

Office of Clients' Rights Advocacy  
Annual Report July 1, 2023 through June 30, 2024  
Report by SR Type (Info and Referral) and Reason for Closing

| SR Team      | SR Type                     | SR Reason For Closing                         |
|--------------|-----------------------------|-----------------------------------------------|
| <b>ACRC</b>  | <b>TOTAL</b>                |                                               |
| ACRC         | 01 - Information / Referral |                                               |
| ACRC         | 01 - Information / Referral | A - Person not OCRA-eligible                  |
| ACRC         | 01 - Information / Referral | B - Issue not OCRA-eligible                   |
| ACRC         | 01 - Information / Referral | C - Issue not disability-related              |
| ACRC         | 01 - Information / Referral | D - Conflict of interest                      |
| ACRC         | 01 - Information / Referral | E - Unable to reach after intake              |
| ACRC         | 01 - Information / Referral | F - Unable to get required consent            |
| ACRC         | 01 - Information / Referral | G - Caller reported issue resolved            |
|              |                             | H - Caller asked for                          |
| ACRC         | 01 - Information / Referral | information/referral/publication only         |
|              |                             | I - Review IBSP or Comprehensive              |
| ACRC         | 01 - Information / Referral | Assessment, no further action                 |
|              |                             |                                               |
| ACRC         | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action |
| ACRC         | 01 - Information / Referral | K - Other advocacy resources available        |
| ACRC         | 01 - Information / Referral | M - Abuse/Neglect Report Only                 |
| <b>CVRC</b>  | <b>TOTAL</b>                |                                               |
| CVRC         | 01 - Information / Referral |                                               |
| CVRC         | 01 - Information / Referral | A - Person not OCRA-eligible                  |
| CVRC         | 01 - Information / Referral | B - Issue not OCRA-eligible                   |
| CVRC         | 01 - Information / Referral | E - Unable to reach after intake              |
| CVRC         | 01 - Information / Referral | F - Unable to get required consent            |
| CVRC         | 01 - Information / Referral | G - Caller reported issue resolved            |
|              |                             | H - Caller asked for                          |
| CVRC         | 01 - Information / Referral | information/referral/publication only         |
|              |                             | I - Review IBSP or Comprehensive              |
| CVRC         | 01 - Information / Referral | Assessment, no further action                 |
|              |                             |                                               |
| CVRC         | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action |
| CVRC         | 01 - Information / Referral | M - Abuse/Neglect Report Only                 |
| <b>ELARC</b> | <b>TOTAL</b>                |                                               |
| ELARC        | 01 - Information / Referral |                                               |
| ELARC        | 01 - Information / Referral | A - Person not OCRA-eligible                  |
| ELARC        | 01 - Information / Referral | B - Issue not OCRA-eligible                   |
| ELARC        | 01 - Information / Referral | C - Issue not disability-related              |
| ELARC        | 01 - Information / Referral | D - Conflict of interest                      |
| ELARC        | 01 - Information / Referral | E - Unable to reach after intake              |
| ELARC        | 01 - Information / Referral | F - Unable to get required consent            |

