

Office of Clients' Rights Advocacy
 ANNUAL REPORT - July 1, 2022 to June 30, 2023
 Report by SR Type 1 - Information and Referral

| SR Team | SR Type is #1 - Information and Referral and Reason For Closing | Count of Service Requests |
|-------------|---|---------------------------|
| ACRC | TOTAL | 229 |
| ACRC | A - Person not OCRA-eligible | 5 |
| ACRC | B - Issue not OCRA-eligible | 14 |
| ACRC | C - Issue not disability-related | 4 |
| ACRC | D - Conflict of interest | 1 |
| ACRC | E - Unable to reach after intake | 36 |
| ACRC | F - Unable to get required consent | 4 |
| ACRC | G - Caller reported issue resolved | 17 |
| ACRC | H - Caller asked for information/referral/publication only | 124 |
| ACRC | I - Review IBSP or Comprehensive Assessment, no further action | 1 |
| ACRC | J - SUNSHINE or review SIR, no further action | 18 |
| ACRC | K - Other advocacy resources available | 4 |
| ACRC | L - Limited resources for higher level service | 1 |
| CVRC | TOTAL | 181 |
| CVRC | A - Person not OCRA-eligible | 17 |
| CVRC | B - Issue not OCRA-eligible | 20 |
| CVRC | C - Issue not disability-related | 4 |
| CVRC | E - Unable to reach after intake | 8 |
| CVRC | F - Unable to get required consent | 4 |
| CVRC | G - Caller reported issue resolved | 3 |

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| CVRC | H - Caller asked for information/referral/publication only | 31 |
| CVRC | I - Review IBSP or Comprehensive Assessment, no further action | 85 |
| CVRC | J - SUNSHINE or review SIR, no further action | 4 |
| CVRC | K - Other advocacy resources available | 3 |
| CVRC | L - Limited resources for higher level service | 2 |
| ELARC | TOTAL | 208 |
| ELARC | A - Person not OCRA-eligible | 3 |
| ELARC | B - Issue not OCRA-eligible | 77 |
| ELARC | C - Issue not disability-related | 3 |
| ELARC | D - Conflict of interest | 1 |
| ELARC | E - Unable to reach after intake | 10 |
| ELARC | F - Unable to get required consent | 14 |
| ELARC | G - Caller reported issue resolved | 3 |
| ELARC | H - Caller asked for information/referral/publication only | 57 |
| ELARC | I - Review IBSP or Comprehensive Assessment, no further action | 7 |
| ELARC | J - SUNSHINE or review SIR, no further action | 9 |
| ELARC | K - Other advocacy resources available | 19 |
| ELARC | L - Limited resources for higher level service | 5 |
| FDLRC | TOTAL | 49 |
| FDLRC | A - Person not OCRA-eligible | 1 |
| FDLRC | B - Issue not OCRA-eligible | 10 |
| FDLRC | E - Unable to reach after intake | 2 |
| FDLRC | F - Unable to get required consent | 9 |
| FDLRC | G - Caller reported issue resolved | 2 |

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| FDLRC | H - Caller asked for information/referral/publication only | 18 |
| FDLRC | K - Other advocacy resources available | 7 |
| FNRC | TOTAL | 270 |
| FNRC | A - Person not OCRA-eligible | 26 |
| FNRC | B - Issue not OCRA-eligible | 45 |
| FNRC | C - Issue not disability-related | 5 |
| FNRC | D - Conflict of interest | 2 |
| FNRC | E - Unable to reach after intake | 8 |
| FNRC | F - Unable to get required consent | 9 |
| FNRC | G - Caller reported issue resolved | 6 |
| FNRC | H - Caller asked for information/referral/publication only | 153 |
| FNRC | I - Review IBSP or Comprehensive Assessment, no further action | 4 |
| FNRC | J - SUNSHINE or review SIR, no further action | 3 |
| FNRC | K - Other advocacy resources available | 5 |
| FNRC | L - Limited resources for higher level service | 4 |
| GGRC | TOTAL | 278 |
| GGRC | A - Person not OCRA-eligible | 16 |
| GGRC | B - Issue not OCRA-eligible | 13 |
| GGRC | C - Issue not disability-related | 7 |
| GGRC | E - Unable to reach after intake | 4 |
| GGRC | F - Unable to get required consent | 13 |
| GGRC | G - Caller reported issue resolved | 9 |
| GGRC | H - Caller asked for information/referral/publication only | 30 |

