

Office of Clients' Rights Advocacy
 Annual Report - July 1, 2022 to June 30, 2023
 Report by SR Type

SR Team	SR Type	Count of Service Requests
ACRC	TOTAL	584
ACRC	01 - Information / Referral	243
ACRC	03 - Counsel and Advice	294
ACRC	04 - Brief Service Case	12
ACRC	05 - Evaluation and Assessment Case	2
ACRC	06 - Technical Assistance Case	13
ACRC	07 - Negotiation / Mediation Case	18
ACRC	09 - Administrative Hearing / Complaint Case	2
CVRC	TOTAL	374
CVRC	01 - Information / Referral	194
CVRC	03 - Counsel and Advice	134
CVRC	04 - Brief Service Case	15
CVRC	05 - Evaluation and Assessment Case	6
CVRC	06 - Technical Assistance Case	19
CVRC	07 - Negotiation / Mediation Case	6
ELARC	TOTAL	521
ELARC	01 - Information / Referral	210
ELARC	03 - Counsel and Advice	245
ELARC	04 - Brief Service Case	18
ELARC	05 - Evaluation and Assessment Case	4
ELARC	06 - Technical Assistance Case	16
ELARC	07 - Negotiation / Mediation Case	28

FDLRC	TOTAL	239
FDLRC	01 - Information / Referral	53
FDLRC	03 - Counsel and Advice	128
FDLRC	04 - Brief Service Case	20
FDLRC	05 - Evaluation and Assessment Case	4
FDLRC	06 - Technical Assistance Case	6
FDLRC	07 - Negotiation / Mediation Case	27
FDLRC	09 - Administrative Hearing / Complaint Case	1
FNRC	TOTAL	595
FNRC	01 - Information / Referral	271
FNRC	03 - Counsel and Advice	131
FNRC	04 - Brief Service Case	120
FNRC	05 - Evaluation and Assessment Case	11
FNRC	06 - Technical Assistance Case	37
FNRC	07 - Negotiation / Mediation Case	22
FNRC	09 - Administrative Hearing / Complaint Case	2
FNRC	10 - Administrative Hearing Decision	1
GGRC	TOTAL	452
GGRC	01 - Information / Referral	285
GGRC	03 - Counsel and Advice	93
GGRC	04 - Brief Service Case	26
GGRC	05 - Evaluation and Assessment Case	6
GGRC	06 - Technical Assistance Case	15

GGRC	07 - Negotiation / Mediation Case	27
HRC	TOTAL	317
HRC	01 - Information / Referral	100
HRC	03 - Counsel and Advice	140
HRC	04 - Brief Service Case	23
HRC	05 - Evaluation and Assessment Case	6
HRC	06 - Technical Assistance Case	15
HRC	07 - Negotiation / Mediation Case	32
HRC	10 - Administrative Hearing Decision	1
IRC	TOTAL	322
IRC	01 - Information / Referral	144
IRC	03 - Counsel and Advice	85
IRC	04 - Brief Service Case	43
IRC	05 - Evaluation and Assessment Case	14
IRC	06 - Technical Assistance Case	10
IRC	07 - Negotiation / Mediation Case	25
IRC	09 - Administrative Hearing / Complaint Case	1
KRC	TOTAL	300
KRC	01 - Information / Referral	79
KRC	03 - Counsel and Advice	144
KRC	04 - Brief Service Case	35
KRC	05 - Evaluation and Assessment Case	7
KRC	06 - Technical Assistance Case	6

KRC	07 - Negotiation / Mediation Case	29
NBRC	TOTAL	711
NBRC	01 - Information / Referral	285
NBRC	03 - Counsel and Advice	247
NBRC	04 - Brief Service Case	86
NBRC	05 - Evaluation and Assessment Case	21
NBRC	06 - Technical Assistance Case	33
NBRC	07 - Negotiation / Mediation Case	37
NBRC	09 - Administrative Hearing / Complaint Case	1
NBRC	10 - Administrative Hearing Decision	1
NLACRC	TOTAL	300
NLACRC	01 - Information / Referral	91
NLACRC	03 - Counsel and Advice	128
NLACRC	04 - Brief Service Case	35
NLACRC	05 - Evaluation and Assessment Case	11
NLACRC	06 - Technical Assistance Case	10
NLACRC	07 - Negotiation / Mediation Case	24
NLACRC	10 - Administrative Hearing Decision	1
RCEB	TOTAL	434
RCEB	01 - Information / Referral	152
RCEB	03 - Counsel and Advice	174
RCEB	04 - Brief Service Case	41