|              |                             |                                                                   |
|--------------|-----------------------------|-------------------------------------------------------------------|
| ELARC        | 01 - Information / Referral | G - Caller reported issue resolved                                |
| ELARC        | 01 - Information / Referral | H - Caller asked for<br>information/referral/publication only     |
| ELARC        | 01 - Information / Referral | I - Review IBSP or Comprehensive<br>Assessment, no further action |
| ELARC        | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action                     |
| ELARC        | 01 - Information / Referral | K - Other advocacy resources available                            |
| ELARC        | 01 - Information / Referral | M - Abuse/Neglect Report Only                                     |
| <b>FDLRC</b> | <b>TOTAL</b>                |                                                                   |
| FDLRC        | 01 - Information / Referral |                                                                   |
| FDLRC        | 01 - Information / Referral | A - Person not OCRA-eligible                                      |
| FDLRC        | 01 - Information / Referral | B - Issue not OCRA-eligible                                       |
| FDLRC        | 01 - Information / Referral | D - Conflict of interest                                          |
| FDLRC        | 01 - Information / Referral | E - Unable to reach after intake                                  |
| FDLRC        | 01 - Information / Referral | F - Unable to get required consent                                |
| FDLRC        | 01 - Information / Referral | G - Caller reported issue resolved                                |
| FDLRC        | 01 - Information / Referral | H - Caller asked for<br>information/referral/publication only     |
| FDLRC        | 01 - Information / Referral | I - Review IBSP or Comprehensive<br>Assessment, no further action |
| FDLRC        | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action                     |
| FDLRC        | 01 - Information / Referral | K - Other advocacy resources available                            |
| FDLRC        | 01 - Information / Referral | L - Limited resources for higher level service                    |
| FDLRC        | 01 - Information / Referral | M - Abuse/Neglect Report Only                                     |
| <b>FNRC</b>  | <b>TOTAL</b>                |                                                                   |
| FNRC         | 01 - Information / Referral |                                                                   |
| FNRC         | 01 - Information / Referral | A - Person not OCRA-eligible                                      |
| FNRC         | 01 - Information / Referral | B - Issue not OCRA-eligible                                       |
| FNRC         | 01 - Information / Referral | C - Issue not disability-related                                  |
| FNRC         | 01 - Information / Referral | E - Unable to reach after intake                                  |
| FNRC         | 01 - Information / Referral | F - Unable to get required consent                                |
| FNRC         | 01 - Information / Referral | G - Caller reported issue resolved                                |
| FNRC         | 01 - Information / Referral | H - Caller asked for<br>information/referral/publication only     |
| FNRC         | 01 - Information / Referral | I - Review IBSP or Comprehensive<br>Assessment, no further action |
| FNRC         | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action                     |
| FNRC         | 01 - Information / Referral | K - Other advocacy resources available                            |
| FNRC         | 01 - Information / Referral | L - Limited resources for higher level service                    |
| FNRC         | 01 - Information / Referral | M - Abuse/Neglect Report Only                                     |
| <b>GGRC</b>  | <b>TOTAL</b>                |                                                                   |
| GGRC         | 01 - Information / Referral |                                                                   |

|            |                             |                                                |
|------------|-----------------------------|------------------------------------------------|
| GGRC       | 01 - Information / Referral | A - Person not OCRA-eligible                   |
| GGRC       | 01 - Information / Referral | B - Issue not OCRA-eligible                    |
| GGRC       | 01 - Information / Referral | E - Unable to reach after intake               |
| GGRC       | 01 - Information / Referral | F - Unable to get required consent             |
| GGRC       | 01 - Information / Referral | G - Caller reported issue resolved             |
|            |                             | H - Caller asked for                           |
| GGRC       | 01 - Information / Referral | information/referral/publication only          |
|            |                             | I - Review IBSP or Comprehensive               |
| GGRC       | 01 - Information / Referral | Assessment, no further action                  |
|            |                             |                                                |
| GGRC       | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action  |
| GGRC       | 01 - Information / Referral | K - Other advocacy resources available         |
| GGRC       | 01 - Information / Referral | L - Limited resources for higher level service |
| GGRC       | 01 - Information / Referral | M - Abuse/Neglect Report Only                  |
| <b>HRC</b> | <b>TOTAL</b>                |                                                |
| HRC        | 01 - Information / Referral |                                                |
| HRC        | 01 - Information / Referral | A - Person not OCRA-eligible                   |
| HRC        | 01 - Information / Referral | B - Issue not OCRA-eligible                    |
| HRC        | 01 - Information / Referral | E - Unable to reach after intake               |
| HRC        | 01 - Information / Referral | F - Unable to get required consent             |
| HRC        | 01 - Information / Referral | G - Caller reported issue resolved             |
|            |                             | H - Caller asked for                           |
| HRC        | 01 - Information / Referral | information/referral/publication only          |
|            |                             |                                                |
| HRC        | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action  |
| HRC        | 01 - Information / Referral | K - Other advocacy resources available         |
| HRC        | 01 - Information / Referral | L - Limited resources for higher level service |
| HRC        | 01 - Information / Referral | M - Abuse/Neglect Report Only                  |
| <b>IRC</b> | <b>TOTAL</b>                |                                                |
| IRC        | 01 - Information / Referral |                                                |
| IRC        | 01 - Information / Referral | A - Person not OCRA-eligible                   |
| IRC        | 01 - Information / Referral | B - Issue not OCRA-eligible                    |
| IRC        | 01 - Information / Referral | C - Issue not disability-related               |
| IRC        | 01 - Information / Referral | D - Conflict of interest                       |
| IRC        | 01 - Information / Referral | E - Unable to reach after intake               |
| IRC        | 01 - Information / Referral | F - Unable to get required consent             |
| IRC        | 01 - Information / Referral | G - Caller reported issue resolved             |
|            |                             | H - Caller asked for                           |
| IRC        | 01 - Information / Referral | information/referral/publication only          |
|            |                             | I - Review IBSP or Comprehensive               |
| IRC        | 01 - Information / Referral | Assessment, no further action                  |
|            |                             |                                                |
| IRC        | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action  |
| IRC        | 01 - Information / Referral | K - Other advocacy resources available         |
| IRC        | 01 - Information / Referral | L - Limited resources for higher level service |

