

Office of Clients' Rights Advocacy  
Semi-Annual Report July 1, 2021 through December 31, 2021  
Report by Information and Referral

<b>SR Team</b>	<b>SR Type</b>	<b>SR Reason For Closing</b>	<b>Count of Service Requests</b>	<b>Count of Clients</b>
<b>ACRC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>120</b>	<b>112</b>
ACRC	01 - Information / Referral	B - Issue not OCRA-eligible	15	15
ACRC	01 - Information / Referral	C - Issue not disability-related	5	5
ACRC	01 - Information / Referral	E - Unable to reach after intake	18	17
ACRC	01 - Information / Referral	F - Unable to get required consent	4	4
ACRC	01 - Information / Referral	G - Caller reported issue resolved	5	5
ACRC	01 - Information / Referral	H - Caller asked for information/referral/publication only	60	55
ACRC	01 - Information / Referral	J - SUNSHINE or review SIR, no further action	9	9
ACRC	01 - Information / Referral	K - Other advocacy resources available	1	1
ACRC	01 - Information / Referral	L - Limited resources for higher level service	3	3
<b>CVRC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>26</b>	<b>23</b>
CVRC	01 - Information / Referral	A - Person not OCRA-eligible	2	2
CVRC	01 - Information / Referral	B - Issue not OCRA-eligible	1	1
CVRC	01 - Information / Referral	E - Unable to reach after intake	3	3

CVRC	01 - Information / Referral	F - Unable to get required consent	7	6
CVRC	01 - Information / Referral	G - Caller reported issue resolved	6	6
CVRC	01 - Information / Referral	H - Caller asked for information/referral/publication only	7	6
<b>ELARC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>74</b>	<b>68</b>
ELARC	01 - Information / Referral	A - Person not OCRA-eligible	5	5
ELARC	01 - Information / Referral	B - Issue not OCRA-eligible	32	32
ELARC	01 - Information / Referral	C - Issue not disability-related	3	3
ELARC	01 - Information / Referral	E - Unable to reach after intake	4	4
ELARC	01 - Information / Referral	F - Unable to get required consent	5	5
ELARC	01 - Information / Referral	G - Caller reported issue resolved	4	4
ELARC	01 - Information / Referral	H - Caller asked for information/referral/publication only	12	11
ELARC	01 - Information / Referral	I - Review IBSP or Comprehensive Assessment, no further action	2	1
ELARC	01 - Information / Referral	K - Other advocacy resources available	3	3
ELARC	01 - Information / Referral	L - Limited resources for higher level service	4	4
<b>FDLRC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>24</b>	<b>19</b>
FDLRC	01 - Information / Referral	A - Person not OCRA-eligible	1	1
FDLRC	01 - Information / Referral	B - Issue not OCRA-eligible	2	2
FDLRC	01 - Information / Referral	C - Issue not disability-related	1	1

FDLRC	01 - Information / Referral	F - Unable to get required consent	1	1
FDLRC	01 - Information / Referral	H - Caller asked for information/referral/publication only	13	11
FDLRC	01 - Information / Referral	J - SUNSHINE or review SIR, no further action	1	1
FDLRC	01 - Information / Referral	K - Other advocacy resources available	4	3
FDLRC	01 - Information / Referral	L - Limited resources for higher level service	1	1
<b>FNRC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>101</b>	<b>90</b>
FNRC	01 - Information / Referral	A - Person not OCRA-eligible	36	35
FNRC	01 - Information / Referral	B - Issue not OCRA-eligible	24	24
FNRC	01 - Information / Referral	C - Issue not disability-related	2	2
FNRC	01 - Information / Referral	E - Unable to reach after intake	4	4
FNRC	01 - Information / Referral	G - Caller reported issue resolved	6	6
FNRC	01 - Information / Referral	H - Caller asked for information/referral/publication only	27	25
FNRC	01 - Information / Referral	I - Review IBSP or Comprehensive Assessment, no further action	1	1
FNRC	01 - Information / Referral	L - Limited resources for higher level service	1	1
<b>GGRC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>74</b>	<b>49</b>
GGRC	01 - Information / Referral	A - Person not OCRA-eligible	5	5

