

Office of Clients' Rights Advocacy
Annual Report July 1, 2019 through June 30, 2020
Report by Service Type

ACRC	TOTAL	877
ACRC	01 - Information / Referral	247
ACRC	03 - Counsel and Advice	532
ACRC	04 - Brief Service Case	31
ACRC	05 - Evaluation and Assessment Case	14
ACRC	06 - Technical Assistance Case	11
ACRC	07 - Negotiation / Mediation Case	42
CIT	TOTAL	69
CIT	01 - Information / Referral	8
CIT	03 - Counsel and Advice	2
CIT	04 - Brief Service Case	4
CIT	05 - Evaluation and Assessment Case	6
CIT	06 - Technical Assistance Case	5
CIT	07 - Negotiation / Mediation Case	43
CIT	07FG - Negotiation / Mediation Case (Fee Gen)	1
CVRC	TOTAL	394
CVRC	01 - Information / Referral	93
CVRC	03 - Counsel and Advice	228
CVRC	04 - Brief Service Case	38
CVRC	05 - Evaluation and Assessment Case	10
CVRC	06 - Technical Assistance Case	6

CVRC	07 - Negotiation / Mediation Case	19
ELARC	TOTAL	445
ELARC	01 - Information / Referral	151
ELARC	03 - Counsel and Advice	261
ELARC	04 - Brief Service Case	5
ELARC	05 - Evaluation and Assessment Case	4
ELARC	06 - Technical Assistance Case	10
ELARC	07 - Negotiation / Mediation Case	13
ELARC	09 - Administrative Hearing / Complaint Case	1
FDLRC	TOTAL	446
FDLRC	01 - Information / Referral	113
FDLRC	03 - Counsel and Advice	207
FDLRC	04 - Brief Service Case	96
FDLRC	05 - Evaluation and Assessment Case	4
FDLRC	06 - Technical Assistance Case	7
FDLRC	07 - Negotiation / Mediation Case	19
FNRC	TOTAL	496
FNRC	01 - Information / Referral	174
FNRC	03 - Counsel and Advice	160
FNRC	04 - Brief Service Case	104
FNRC	05 - Evaluation and Assessment Case	14
FNRC	06 - Technical Assistance Case	7
FNRC	07 - Negotiation / Mediation Case	37
GGRC	TOTAL	317

GGRC	01 - Information / Referral	130
GGRC	03 - Counsel and Advice	136
GGRC	04 - Brief Service Case	23
GGRC	05 - Evaluation and Assessment Case	7
GGRC	06 - Technical Assistance Case	4
GGRC	07 - Negotiation / Mediation Case	17
HRC	TOTAL	282
HRC	01 - Information / Referral	89
HRC	03 - Counsel and Advice	122
HRC	04 - Brief Service Case	26
HRC	05 - Evaluation and Assessment Case	23
HRC	06 - Technical Assistance Case	6
HRC	07 - Negotiation / Mediation Case	16
IRC	TOTAL	586
IRC	01 - Information / Referral	124
IRC	02 - Abuse / Neglect Investigation	1
IRC	03 - Counsel and Advice	340
IRC	04 - Brief Service Case	48
IRC	05 - Evaluation and Assessment Case	10
IRC	06 - Technical Assistance Case	47
IRC	07 - Negotiation / Mediation Case	11
IRC	09 - Administrative Hearing / Complaint Case	4
IRC	09FG - Admin Hearing / Complaint Case (Fee	1

KRC	TOTAL	272
KRC	01 - Information / Referral	62
KRC	03 - Counsel and Advice	157
KRC	04 - Brief Service Case	21
KRC	05 - Evaluation and Assessment Case	5
KRC	06 - Technical Assistance Case	12
KRC	07 - Negotiation / Mediation Case	15
NBRC	TOTAL	482
NBRC	01 - Information / Referral	230
NBRC	03 - Counsel and Advice	109
NBRC	04 - Brief Service Case	73
NBRC	05 - Evaluation and Assessment Case	18
NBRC	06 - Technical Assistance Case	11
NBRC	07 - Negotiation / Mediation Case	39
NBRC	09 - Administrative Hearing / Complaint Case	2
NLACRC	TOTAL	439
NLACRC	01 - Information / Referral	139
NLACRC	02 - Abuse / Neglect Investigation	1
NLACRC	03 - Counsel and Advice	240
NLACRC	04 - Brief Service Case	27
NLACRC	05 - Evaluation and Assessment Case	6
NLACRC	06 - Technical Assistance Case	15
NLACRC	07 - Negotiation / Mediation Case	11
RCEB	TOTAL	519