|               |                             |                                                |
|---------------|-----------------------------|------------------------------------------------|
| IRC           | 01 - Information / Referral | M - Abuse/Neglect Report Only                  |
| <b>KRC</b>    | <b>TOTAL</b>                |                                                |
| KRC           | 01 - Information / Referral |                                                |
| KRC           | 01 - Information / Referral | A - Person not OCRA-eligible                   |
| KRC           | 01 - Information / Referral | B - Issue not OCRA-eligible                    |
| KRC           | 01 - Information / Referral | C - Issue not disability-related               |
| KRC           | 01 - Information / Referral | D - Conflict of interest                       |
| KRC           | 01 - Information / Referral | E - Unable to reach after intake               |
| KRC           | 01 - Information / Referral | F - Unable to get required consent             |
| KRC           | 01 - Information / Referral | G - Caller reported issue resolved             |
|               |                             | H - Caller asked for                           |
| KRC           | 01 - Information / Referral | information/referral/publication only          |
|               |                             | I - Review IBSP or Comprehensive               |
| KRC           | 01 - Information / Referral | Assessment, no further action                  |
|               |                             |                                                |
| KRC           | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action  |
| KRC           | 01 - Information / Referral | K - Other advocacy resources available         |
| KRC           | 01 - Information / Referral | L - Limited resources for higher level service |
| KRC           | 01 - Information / Referral | M - Abuse/Neglect Report Only                  |
| <b>NBRC</b>   | <b>TOTAL</b>                |                                                |
| NBRC          | 01 - Information / Referral |                                                |
| NBRC          | 01 - Information / Referral | A - Person not OCRA-eligible                   |
| NBRC          | 01 - Information / Referral | B - Issue not OCRA-eligible                    |
| NBRC          | 01 - Information / Referral | C - Issue not disability-related               |
| NBRC          | 01 - Information / Referral | E - Unable to reach after intake               |
| NBRC          | 01 - Information / Referral | F - Unable to get required consent             |
| NBRC          | 01 - Information / Referral | G - Caller reported issue resolved             |
|               |                             | H - Caller asked for                           |
| NBRC          | 01 - Information / Referral | information/referral/publication only          |
|               |                             | I - Review IBSP or Comprehensive               |
| NBRC          | 01 - Information / Referral | Assessment, no further action                  |
|               |                             |                                                |
| NBRC          | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action  |
| NBRC          | 01 - Information / Referral | K - Other advocacy resources available         |
| NBRC          | 01 - Information / Referral | L - Limited resources for higher level service |
| NBRC          | 01 - Information / Referral | M - Abuse/Neglect Report Only                  |
| <b>NLACRC</b> | <b>TOTAL</b>                |                                                |
| NLACRC        | 01 - Information / Referral |                                                |
| NLACRC        | 01 - Information / Referral | A - Person not OCRA-eligible                   |
| NLACRC        | 01 - Information / Referral | B - Issue not OCRA-eligible                    |
| NLACRC        | 01 - Information / Referral | C - Issue not disability-related               |
| NLACRC        | 01 - Information / Referral | D - Conflict of interest                       |
| NLACRC        | 01 - Information / Referral | E - Unable to reach after intake               |
| NLACRC        | 01 - Information / Referral | F - Unable to get required consent             |
| NLACRC        | 01 - Information / Referral | G - Caller reported issue resolved             |

