

Office of Clients' Rights Advocacy
 Annual Report - July 1, 2018 through June 30, 2019
 Report by Service Type

ACRC	TOTAL	538
ACRC	01 - Information / Referral	135
ACRC	03 - Counsel and Advice	372
ACRC	04 - Brief Service Case	31
ACRC	05 - Evaluation and Assessment Case	37
ACRC	06 - Technical Assistance Case	6
ACRC	07 - Negotiation / Mediation Case	34
ACRC	09 - Administrative Hearing / Complaint Case	6
Peer Advocate	TOTAL	1
Peer Advocate	03 - Counsel and Advice	1
CIT	TOTAL	80
CIT	01 - Information / Referral	4
CIT	02 - Abuse / Neglect Investigation	1
CIT	03 - Counsel and Advice	2
CIT	04 - Brief Service Case	4
CIT	05 - Evaluation and Assessment Case	9
CIT	06 - Technical Assistance Case	18
CIT	07 - Negotiation / Mediation Case	52
CVRC	TOTAL	202
CVRC	01 - Information / Referral	62
CVRC	03 - Counsel and Advice	134
CVRC	04 - Brief Service Case	36
CVRC	05 - Evaluation and Assessment Case	6
CVRC	06 - Technical Assistance Case	1
CVRC	07 - Negotiation / Mediation Case	20
ELARC	TOTAL	333
ELARC	01 - Information / Referral	135
ELARC	03 - Counsel and Advice	218
ELARC	04 - Brief Service Case	3
ELARC	05 - Evaluation and Assessment Case	16
ELARC	06 - Technical Assistance Case	4
ELARC	07 - Negotiation / Mediation Case	8

ELARC	09 - Administrative Hearing / Complaint Case	1
FDLRC	TOTAL	239
FDLRC	01 - Information / Referral	109
FDLRC	02 - Abuse / Neglect Investigation	1
FDLRC	03 - Counsel and Advice	125
FDLRC	04 - Brief Service Case	36
FDLRC	05 - Evaluation and Assessment Case	10
FDLRC	06 - Technical Assistance Case	3
FDLRC	07 - Negotiation / Mediation Case	32
FDLRC	10 - Administrative Hearing Decision	1
FNRC	TOTAL	362
FNRC	01 - Information / Referral	174
FNRC	03 - Counsel and Advice	123
FNRC	04 - Brief Service Case	69
FNRC	05 - Evaluation and Assessment Case	27
FNRC	06 - Technical Assistance Case	6
FNRC	07 - Negotiation / Mediation Case	28
GGRC	TOTAL	169
GGRC	01 - Information / Referral	113
GGRC	03 - Counsel and Advice	70
GGRC	04 - Brief Service Case	24
GGRC	05 - Evaluation and Assessment Case	15
GGRC	06 - Technical Assistance Case	5
GGRC	07 - Negotiation / Mediation Case	14
HRC	TOTAL	177
HRC	01 - Information / Referral	40
HRC	03 - Counsel and Advice	131
HRC	04 - Brief Service Case	18
HRC	05 - Evaluation and Assessment Case	24
HRC	06 - Technical Assistance Case	1
HRC	07 - Negotiation / Mediation Case	8
IRC	TOTAL	411
IRC	01 - Information / Referral	136
IRC	03 - Counsel and Advice	229
IRC	04 - Brief Service Case	36
IRC	05 - Evaluation and Assessment Case	18
IRC	06 - Technical Assistance Case	31
IRC	07 - Negotiation / Mediation Case	13

IRC	09 - Administrative Hearing / Complaint Case	4
IRC	09FG - Admin Hearing / Complaint Case (Fee	2
KRC	TOTAL	262
KRC	01 - Information / Referral	54
KRC	02 - Abuse / Neglect Investigation	1
KRC	03 - Counsel and Advice	195
KRC	04 - Brief Service Case	22
KRC	05 - Evaluation and Assessment Case	9
KRC	06 - Technical Assistance Case	6
KRC	07 - Negotiation / Mediation Case	9
KRC	10 - Administrative Hearing Decision	1
NBRC	TOTAL	353
NBRC	01 - Information / Referral	194
NBRC	03 - Counsel and Advice	89
NBRC	04 - Brief Service Case	59
NBRC	05 - Evaluation and Assessment Case	25
NBRC	06 - Technical Assistance Case	7
NBRC	07 - Negotiation / Mediation Case	53
NBRC	07FG - Negotiation / Mediation Case (Fee Gen)	2
NBRC	09 - Administrative Hearing / Complaint Case	1
NBRC	10 - Administrative Hearing Decision	1
NLACRC	TOTAL	384
NLACRC	01 - Information / Referral	100
NLACRC	03 - Counsel and Advice	274
NLACRC	04 - Brief Service Case	38
NLACRC	05 - Evaluation and Assessment Case	6
NLACRC	06 - Technical Assistance Case	6
NLACRC	07 - Negotiation / Mediation Case	17
NLACRC	07FG - Negotiation / Mediation Case (Fee Gen)	1
Peer Advocate	TOTAL	1
Peer Advocate	01 - Information / Referral	1
RCEB	TOTAL	349