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| GGRC | I - Review IBSP or Comprehensive Assessment, no further action | 146 |
| GGRC | J - SUNSHINE or review SIR, no further action | 36 |
| GGRC | K - Other advocacy resources available | 3 |
| GGRC | L - Limited resources for higher level service | 1 |
| HRC | TOTAL | 100 |
| HRC | B - Issue not OCRA-eligible | 18 |
| HRC | C - Issue not disability-related | 2 |
| HRC | D - Conflict of interest | 2 |
| HRC | E - Unable to reach after intake | 5 |
| HRC | F - Unable to get required consent | 8 |
| HRC | G - Caller reported issue resolved | 8 |
| HRC | H - Caller asked for information/referral/publication only | 44 |
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| HRC | I - Review IBSP or Comprehensive Assessment, no further action | 1 |
| HRC | J - SUNSHINE or review SIR, no further action | 2 |
| HRC | K - Other advocacy resources available | 10 |
| IRC | TOTAL | 137 |
| IRC | A - Person not OCRA-eligible | 3 |
| IRC | B - Issue not OCRA-eligible | 2 |
| IRC | C - Issue not disability-related | 4 |
| IRC | E - Unable to reach after intake | 2 |
| IRC | F - Unable to get required consent | 5 |
| IRC | G - Caller reported issue resolved | 16 |
| IRC | H - Caller asked for information/referral/publication only | 61 |

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|-------------|--|------------|
| IRC | I - Review IBSP or Comprehensive Assessment, no further action | 30 |
| IRC | J - SUNSHINE or review SIR, no further action | 5 |
| IRC | K - Other advocacy resources available | 4 |
| IRC | L - Limited resources for higher level service | 5 |
| KRC | TOTAL | 75 |
| KRC | B - Issue not OCRA-eligible | 2 |
| KRC | C - Issue not disability-related | 4 |
| KRC | D - Conflict of interest | 1 |
| KRC | E - Unable to reach after intake | 13 |
| KRC | F - Unable to get required consent | 3 |
| KRC | G - Caller reported issue resolved | 9 |
| KRC | H - Caller asked for information/referral/publication only | 26 |
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| KRC | I - Review IBSP or Comprehensive Assessment, no further action | 7 |
| KRC | J - SUNSHINE or review SIR, no further action | 6 |
| KRC | K - Other advocacy resources available | 4 |
| NBRC | TOTAL | 284 |
| NBRC | A - Person not OCRA-eligible | 26 |
| NBRC | B - Issue not OCRA-eligible | 75 |
| NBRC | C - Issue not disability-related | 3 |
| NBRC | D - Conflict of interest | 2 |
| NBRC | E - Unable to reach after intake | 9 |
| NBRC | F - Unable to get required consent | 7 |
| NBRC | G - Caller reported issue resolved | 5 |
| NBRC | H - Caller asked for information/referral/publication only | 128 |