|             |                             |                                                                   |
|-------------|-----------------------------|-------------------------------------------------------------------|
| NLACRC      | 01 - Information / Referral | H - Caller asked for<br>information/referral/publication only     |
| NLACRC      | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action                     |
| NLACRC      | 01 - Information / Referral | K - Other advocacy resources available                            |
| NLACRC      | 01 - Information / Referral | L - Limited resources for higher level service                    |
| NLACRC      | 01 - Information / Referral | M - Abuse/Neglect Report Only                                     |
| <b>RCEB</b> | <b>TOTAL</b>                |                                                                   |
| RCEB        | 01 - Information / Referral |                                                                   |
| RCEB        | 01 - Information / Referral | A - Person not OCRA-eligible                                      |
| RCEB        | 01 - Information / Referral | B - Issue not OCRA-eligible                                       |
| RCEB        | 01 - Information / Referral | C - Issue not disability-related                                  |
| RCEB        | 01 - Information / Referral | E - Unable to reach after intake                                  |
| RCEB        | 01 - Information / Referral | F - Unable to get required consent                                |
| RCEB        | 01 - Information / Referral | G - Caller reported issue resolved                                |
| RCEB        | 01 - Information / Referral | H - Caller asked for<br>information/referral/publication only     |
| RCEB        | 01 - Information / Referral | I - Review IBSP or Comprehensive<br>Assessment, no further action |
| RCEB        | 01 - Information / Referral |                                                                   |
| RCEB        | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action                     |
| RCEB        | 01 - Information / Referral | K - Other advocacy resources available                            |
| RCEB        | 01 - Information / Referral | L - Limited resources for higher level service                    |
| RCEB        | 01 - Information / Referral | M - Abuse/Neglect Report Only                                     |
| <b>RCOC</b> | <b>TOTAL</b>                |                                                                   |
| RCOC        | 01 - Information / Referral |                                                                   |
| RCOC        | 01 - Information / Referral | A - Person not OCRA-eligible                                      |
| RCOC        | 01 - Information / Referral | B - Issue not OCRA-eligible                                       |
| RCOC        | 01 - Information / Referral | C - Issue not disability-related                                  |
| RCOC        | 01 - Information / Referral | D - Conflict of interest                                          |
| RCOC        | 01 - Information / Referral | E - Unable to reach after intake                                  |
| RCOC        | 01 - Information / Referral | F - Unable to get required consent                                |
| RCOC        | 01 - Information / Referral | G - Caller reported issue resolved                                |
| RCOC        | 01 - Information / Referral | H - Caller asked for<br>information/referral/publication only     |
| RCOC        | 01 - Information / Referral | I - Review IBSP or Comprehensive<br>Assessment, no further action |
| RCOC        | 01 - Information / Referral |                                                                   |
| RCOC        | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action                     |
| RCOC        | 01 - Information / Referral | K - Other advocacy resources available                            |
| RCOC        | 01 - Information / Referral | L - Limited resources for higher level service                    |
| RCOC        | 01 - Information / Referral | M - Abuse/Neglect Report Only                                     |
| <b>RCRC</b> | <b>TOTAL</b>                |                                                                   |
| RCRC        | 01 - Information / Referral |                                                                   |
| RCRC        | 01 - Information / Referral | A - Person not OCRA-eligible                                      |

