

Office of Clients' Rights Advocacy
 Annual Report July 1, 2020 through June 30, 2021
 Report by Service Type

SR Team	SR Type	Count of Service Requests
ACRC	TOTAL	663
ACRC	01 - Information / Referral	205
ACRC	03 - Counsel and Advice	346
ACRC	04 - Brief Service Case	52
ACRC	05 - Evaluation and Assessment Case	15
ACRC	06 - Technical Assistance Case	19
ACRC	07 - Negotiation / Mediation Case	23
ACRC	09 - Administrative Hearing / Complaint Case	1
ACRC	10 - Administrative Hearing Decision	2
CIT	TOTAL	24
CIT	04 - Brief Service Case	2
CIT	05 - Evaluation and Assessment Case	1
CIT	06 - Technical Assistance Case	2
CIT	07 - Negotiation / Mediation Case	19
CVRC	TOTAL	275
CVRC	01 - Information / Referral	66
CVRC	03 - Counsel and Advice	147
CVRC	04 - Brief Service Case	30
CVRC	05 - Evaluation and Assessment Case	5
CVRC	06 - Technical Assistance Case	14
CVRC	07 - Negotiation / Mediation Case	12
CVRC	09 - Administrative Hearing / Complaint Case	1
ELARC	TOTAL	449
ELARC	01 - Information / Referral	126
ELARC	03 - Counsel and Advice	266
ELARC	04 - Brief Service Case	13

ELARC	05 - Evaluation and Assessment Case	7
ELARC	06 - Technical Assistance Case	11
ELARC	07 - Negotiation / Mediation Case	25
ELARC	10 - Administrative Hearing Decision	1
FDLRC	TOTAL	323
FDLRC	01 - Information / Referral	50
FDLRC	03 - Counsel and Advice	203
FDLRC	04 - Brief Service Case	47
FDLRC	05 - Evaluation and Assessment Case	5
FDLRC	06 - Technical Assistance Case	5
FDLRC	07 - Negotiation / Mediation Case	13
FNRC	TOTAL	462
FNRC	01 - Information / Referral	180
FNRC	03 - Counsel and Advice	109
FNRC	04 - Brief Service Case	96
FNRC	05 - Evaluation and Assessment Case	19
FNRC	06 - Technical Assistance Case	16
FNRC	07 - Negotiation / Mediation Case	39
FNRC	09 - Administrative Hearing / Complaint Case	1
FNRC	10 - Administrative Hearing Decision	2
GGRC	TOTAL	361
GGRC	01 - Information / Referral	142
GGRC	03 - Counsel and Advice	136
GGRC	04 - Brief Service Case	26
GGRC	05 - Evaluation and Assessment Case	12
GGRC	06 - Technical Assistance Case	20
GGRC	07 - Negotiation / Mediation Case	25
HRC	TOTAL	246
HRC	01 - Information / Referral	56
HRC	03 - Counsel and Advice	120
HRC	04 - Brief Service Case	24

HRC	05 - Evaluation and Assessment Case	9
HRC	06 - Technical Assistance Case	15
HRC	07 - Negotiation / Mediation Case	20
HRC	09 - Administrative Hearing / Complaint Case	1
HRC	10 - Administrative Hearing Decision	1
IRC	TOTAL	413
IRC	01 - Information / Referral	204
IRC	02 - Abuse / Neglect Investigation	1
IRC	03 - Counsel and Advice	134
IRC	04 - Brief Service Case	25
IRC	05 - Evaluation and Assessment Case	17
IRC	06 - Technical Assistance Case	24
IRC	07 - Negotiation / Mediation Case	8
KRC	TOTAL	283
KRC	01 - Information / Referral	74
KRC	03 - Counsel and Advice	121
KRC	04 - Brief Service Case	53
KRC	05 - Evaluation and Assessment Case	7
KRC	07 - Negotiation / Mediation Case	28
NBRC	TOTAL	575
NBRC	01 - Information / Referral	216
NBRC	03 - Counsel and Advice	164
NBRC	04 - Brief Service Case	87
NBRC	05 - Evaluation and Assessment Case	26
NBRC	06 - Technical Assistance Case	13
NBRC	07 - Negotiation / Mediation Case	65
NBRC	09 - Administrative Hearing / Complaint Case	3
NBRC	10 - Administrative Hearing Decision	1
NLACRC	TOTAL	442
NLACRC	01 - Information / Referral	107
NLACRC	03 - Counsel and Advice	267