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| NBRC | I - Review IBSP or Comprehensive Assessment, no further action | 14 |
| NBRC | J - SUNSHINE or review SIR, no further action | 9 |
| NBRC | K - Other advocacy resources available | 3 |
| NBRC | L - Limited resources for higher level service | 3 |
| NLACRC | TOTAL | 86 |
| NLACRC | A - Person not OCRA-eligible | 3 |
| NLACRC | B - Issue not OCRA-eligible | 19 |
| NLACRC | D - Conflict of interest | 1 |
| NLACRC | E - Unable to reach after intake | 9 |
| NLACRC | F - Unable to get required consent | 5 |
| NLACRC | G - Caller reported issue resolved | 3 |
| NLACRC | H - Caller asked for information/referral/publication only | 31 |
| NLACRC | K - Other advocacy resources available | 11 |
| NLACRC | L - Limited resources for higher level service | 4 |
| RCEB | TOTAL | 145 |
| RCEB | A - Person not OCRA-eligible | 10 |
| RCEB | B - Issue not OCRA-eligible | 19 |
| RCEB | D - Conflict of interest | 2 |
| RCEB | E - Unable to reach after intake | 6 |
| RCEB | F - Unable to get required consent | 3 |
| RCEB | G - Caller reported issue resolved | 12 |
| RCEB | H - Caller asked for information/referral/publication only | 48 |
| RCEB | I - Review IBSP or Comprehensive Assessment, no further action | 14 |
| RCEB | J - SUNSHINE or review SIR, no further action | 17 |

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| RCEB | K - Other advocacy resources available | 12 |
| RCEB | L - Limited resources for higher level service | 2 |
| RCOC | TOTAL | 101 |
| RCOC | A - Person not OCRA-eligible | 23 |
| RCOC | B - Issue not OCRA-eligible | 25 |
| RCOC | D - Conflict of interest | 5 |
| RCOC | E - Unable to reach after intake | 6 |
| RCOC | F - Unable to get required consent | 3 |
| RCOC | G - Caller reported issue resolved | 9 |
| RCOC | H - Caller asked for information/referral/publication only | 16 |
| RCOC | I - Review IBSP or Comprehensive Assessment, no further action | 5 |
| RCOC | J - SUNSHINE or review SIR, no further action | 1 |
| RCOC | K - Other advocacy resources available | 4 |
| RCOC | L - Limited resources for higher level service | 4 |
| RCRC | TOTAL | 149 |
| RCRC | A - Person not OCRA-eligible | 19 |
| RCRC | B - Issue not OCRA-eligible | 6 |
| RCRC | C - Issue not disability-related | 7 |
| RCRC | E - Unable to reach after intake | 4 |
| RCRC | F - Unable to get required consent | 7 |
| RCRC | G - Caller reported issue resolved | 3 |
| RCRC | H - Caller asked for information/referral/publication only | 98 |
| RCRC | J - SUNSHINE or review SIR, no further action | 2 |
| RCRC | K - Other advocacy resources available | 1 |
| RCRC | L - Limited resources for higher level service | 2 |

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|---------------|--|------------|
| SARC | TOTAL | 183 |
| SARC | A - Person not OCRA-eligible | 1 |
| SARC | B - Issue not OCRA-eligible | 2 |
| SARC | C - Issue not disability-related | 2 |
| SARC | D - Conflict of interest | 2 |
| SARC | E - Unable to reach after intake | 16 |
| SARC | F - Unable to get required consent | 4 |
| SARC | G - Caller reported issue resolved | 10 |
| SARC | H - Caller asked for information/referral/publication only | 51 |
| SARC | I - Review IBSP or Comprehensive Assessment, no further action | 72 |
| SARC | J - SUNSHINE or review SIR, no further action | 21 |
| SARC | K - Other advocacy resources available | 2 |
| SCLARC | TOTAL | 100 |
| SCLARC | A - Person not OCRA-eligible | 4 |
| SCLARC | B - Issue not OCRA-eligible | 6 |
| SCLARC | C - Issue not disability-related | 6 |
| SCLARC | D - Conflict of interest | 2 |
| SCLARC | E - Unable to reach after intake | 14 |
| SCLARC | F - Unable to get required consent | 5 |
| SCLARC | G - Caller reported issue resolved | 16 |
| SCLARC | H - Caller asked for information/referral/publication only | 33 |
| SCLARC | I - Review IBSP or Comprehensive Assessment, no further action | 1 |
| SCLARC | K - Other advocacy resources available | 12 |
| SCLARC | L - Limited resources for higher level service | 1 |