|               |                             |                                                                   |
|---------------|-----------------------------|-------------------------------------------------------------------|
| RCRC          | 01 - Information / Referral | B - Issue not OCRA-eligible                                       |
| RCRC          | 01 - Information / Referral | C - Issue not disability-related                                  |
| RCRC          | 01 - Information / Referral | E - Unable to reach after intake                                  |
| RCRC          | 01 - Information / Referral | F - Unable to get required consent                                |
| RCRC          | 01 - Information / Referral | G - Caller reported issue resolved                                |
|               |                             | H - Caller asked for<br>information/referral/publication only     |
| RCRC          | 01 - Information / Referral |                                                                   |
| RCRC          | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action                     |
| RCRC          | 01 - Information / Referral | K - Other advocacy resources available                            |
| RCRC          | 01 - Information / Referral | L - Limited resources for higher level service                    |
| RCRC          | 01 - Information / Referral | M - Abuse/Neglect Report Only                                     |
| <b>SARC</b>   | <b>TOTAL</b>                |                                                                   |
| SARC          | 01 - Information / Referral |                                                                   |
| SARC          | 01 - Information / Referral | A - Person not OCRA-eligible                                      |
| SARC          | 01 - Information / Referral | B - Issue not OCRA-eligible                                       |
| SARC          | 01 - Information / Referral | C - Issue not disability-related                                  |
| SARC          | 01 - Information / Referral | D - Conflict of interest                                          |
| SARC          | 01 - Information / Referral | E - Unable to reach after intake                                  |
| SARC          | 01 - Information / Referral | F - Unable to get required consent                                |
| SARC          | 01 - Information / Referral | G - Caller reported issue resolved                                |
|               |                             | H - Caller asked for<br>information/referral/publication only     |
| SARC          | 01 - Information / Referral | I - Review IBSP or Comprehensive<br>Assessment, no further action |
| SARC          | 01 - Information / Referral |                                                                   |
| SARC          | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action                     |
| SARC          | 01 - Information / Referral | K - Other advocacy resources available                            |
| SARC          | 01 - Information / Referral | M - Abuse/Neglect Report Only                                     |
| <b>SCLARC</b> | <b>TOTAL</b>                |                                                                   |
| SCLARC        | 01 - Information / Referral |                                                                   |
| SCLARC        | 01 - Information / Referral | A - Person not OCRA-eligible                                      |
| SCLARC        | 01 - Information / Referral | B - Issue not OCRA-eligible                                       |
| SCLARC        | 01 - Information / Referral | C - Issue not disability-related                                  |
| SCLARC        | 01 - Information / Referral | E - Unable to reach after intake                                  |
| SCLARC        | 01 - Information / Referral | F - Unable to get required consent                                |
| SCLARC        | 01 - Information / Referral | G - Caller reported issue resolved                                |
|               |                             | H - Caller asked for<br>information/referral/publication only     |
| SCLARC        | 01 - Information / Referral | I - Review IBSP or Comprehensive<br>Assessment, no further action |
| SCLARC        | 01 - Information / Referral | K - Other advocacy resources available                            |
| SCLARC        | 01 - Information / Referral | L - Limited resources for higher level service                    |
| SCLARC        | 01 - Information / Referral | M - Abuse/Neglect Report Only                                     |
| <b>SDRC</b>   | <b>TOTAL</b>                |                                                                   |