NLACRC	04 - Brief Service Case	16
NLACRC	05 - Evaluation and Assessment Case	7
NLACRC	06 - Technical Assistance Case	17
NLACRC	07 - Negotiation / Mediation Case	27
NLACRC	09 - Administrative Hearing / Complaint Case	1
RCEB	TOTAL	495
RCEB	01 - Information / Referral	181
RCEB	03 - Counsel and Advice	181
RCEB	04 - Brief Service Case	60
RCEB	05 - Evaluation and Assessment Case	15
RCEB	06 - Technical Assistance Case	3
RCEB	07 - Negotiation / Mediation Case	52
RCEB	09 - Administrative Hearing / Complaint Case	3
RCOC	TOTAL	374
RCOC	01 - Information / Referral	53
RCOC	03 - Counsel and Advice	252
RCOC	04 - Brief Service Case	18
RCOC	05 - Evaluation and Assessment Case	25
RCOC	06 - Technical Assistance Case	8
RCOC	07 - Negotiation / Mediation Case	18
RCRC	TOTAL	249
RCRC	01 - Information / Referral	101
RCRC	03 - Counsel and Advice	60
RCRC	04 - Brief Service Case	46
RCRC	05 - Evaluation and Assessment Case	7
RCRC	06 - Technical Assistance Case	7
RCRC	07 - Negotiation / Mediation Case	28
SARC	TOTAL	422
SARC	01 - Information / Referral	104
SARC	03 - Counsel and Advice	176
SARC	04 - Brief Service Case	59
SARC	05 - Evaluation and Assessment Case	13

SARC	06 - Technical Assistance Case	39
SARC	07 - Negotiation / Mediation Case	31
SCLARC	TOTAL	218
SCLARC	01 - Information / Referral	65
SCLARC	03 - Counsel and Advice	110
SCLARC	04 - Brief Service Case	21
SCLARC	05 - Evaluation and Assessment Case	7
SCLARC	06 - Technical Assistance Case	7
SCLARC	07 - Negotiation / Mediation Case	7
SCLARC	09 - Administrative Hearing / Complaint Case	1
SDRC	TOTAL	323
SDRC	01 - Information / Referral	82
SDRC	03 - Counsel and Advice	145
SDRC	04 - Brief Service Case	33
SDRC	05 - Evaluation and Assessment Case	28
SDRC	06 - Technical Assistance Case	6
SDRC	07 - Negotiation / Mediation Case	23
SDRC	09 - Administrative Hearing / Complaint Case	4
SDRC	10 - Administrative Hearing Decision	2
SGPRC	TOTAL	423
SGPRC	01 - Information / Referral	130
SGPRC	03 - Counsel and Advice	218
SGPRC	04 - Brief Service Case	10
SGPRC	05 - Evaluation and Assessment Case	2
SGPRC	06 - Technical Assistance Case	21
SGPRC	07 - Negotiation / Mediation Case	39
SGPRC	09 - Administrative Hearing / Complaint Case	3
TCRC	TOTAL	280
TCRC	01 - Information / Referral	69
TCRC	03 - Counsel and Advice	158
TCRC	04 - Brief Service Case	13

TCRC	05 - Evaluation and Assessment Case	13
TCRC	06 - Technical Assistance Case	8
TCRC	07 - Negotiation / Mediation Case	18
TCRC	10 - Administrative Hearing Decision	1
VMRC	TOTAL	424
VMRC	01 - Information / Referral	100
VMRC	03 - Counsel and Advice	142
VMRC	04 - Brief Service Case	44
VMRC	05 - Evaluation and Assessment Case	12
VMRC	06 - Technical Assistance Case	95
VMRC	07 - Negotiation / Mediation Case	29
VMRC	09 - Administrative Hearing / Complaint Case	1
VMRC	10 - Administrative Hearing Decision	1
WRC	TOTAL	431
WRC	01 - Information / Referral	163
WRC	03 - Counsel and Advice	153
WRC	04 - Brief Service Case	64
WRC	05 - Evaluation and Assessment Case	18
WRC	06 - Technical Assistance Case	6
WRC	07 - Negotiation / Mediation Case	25
WRC	09 - Administrative Hearing / Complaint Case	2
Report Totals		8,155