RCEB	05 - Evaluation and Assessment Case	5
RCEB	06 - Technical Assistance Case	6
RCEB	07 - Negotiation / Mediation Case	55
RCEB	09 - Administrative Hearing / Complaint Case	1
RCOC	TOTAL	301
RCOC	01 - Information / Referral	103
RCOC	03 - Counsel and Advice	158
RCOC	04 - Brief Service Case	14
RCOC	05 - Evaluation and Assessment Case	3
RCOC	06 - Technical Assistance Case	9
RCOC	07 - Negotiation / Mediation Case	14
RCRC	TOTAL	342
RCRC	01 - Information / Referral	151
RCRC	03 - Counsel and Advice	124
RCRC	04 - Brief Service Case	18
RCRC	05 - Evaluation and Assessment Case	2
RCRC	06 - Technical Assistance Case	18
RCRC	07 - Negotiation / Mediation Case	29
SARC	TOTAL	555
SARC	01 - Information / Referral	189
SARC	03 - Counsel and Advice	279
SARC	04 - Brief Service Case	19
SARC	05 - Evaluation and Assessment Case	7

SARC	06 - Technical Assistance Case	36
SARC	07 - Negotiation / Mediation Case	25
SCLARC	TOTAL	291
SCLARC	01 - Information / Referral	101
SCLARC	03 - Counsel and Advice	116
SCLARC	04 - Brief Service Case	37
SCLARC	05 - Evaluation and Assessment Case	7
SCLARC	06 - Technical Assistance Case	4
SCLARC	07 - Negotiation / Mediation Case	24
SCLARC	09 - Administrative Hearing / Complaint Case	1
SCLARC	10 - Administrative Hearing Decision	1
SDRC	TOTAL	635
SDRC	01 - Information / Referral	218
SDRC	03 - Counsel and Advice	329
SDRC	04 - Brief Service Case	39
SDRC	05 - Evaluation and Assessment Case	6
SDRC	06 - Technical Assistance Case	14
SDRC	07 - Negotiation / Mediation Case	27
SDRC	09 - Administrative Hearing / Complaint Case	1
SDRC	10 - Administrative Hearing Decision	1
SGPRC	TOTAL	375
SGPRC	01 - Information / Referral	163

SGPRC	03 - Counsel and Advice	140
SGPRC	04 - Brief Service Case	9
SGPRC	05 - Evaluation and Assessment Case	3
SGPRC	06 - Technical Assistance Case	19
SGPRC	07 - Negotiation / Mediation Case	39
SGPRC	09 - Administrative Hearing / Complaint Case	1
SGPRC	10 - Administrative Hearing Decision	1
TCRC	TOTAL	372
TCRC	01 - Information / Referral	125
TCRC	03 - Counsel and Advice	186
TCRC	04 - Brief Service Case	22
TCRC	05 - Evaluation and Assessment Case	4
TCRC	06 - Technical Assistance Case	8
TCRC	07 - Negotiation / Mediation Case	26
TCRC	10 - Administrative Hearing Decision	1
VMRC	TOTAL	462
VMRC	01 - Information / Referral	238
VMRC	03 - Counsel and Advice	127
VMRC	04 - Brief Service Case	23
VMRC	05 - Evaluation and Assessment Case	4
VMRC	06 - Technical Assistance Case	64
VMRC	07 - Negotiation / Mediation Case	6

WRC	TOTAL	543
WRC	01 - Information / Referral	251
WRC	03 - Counsel and Advice	157
WRC	04 - Brief Service Case	80
WRC	05 - Evaluation and Assessment Case	26
WRC	06 - Technical Assistance Case	6
WRC	07 - Negotiation / Mediation Case	21
WRC	09 - Administrative Hearing / Complaint Case	1
WRC	10 - Administrative Hearing Decision	1
Report Totals		9,023