|              |                             |                                                |
|--------------|-----------------------------|------------------------------------------------|
| SDRC         | 01 - Information / Referral |                                                |
| SDRC         | 01 - Information / Referral | A - Person not OCRA-eligible                   |
| SDRC         | 01 - Information / Referral | B - Issue not OCRA-eligible                    |
| SDRC         | 01 - Information / Referral | C - Issue not disability-related               |
| SDRC         | 01 - Information / Referral | E - Unable to reach after intake               |
| SDRC         | 01 - Information / Referral | F - Unable to get required consent             |
| SDRC         | 01 - Information / Referral | G - Caller reported issue resolved             |
|              |                             | H - Caller asked for                           |
| SDRC         | 01 - Information / Referral | information/referral/publication only          |
|              |                             | I - Review IBSP or Comprehensive               |
| SDRC         | 01 - Information / Referral | Assessment, no further action                  |
|              |                             |                                                |
| SDRC         | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action  |
| SDRC         | 01 - Information / Referral | K - Other advocacy resources available         |
| SDRC         | 01 - Information / Referral | L - Limited resources for higher level service |
| SDRC         | 01 - Information / Referral | M - Abuse/Neglect Report Only                  |
| <b>SGPRC</b> | <b>TOTAL</b>                |                                                |
| SGPRC        | 01 - Information / Referral |                                                |
| SGPRC        | 01 - Information / Referral | A - Person not OCRA-eligible                   |
| SGPRC        | 01 - Information / Referral | B - Issue not OCRA-eligible                    |
| SGPRC        | 01 - Information / Referral | E - Unable to reach after intake               |
| SGPRC        | 01 - Information / Referral | F - Unable to get required consent             |
| SGPRC        | 01 - Information / Referral | G - Caller reported issue resolved             |
|              |                             | H - Caller asked for                           |
| SGPRC        | 01 - Information / Referral | information/referral/publication only          |
|              |                             | I - Review IBSP or Comprehensive               |
| SGPRC        | 01 - Information / Referral | Assessment, no further action                  |
|              |                             |                                                |
| SGPRC        | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action  |
| SGPRC        | 01 - Information / Referral | K - Other advocacy resources available         |
| SGPRC        | 01 - Information / Referral | L - Limited resources for higher level service |
| SGPRC        | 01 - Information / Referral | M - Abuse/Neglect Report Only                  |
| <b>TCRC</b>  | <b>TOTAL</b>                |                                                |
| TCRC         | 01 - Information / Referral |                                                |
| TCRC         | 01 - Information / Referral | A - Person not OCRA-eligible                   |
| TCRC         | 01 - Information / Referral | B - Issue not OCRA-eligible                    |
| TCRC         | 01 - Information / Referral | D - Conflict of interest                       |
| TCRC         | 01 - Information / Referral | E - Unable to reach after intake               |
| TCRC         | 01 - Information / Referral | F - Unable to get required consent             |
| TCRC         | 01 - Information / Referral | G - Caller reported issue resolved             |
|              |                             | H - Caller asked for                           |
| TCRC         | 01 - Information / Referral | information/referral/publication only          |
|              |                             | I - Review IBSP or Comprehensive               |
| TCRC         | 01 - Information / Referral | Assessment, no further action                  |

|               |                             |                                                |
|---------------|-----------------------------|------------------------------------------------|
| TCRC          | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action  |
| TCRC          | 01 - Information / Referral | K - Other advocacy resources available         |
| TCRC          | 01 - Information / Referral | L - Limited resources for higher level service |
| TCRC          | 01 - Information / Referral | M - Abuse/Neglect Report Only                  |
| <b>VMRC</b>   | <b>TOTAL</b>                |                                                |
| VMRC          | 01 - Information / Referral |                                                |
| VMRC          | 01 - Information / Referral | A - Person not OCRA-eligible                   |
| VMRC          | 01 - Information / Referral | B - Issue not OCRA-eligible                    |
| VMRC          | 01 - Information / Referral | C - Issue not disability-related               |
| VMRC          | 01 - Information / Referral | E - Unable to reach after intake               |
| VMRC          | 01 - Information / Referral | F - Unable to get required consent             |
| VMRC          | 01 - Information / Referral | G - Caller reported issue resolved             |
|               |                             | H - Caller asked for                           |
| VMRC          | 01 - Information / Referral | information/referral/publication only          |
|               |                             | I - Review IBSP or Comprehensive               |
| VMRC          | 01 - Information / Referral | Assessment, no further action                  |
|               |                             |                                                |
| VMRC          | 01 - Information / Referral | J - SUNSHINE or review SIR, no further action  |
| VMRC          | 01 - Information / Referral | K - Other advocacy resources available         |
| VMRC          | 01 - Information / Referral | M - Abuse/Neglect Report Only                  |
| <b>WRC</b>    | <b>TOTAL</b>                |                                                |
| WRC           | 01 - Information / Referral |                                                |
| WRC           | 01 - Information / Referral | A - Person not OCRA-eligible                   |
| WRC           | 01 - Information / Referral | B - Issue not OCRA-eligible                    |
| WRC           | 01 - Information / Referral | C - Issue not disability-related               |
| WRC           | 01 - Information / Referral | D - Conflict of interest                       |
| WRC           | 01 - Information / Referral | E - Unable to reach after intake               |
| WRC           | 01 - Information / Referral | F - Unable to get required consent             |
| WRC           | 01 - Information / Referral | G - Caller reported issue resolved             |
|               |                             | H - Caller asked for                           |
| WRC           | 01 - Information / Referral | information/referral/publication only          |
| WRC           | 01 - Information / Referral | K - Other advocacy resources available         |
| WRC           | 01 - Information / Referral | L - Limited resources for higher level service |
| WRC           | 01 - Information / Referral | M - Abuse/Neglect Report Only                  |
| <b>Report</b> |                             |                                                |
| <b>Totals</b> |                             |                                                |