RCEB	01 - Information / Referral	119
RCEB	03 - Counsel and Advice	181
RCEB	04 - Brief Service Case	46
RCEB	05 - Evaluation and Assessment Case	22
RCEB	06 - Technical Assistance Case	6
RCEB	07 - Negotiation / Mediation Case	32
RCEB	09 - Administrative Hearing / Complaint Case	5
RCOC	TOTAL	275
RCOC	01 - Information / Referral	132
RCOC	02 - Abuse / Neglect Investigation	1
RCOC	03 - Counsel and Advice	123
RCOC	04 - Brief Service Case	13
RCOC	05 - Evaluation and Assessment Case	43
RCOC	06 - Technical Assistance Case	2
RCOC	07 - Negotiation / Mediation Case	23
RCRC	TOTAL	150
RCRC	01 - Information / Referral	70
RCRC	03 - Counsel and Advice	67
RCRC	04 - Brief Service Case	13
RCRC	05 - Evaluation and Assessment Case	10
RCRC	06 - Technical Assistance Case	9
RCRC	07 - Negotiation / Mediation Case	14
SARC	TOTAL	302
SARC	01 - Information / Referral	94
SARC	02 - Abuse / Neglect Investigation	6
SARC	03 - Counsel and Advice	170
SARC	04 - Brief Service Case	18
SARC	05 - Evaluation and Assessment Case	8
SARC	06 - Technical Assistance Case	7
SARC	07 - Negotiation / Mediation Case	32
SARC	09 - Administrative Hearing / Complaint Case	1
SCLARC	TOTAL	279
SCLARC	01 - Information / Referral	106
SCLARC	03 - Counsel and Advice	182
SCLARC	04 - Brief Service Case	20
SCLARC	05 - Evaluation and Assessment Case	17
SCLARC	06 - Technical Assistance Case	11

SCLARC	07 - Negotiation / Mediation Case	8
SCLARC	09 - Administrative Hearing / Complaint Case	2
SDRC	TOTAL	172
SDRC	01 - Information / Referral	74
SDRC	03 - Counsel and Advice	79
SDRC	04 - Brief Service Case	7
SDRC	05 - Evaluation and Assessment Case	8
SDRC	06 - Technical Assistance Case	10
SDRC	07 - Negotiation / Mediation Case	15
SDRC	09 - Administrative Hearing / Complaint Case	3
SGPRC	TOTAL	266
SGPRC	01 - Information / Referral	90
SGPRC	03 - Counsel and Advice	167
SGPRC	04 - Brief Service Case	3
SGPRC	05 - Evaluation and Assessment Case	2
SGPRC	06 - Technical Assistance Case	23
SGPRC	07 - Negotiation / Mediation Case	14
SGPRC	09 - Administrative Hearing / Complaint Case	3
TCRC	TOTAL	317
TCRC	01 - Information / Referral	141
TCRC	03 - Counsel and Advice	208
TCRC	04 - Brief Service Case	10
TCRC	06 - Technical Assistance Case	4
TCRC	07 - Negotiation / Mediation Case	10
VMRC	TOTAL	781
VMRC	01 - Information / Referral	527
VMRC	03 - Counsel and Advice	150
VMRC	04 - Brief Service Case	45
VMRC	05 - Evaluation and Assessment Case	4
VMRC	06 - Technical Assistance Case	110
VMRC	07 - Negotiation / Mediation Case	18
VMRC	09 - Administrative Hearing / Complaint Case	1
WRC	TOTAL	397
WRC	01 - Information / Referral	182
WRC	03 - Counsel and Advice	213

WRC	04 - Brief Service Case	45
WRC	05 - Evaluation and Assessment Case	3
WRC	06 - Technical Assistance Case	11
WRC	07 - Negotiation / Mediation Case	15
Report Totals		6,721