RCEB	01 - Information / Referral	180
RCEB	03 - Counsel and Advice	204
RCEB	04 - Brief Service Case	72
RCEB	05 - Evaluation and Assessment Case	17
RCEB	06 - Technical Assistance Case	7
RCEB	07 - Negotiation / Mediation Case	36
RCEB	09 - Administrative Hearing / Complaint Case	2
RCEB	10 - Administrative Hearing Decision	1
RCOC	TOTAL	436
RCOC	01 - Information / Referral	83
RCOC	03 - Counsel and Advice	272
RCOC	04 - Brief Service Case	15
RCOC	05 - Evaluation and Assessment Case	44
RCOC	06 - Technical Assistance Case	1
RCOC	07 - Negotiation / Mediation Case	20
RCOC	08 - Mediation / Alt. Dispute Resolution Case	1
RCRC	TOTAL	233
RCRC	01 - Information / Referral	64
RCRC	03 - Counsel and Advice	114
RCRC	04 - Brief Service Case	28
RCRC	05 - Evaluation and Assessment Case	8
RCRC	06 - Technical Assistance Case	9

RCRC	07 - Negotiation / Mediation Case	9
	08 - Mediation / Alt. Dispute Resolution Case	1
RCRC	TOTAL	453
SARC	01 - Information / Referral	144
SARC	02 - Abuse / Neglect Investigation	3
SARC	03 - Counsel and Advice	189
SARC	04 - Brief Service Case	39
SARC	05 - Evaluation and Assessment Case	7
SARC	06 - Technical Assistance Case	10
SARC	07 - Negotiation / Mediation Case	60
	09 - Administrative Hearing / Complaint Case	1
SARC	TOTAL	465
SCLARC	01 - Information / Referral	188
SCLARC	02 - Abuse / Neglect Investigation	1
SCLARC	03 - Counsel and Advice	200
SCLARC	04 - Brief Service Case	35
SCLARC	05 - Evaluation and Assessment Case	14
SCLARC	06 - Technical Assistance Case	15
SCLARC	07 - Negotiation / Mediation Case	9
	09 - Administrative Hearing / Complaint Case	3
SCLARC	TOTAL	363
SDRC	01 - Information / Referral	132
SDRC	03 - Counsel and Advice	130

SDRC	04 - Brief Service Case	39
SDRC	05 - Evaluation and Assessment Case	18
SDRC	06 - Technical Assistance Case	3
SDRC	07 - Negotiation / Mediation Case	37
SDRC	09 - Administrative Hearing / Complaint Case	3
SDRC	10 - Administrative Hearing Decision	1
SGPRC	TOTAL	431
SGPRC	01 - Information / Referral	111
SGPRC	03 - Counsel and Advice	244
SGPRC	04 - Brief Service Case	14
SGPRC	05 - Evaluation and Assessment Case	1
SGPRC	06 - Technical Assistance Case	26
SGPRC	07 - Negotiation / Mediation Case	31
SGPRC	09 - Administrative Hearing / Complaint Case	4
TCRC	TOTAL	405
TCRC	01 - Information / Referral	130
TCRC	03 - Counsel and Advice	228
TCRC	04 - Brief Service Case	17
TCRC	05 - Evaluation and Assessment Case	7
TCRC	06 - Technical Assistance Case	10
TCRC	07 - Negotiation / Mediation Case	13
VMRC	TOTAL	800

VMRC	01 - Information / Referral	516
VMRC	03 - Counsel and Advice	88
VMRC	04 - Brief Service Case	41
VMRC	05 - Evaluation and Assessment Case	4
VMRC	06 - Technical Assistance Case	125
VMRC	07 - Negotiation / Mediation Case	26
WRC	TOTAL	410
WRC	01 - Information / Referral	152
WRC	03 - Counsel and Advice	185
WRC	04 - Brief Service Case	35
WRC	05 - Evaluation and Assessment Case	16
WRC	06 - Technical Assistance Case	11
WRC	07 - Negotiation / Mediation Case	11
Report Totals		9,620