**Count of Service  
Requests**

**598**

598

1

34

7

2

33

5

16

164

306

23

5

2

**254**

254

16

10

5

9

2

39

167

5

1

**242**

242

3

78

2

3

9

9

**Count of Clients**

**254**

254

1

32

7

2

32

5

14

132

40

21

5

2

**97**

97

14

10

5

9

2

34

24

5

1

**175**

175

3

72

2

3

8

9

|            |            |
|------------|------------|
| 11         | 10         |
| 48         | 43         |
| 29         | 8          |
| 18         | 16         |
| 11         | 11         |
| 21         | 14         |
| <b>119</b> | <b>83</b>  |
| 119        | 83         |
| 3          | 3          |
| 7          | 7          |
| 2          | 1          |
| 11         | 9          |
| 5          | 5          |
| 16         | 16         |
| 40         | 36         |
| 13         | 4          |
| 7          | 5          |
| 9          | 9          |
| 3          | 3          |
| 3          | 3          |
| <b>241</b> | <b>206</b> |
| 241        | 206        |
| 27         | 26         |
| 14         | 14         |
| 6          | 6          |
| 16         | 15         |
| 6          | 5          |
| 12         | 11         |
| 130        | 119        |
| 18         | 12         |
| 2          | 2          |
| 5          | 5          |
| 4          | 4          |
| 1          | 1          |
| <b>212</b> | <b>96</b>  |
| 212        | 96         |

|            |            |
|------------|------------|
| 7          | 7          |
| 20         | 19         |
| 3          | 3          |
| 3          | 3          |
| 4          | 4          |
| 56         | 52         |
| 107        | 13         |
| 6          | 6          |
| 2          | 2          |
| 1          | 1          |
| 3          | 3          |
| <b>84</b>  | <b>69</b>  |
| 84         | 69         |
| 3          | 2          |
| 10         | 9          |
| 11         | 11         |
| 7          | 7          |
| 6          | 6          |
| 27         | 24         |
| 2          | 2          |
| 6          | 6          |
| 2          | 2          |
| 10         | 8          |
| <b>263</b> | <b>169</b> |
| 263        | 169        |
| 2          | 2          |
| 15         | 14         |
| 8          | 8          |
| 1          | 1          |
| 6          | 6          |
| 19         | 18         |
| 15         | 15         |
| 97         | 85         |
| 57         | 27         |
| 23         | 17         |
| 3          | 3          |
| 5          | 5          |

|            |            |
|------------|------------|
| 12         | 9          |
| <b>238</b> | <b>137</b> |
| 238        | 137        |
| 5          | 5          |
| 14         | 14         |
| 5          | 5          |
| 1          | 1          |
| 19         | 19         |
| 11         | 11         |
| 10         | 10         |
| 38         | 34         |
| 30         | 14         |
| 87         | 39         |
| 5          | 5          |
| 2          | 2          |
| 11         | 11         |
| <b>249</b> | <b>206</b> |
| 249        | 206        |
| 18         | 17         |
| 66         | 65         |
| 1          | 1          |
| 10         | 10         |
| 5          | 4          |
| 4          | 3          |
| 117        | 104        |
| 8          | 8          |
| 8          | 7          |
| 5          | 5          |
| 3          | 3          |
| 4          | 4          |
| <b>210</b> | <b>177</b> |
| 210        | 177        |
| 6          | 6          |
| 39         | 36         |
| 2          | 2          |
| 1          | 1          |
| 17         | 17         |
| 7          | 7          |
| 14         | 13         |