GGRC	01 - Information / Referral	B - Issue not OCRA-eligible	9	8
GGRC	01 - Information / Referral	C - Issue not disability-related	1	1
GGRC	01 - Information / Referral	E - Unable to reach after intake	5	5
GGRC	01 - Information / Referral	F - Unable to get required consent	5	5
GGRC	01 - Information / Referral	G - Caller reported issue resolved	2	2
GGRC	01 - Information / Referral	H - Caller asked for information/referral/publication only	23	21
GGRC	01 - Information / Referral	I - Review IBSP or Comprehensive Assessment, no further action	20	5
GGRC	01 - Information / Referral	J - SUNSHINE or review SIR, no further action	2	2
GGRC	01 - Information / Referral	K - Other advocacy resources available	1	1
GGRC	01 - Information / Referral	L - Limited resources for higher level service	1	1
<b>HRC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>26</b>	<b>21</b>
HRC	01 - Information / Referral	A - Person not OCRA-eligible	1	1
HRC	01 - Information / Referral	B - Issue not OCRA-eligible	10	8
HRC	01 - Information / Referral	C - Issue not disability-related	1	1
HRC	01 - Information / Referral	G - Caller reported issue resolved	2	2
HRC	01 - Information / Referral	H - Caller asked for information/referral/publication only	10	9
HRC	01 - Information / Referral	K - Other advocacy resources available	2	1

<b>IRC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>87</b>	<b>80</b>
IRC	01 - Information / Referral	A - Person not OCRA-eligible	3	3
IRC	01 - Information / Referral	B - Issue not OCRA-eligible	6	6
IRC	01 - Information / Referral	D - Conflict of interest	1	1
IRC	01 - Information / Referral	E - Unable to reach after intake	4	4
IRC	01 - Information / Referral	F - Unable to get required consent	3	3
IRC	01 - Information / Referral	G - Caller reported issue resolved	20	20
IRC	01 - Information / Referral	H - Caller asked for information/referral/publication only	42	40
IRC	01 - Information / Referral	K - Other advocacy resources available	1	1
IRC	01 - Information / Referral	L - Limited resources for higher level service	7	6
<b>KRC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>81</b>	<b>33</b>
KRC	01 - Information / Referral	A - Person not OCRA-eligible	2	2
KRC	01 - Information / Referral	B - Issue not OCRA-eligible	17	17
KRC	01 - Information / Referral	D - Conflict of interest	4	4
KRC	01 - Information / Referral	G - Caller reported issue resolved	1	1
KRC	01 - Information / Referral	H - Caller asked for information/referral/publication only	6	6
KRC	01 - Information / Referral	I - Review IBSP or Comprehensive Assessment, no further action	51	3

<b>NBRC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>111</b>	<b>97</b>
NBRC	01 - Information / Referral	A - Person not OCRA-eligible	9	9
NBRC	01 - Information / Referral	B - Issue not OCRA-eligible	12	12
NBRC	01 - Information / Referral	C - Issue not disability-related	17	17
NBRC	01 - Information / Referral	E - Unable to reach after intake	2	2
NBRC	01 - Information / Referral	G - Caller reported issue resolved	3	3
NBRC	01 - Information / Referral	H - Caller asked for information/referral/publication only	50	43
NBRC	01 - Information / Referral	I - Review IBSP or Comprehensive Assessment, no further action	1	1
NBRC	01 - Information / Referral	J - SUNSHINE or review SIR, no further action	14	13
NBRC	01 - Information / Referral	K - Other advocacy resources available	3	3
<b>NLACRC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>46</b>	<b>45</b>
NLACRC	01 - Information / Referral	A - Person not OCRA-eligible	3	3
NLACRC	01 - Information / Referral	B - Issue not OCRA-eligible	7	7
NLACRC	01 - Information / Referral	C - Issue not disability-related	1	1
NLACRC	01 - Information / Referral	F - Unable to get required consent	9	9