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| SDRC | TOTAL | 212 |
| SDRC | A - Person not OCRA-eligible | 8 |
| SDRC | B - Issue not OCRA-eligible | 41 |
| SDRC | C - Issue not disability-related | 1 |
| SDRC | D - Conflict of interest | 1 |
| SDRC | E - Unable to reach after intake | 34 |
| SDRC | F - Unable to get required consent | 2 |
| SDRC | G - Caller reported issue resolved | 25 |
| SDRC | H - Caller asked for information/referral/publication only | 75 |
| SDRC | I - Review IBSP or Comprehensive Assessment, no further action | 6 |
| SDRC | J - SUNSHINE or review SIR, no further action | 3 |
| SDRC | K - Other advocacy resources available | 7 |
| SDRC | L - Limited resources for higher level service | 9 |
| SGPRC | TOTAL | 157 |
| SGPRC | A - Person not OCRA-eligible | 7 |
| SGPRC | B - Issue not OCRA-eligible | 13 |
| SGPRC | E - Unable to reach after intake | 10 |
| SGPRC | F - Unable to get required consent | 3 |
| SGPRC | G - Caller reported issue resolved | 12 |
| SGPRC | H - Caller asked for information/referral/publication only | 72 |
| SGPRC | I - Review IBSP or Comprehensive Assessment, no further action | 9 |
| SGPRC | J - SUNSHINE or review SIR, no further action | 14 |
| SGPRC | K - Other advocacy resources available | 15 |
| SGPRC | L - Limited resources for higher level service | 2 |

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| TCRC | TOTAL | 124 |
| TCRC | A - Person not OCRA-eligible | 16 |
| TCRC | B - Issue not OCRA-eligible | 33 |
| TCRC | D - Conflict of interest | 4 |
| TCRC | E - Unable to reach after intake | 4 |
| TCRC | F - Unable to get required consent | 15 |
| TCRC | G - Caller reported issue resolved | 5 |
| TCRC | H - Caller asked for information/referral/publication only | 32 |
| TCRC | I - Review IBSP or Comprehensive Assessment, no further action | 1 |
| TCRC | J - SUNSHINE or review SIR, no further action | 2 |
| TCRC | K - Other advocacy resources available | 8 |
| TCRC | L - Limited resources for higher level service | 4 |
| VMRC | TOTAL | 237 |
| VMRC | B - Issue not OCRA-eligible | 13 |
| VMRC | C - Issue not disability-related | 4 |
| VMRC | E - Unable to reach after intake | 9 |
| VMRC | F - Unable to get required consent | 83 |
| VMRC | G - Caller reported issue resolved | 12 |
| VMRC | H - Caller asked for information/referral/publication only | 100 |
| VMRC | I - Review IBSP or Comprehensive Assessment, no further action | 3 |
| VMRC | J - SUNSHINE or review SIR, no further action | 10 |
| VMRC | K - Other advocacy resources available | 3 |
| WRC | TOTAL | 245 |
| WRC | A - Person not OCRA-eligible | 2 |

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|----------------------|--|--------------|
| WRC | B - Issue not OCRA-eligible | 98 |
| WRC | D - Conflict of interest | 1 |
| WRC | E - Unable to reach after intake | 5 |
| WRC | G - Caller reported issue resolved | 9 |
| WRC | H - Caller asked for information/referral/publication only | 88 |
| WRC | I - Review IBSP or Comprehensive Assessment, no further action | 4 |
| WRC | J - SUNSHINE or review SIR, no further action | 1 |
| WRC | K - Other advocacy resources available | 3 |
| WRC | L - Limited resources for higher level service | 34 |
| Report Totals | | 3,550 |