|            |            |
|------------|------------|
| 96         | 84         |
| 2          | 2          |
| 9          | 9          |
| 6          | 6          |
| 11         | 11         |
| <b>254</b> | <b>151</b> |
| 254        | 151        |
| 4          | 4          |
| 38         | 36         |
| 8          | 8          |
| 19         | 17         |
| 12         | 11         |
| 15         | 15         |
| 26         | 24         |
| 98         | 27         |
| 15         | 13         |
| 10         | 9          |
| 2          | 2          |
| 7          | 7          |
| <b>216</b> | <b>123</b> |
| 216        | 123        |
| 29         | 28         |
| 43         | 37         |
| 1          | 1          |
| 2          | 2          |
| 5          | 5          |
| 2          | 2          |
| 10         | 9          |
| 46         | 42         |
| 59         | 10         |
| 12         | 5          |
| 5          | 5          |
| 1          | 1          |
| 1          | 1          |
| <b>160</b> | <b>140</b> |
| 160        | 140        |
| 28         | 28         |

|            |            |
|------------|------------|
| 8          | 8          |
| 2          | 2          |
| 3          | 3          |
| 6          | 6          |
| 5          | 5          |
| 98         | 89         |
| 1          | 1          |
| 2          | 2          |
| 1          | 1          |
| 6          | 4          |
| <b>335</b> | <b>165</b> |
| 335        | 165        |
| 5          | 4          |
| 21         | 20         |
| 1          | 1          |
| 2          | 2          |
| 39         | 38         |
| 11         | 10         |
| 10         | 10         |
| 66         | 57         |
| 146        | 36         |
| 18         | 9          |
| 3          | 3          |
| 13         | 12         |
| <b>149</b> | <b>122</b> |
| 149        | 122        |
| 1          | 1          |
| 8          | 8          |
| 5          | 5          |
| 7          | 6          |
| 7          | 7          |
| 12         | 11         |
| 95         | 80         |
| 2          | 2          |
| 5          | 5          |
| 2          | 2          |
| 5          | 5          |
| <b>296</b> | <b>248</b> |

|            |            |
|------------|------------|
| 296        | 248        |
| 12         | 12         |
| 59         | 56         |
| 3          | 3          |
| 39         | 35         |
| 5          | 5          |
| 23         | 22         |
| 96         | 89         |
| 6          | 5          |
| 27         | 14         |
| 17         | 17         |
| 3          | 3          |
| 6          | 6          |
| <b>188</b> | <b>157</b> |
| 188        | 157        |
| 9          | 9          |
| 4          | 4          |
| 9          | 9          |
| 6          | 6          |
| 11         | 11         |
| 99         | 89         |
| 2          | 2          |
| 23         | 18         |
| 22         | 20         |
| 1          | 1          |
| 2          | 2          |
| <b>126</b> | <b>101</b> |
| 126        | 101        |
| 12         | 12         |
| 25         | 25         |
| 8          | 7          |
| 11         | 11         |
| 6          | 5          |
| 5          | 5          |
| 30         | 28         |
| 13         | 6          |

|             |             |
|-------------|-------------|
| 2           | 2           |
| 3           | 3           |
| 8           | 7           |
| 3           | 3           |
| <b>288</b>  | <b>251</b>  |
| 288         | 251         |
| 1           | 1           |
| 34          | 32          |
| 3           | 3           |
| 12          | 12          |
| 55          | 52          |
| 15          | 15          |
| 113         | 101         |
| 13          | 12          |
| 24          | 22          |
| 5           | 5           |
| 13          | 12          |
| <b>256</b>  | <b>207</b>  |
| 256         | 207         |
| 6           | 6           |
| 109         | 98          |
| 4           | 4           |
| 2           | 2           |
| 8           | 8           |
| 5           | 5           |
| 15          | 15          |
| 88          | 76          |
| 6           | 6           |
| 9           | 9           |
| 4           | 4           |
| <b>4978</b> | <b>3331</b> |