NLACRC	01 - Information / Referral	G - Caller reported issue resolved	6	6
NLACRC	01 - Information / Referral	H - Caller asked for information/referral/publication only	17	17
NLACRC	01 - Information / Referral	K - Other advocacy resources available	2	2
NLACRC	01 - Information / Referral	L - Limited resources for higher level service	1	1
<b>RCEB</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>81</b>	<b>62</b>
RCEB	01 - Information / Referral	B - Issue not OCRA-eligible	1	1
RCEB	01 - Information / Referral	C - Issue not disability-related	4	4
RCEB	01 - Information / Referral	E - Unable to reach after intake	1	1
RCEB	01 - Information / Referral	F - Unable to get required consent	6	6
RCEB	01 - Information / Referral	G - Caller reported issue resolved	4	4
RCEB	01 - Information / Referral	H - Caller asked for information/referral/publication only	33	27
RCEB	01 - Information / Referral	I - Review IBSP or Comprehensive Assessment, no further action	12	7
RCEB	01 - Information / Referral	J - SUNSHINE or review SIR, no further action	5	5
RCEB	01 - Information / Referral	K - Other advocacy resources available	12	12
RCEB	01 - Information / Referral	L - Limited resources for higher level service	3	2

<b>RCOC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>30</b>	<b>26</b>
RCOC	01 - Information / Referral	A - Person not OCRA-eligible	5	5
RCOC	01 - Information / Referral	B - Issue not OCRA-eligible	6	6
RCOC	01 - Information / Referral	C - Issue not disability-related	1	1
RCOC	01 - Information / Referral	D - Conflict of interest	2	2
RCOC	01 - Information / Referral	E - Unable to reach after intake	1	1
RCOC	01 - Information / Referral	F - Unable to get required consent	1	1
RCOC	01 - Information / Referral	G - Caller reported issue resolved	5	5
RCOC	01 - Information / Referral	H - Caller asked for information/referral/publication only	5	5
RCOC	01 - Information / Referral	I - Review IBSP or Comprehensive Assessment, no further action	3	3
RCOC	01 - Information / Referral	K - Other advocacy resources available	1	1
<b>RCRC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>90</b>	<b>74</b>
RCRC	01 - Information / Referral	A - Person not OCRA-eligible	21	21
RCRC	01 - Information / Referral	B - Issue not OCRA-eligible	13	13
RCRC	01 - Information / Referral	C - Issue not disability-related	5	5
RCRC	01 - Information / Referral	D - Conflict of interest	2	2
RCRC	01 - Information / Referral	F - Unable to get required consent	2	2
RCRC	01 - Information / Referral	G - Caller reported issue resolved	7	7
RCRC	01 - Information / Referral	H - Caller asked for information/referral/publication only	35	29



RCRC	01 - Information / Referral	L - Limited resources for higher level service	5	5
<b>SARC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>73</b>	<b>50</b>
SARC	01 - Information / Referral	E - Unable to reach after intake	7	7
SARC	01 - Information / Referral	F - Unable to get required consent	1	1
SARC	01 - Information / Referral	G - Caller reported issue resolved	3	3
SARC	01 - Information / Referral	H - Caller asked for information/referral/publication only	24	24
SARC	01 - Information / Referral	I - Review IBSP or Comprehensive Assessment, no further action	33	13
SARC	01 - Information / Referral	J - SUNSHINE or review SIR, no further action	3	3
SARC	01 - Information / Referral	K - Other advocacy resources available	2	2
<b>SCLARC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>29</b>	<b>25</b>
SCLARC	01 - Information / Referral	A - Person not OCRA-eligible	5	5
SCLARC	01 - Information / Referral	B - Issue not OCRA-eligible	2	2
SCLARC	01 - Information / Referral	C - Issue not disability-related	1	1
SCLARC	01 - Information / Referral	E - Unable to reach after intake	1	1

