case
SARC	06 - Technical Assistance Case
SARC	07 - Negotiation / Mediation Case
<b>SCLARC</b>	<b>TOTAL</b>
SCLARC	01 - Information / Referral
SCLARC	03 - Counsel and Advice
SCLARC	04 - Brief Service Case
SCLARC	05 - Evaluation and Assessment Case
SCLARC	06 - Technical Assistance Case
SCLARC	07 - Negotiation / Mediation Case
SCLARC	09 - Administrative Hearing / Complaint Case
<b>SDRC</b>	<b>TOTAL</b>
SDRC	01 - Information / Referral
SDRC	03 - Counsel and Advice

SDRC	04 - Brief Service Case
SDRC	05 - Evaluation and Assessment Case
SDRC	06 - Technical Assistance Case
SDRC	07 - Negotiation / Mediation Case
	09 - Administrative Hearing / Complaint Case
SDRC	
<b>SGPRC</b>	<b>TOTAL</b>
SGPRC	01 - Information / Referral
SGPRC	03 - Counsel and Advice
SGPRC	04 - Brief Service Case
SGPRC	05 - Evaluation and Assessment Case
SGPRC	06 - Technical Assistance Case
SGPRC	07 - Negotiation / Mediation Case
	09 - Administrative Hearing / Complaint Case
SGPRC	
<b>TCRC</b>	<b>TOTAL</b>
TCRC	01 - Information / Referral
TCRC	03 - Counsel and Advice
TCRC	04 - Brief Service Case
TCRC	05 - Evaluation and Assessment Case
TCRC	06 - Technical Assistance Case
TCRC	07 - Negotiation / Mediation Case
TCRC	10 - Administrative Hearing Decision
<b>VMRC</b>	<b>TOTAL</b>
VMRC	01 - Information / Referral
VMRC	03 - Counsel and Advice
VMRC	04 - Brief Service Case
VMRC	05 - Evaluation and Assessment Case
VMRC	06 - Technical Assistance Case
VMRC	07 - Negotiation / Mediation Case
<b>WRC</b>	<b>TOTAL</b>
WRC	01 - Information / Referral
WRC	03 - Counsel and Advice
WRC	04 - Brief Service Case

WRC	05 - Evaluation and Assessment Case
WRC	06 - Technical Assistance Case
WRC	07 - Negotiation / Mediation Case
WRC	09 - Administrative Hearing / Complaint Case

**Report Totals**

## Count of Service Requests

**648**

249

342

17

3

8

26

3

**211**

57

117

11

3

12

11

**503**

156

277

29

13

28

**238**

45

127

40

2

5

18

1

**575**

243

127

140

7

20

35

2

1

**409**

205

113

35

11

26

19

**293**

73

120

30

4

26

38

1

1

**320**

131

85

53

10

23

17

1

**359**

140

163

37

6

1

12

**690**

249

246

92

11

28

64

**350**

97

177

22

6

17

28

2

1

**448**

164

142

62

8

5

64

3  
**340**  
64  
221  
22

10  
4  
19  
**384**  
192  
124  
35

3  
15  
15  
**460**  
133  
208  
47

7  
42  
23  
**260**  
81  
107  
47

3  
4  
17

1  
**376**  
80  
179

37

26

26

27

1

**394**

156

153

20

4

14

42

5

**282**

90

141

15

7

4

24

1

**425**

158

162

21

8

62

14

**421**

141

148

63

24

6

38

1

**8,386**