SCLARC	01 - Information / Referral	F - Unable to get required consent	6	5
SCLARC	01 - Information / Referral	G - Caller reported issue resolved	4	4
SCLARC	01 - Information / Referral	H - Caller asked for information/referral/publication only	10	9
<b>SDRC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>25</b>	<b>23</b>
SDRC	01 - Information / Referral	A - Person not OCRA-eligible	4	4
SDRC	01 - Information / Referral	B - Issue not OCRA-eligible	6	6
SDRC	01 - Information / Referral	E - Unable to reach after intake	1	1
SDRC	01 - Information / Referral	G - Caller reported issue resolved	1	1
SDRC	01 - Information / Referral	H - Caller asked for information/referral/publication only	10	10
SDRC	01 - Information / Referral	L - Limited resources for higher level service	3	3
<b>SGPRC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>68</b>	<b>63</b>
SGPRC	01 - Information / Referral	A - Person not OCRA-eligible	11	11
SGPRC	01 - Information / Referral	B - Issue not OCRA-eligible	5	5
SGPRC	01 - Information / Referral	D - Conflict of interest	1	1
SGPRC	01 - Information / Referral	E - Unable to reach after intake	1	1
SGPRC	01 - Information / Referral	F - Unable to get required consent	8	8
SGPRC	01 - Information / Referral	G - Caller reported issue resolved	2	2

SGPRC	01 - Information / Referral	H - Caller asked for information/referral/publication only	39	36
SGPRC	01 - Information / Referral	L - Limited resources for higher level service	1	1
<b>TCRC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>46</b>	<b>43</b>
TCRC	01 - Information / Referral	A - Person not OCRA-eligible	11	10
TCRC	01 - Information / Referral	B - Issue not OCRA-eligible	12	12
TCRC	01 - Information / Referral	C - Issue not disability-related	1	1
TCRC	01 - Information / Referral	D - Conflict of interest	1	1
TCRC	01 - Information / Referral	E - Unable to reach after intake	1	1
TCRC	01 - Information / Referral	F - Unable to get required consent	6	5
TCRC	01 - Information / Referral	H - Caller asked for information/referral/publication only	8	8
TCRC	01 - Information / Referral	I - Review IBSP or Comprehensive Assessment, no further action	3	3
TCRC	01 - Information / Referral	K - Other advocacy resources available	1	1
TCRC	01 - Information / Referral	L - Limited resources for higher level service	2	2
<b>VMRC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>64</b>	<b>59</b>
VMRC	01 - Information / Referral	A - Person not OCRA-eligible	2	2
VMRC	01 - Information / Referral	B - Issue not OCRA-eligible	6	6
VMRC	01 - Information / Referral	C - Issue not disability-related	3	3

VMRC	01 - Information / Referral	E - Unable to reach after intake	12	10
VMRC	01 - Information / Referral	F - Unable to get required consent	9	9
VMRC	01 - Information / Referral	G - Caller reported issue resolved	10	10
VMRC	01 - Information / Referral	H - Caller asked for information/referral/publication only	20	19
VMRC	01 - Information / Referral	J - SUNSHINE or review SIR, no further action	1	1
VMRC	01 - Information / Referral	K - Other advocacy resources available	1	1
<b>WRC</b>	<b>01 - Information / Referral</b>	<b>TOTAL</b>	<b>65</b>	<b>61</b>
WRC	01 - Information / Referral	A - Person not OCRA-eligible	2	2
WRC	01 - Information / Referral	B - Issue not OCRA-eligible	24	21
WRC	01 - Information / Referral	E - Unable to reach after intake	1	1
WRC	01 - Information / Referral	G - Caller reported issue resolved	2	2
WRC	01 - Information / Referral	H - Caller asked for information/referral/publication only	25	25
WRC	01 - Information / Referral	K - Other advocacy resources available	2	2
WRC	01 - Information / Referral	L - Limited resources for higher level service	9	9
<b>Report Totals</b>			<b>1,341</b>	<b>1,123</b>