

Office of Clients' Rights Advocacy  
Semi-Annual Report July 1, 2021 through December 31, 2021  
Report by Type

<b>SR Team</b>	<b>SR Type</b>	<b>Count of Service Requests</b>
<b>ACRC</b>	<b>TOTAL</b>	<b>338</b>
ACRC	01 - Information / Referral	124
ACRC	03 - Counsel and Advice	169
ACRC	04 - Brief Service Case	13
ACRC	05 - Evaluation and Assessment Case	4
ACRC	06 - Technical Assistance Case	8
ACRC	07 - Negotiation / Mediation Case	19
ACRC	09 - Administrative Hearing / Complaint Case	1
<b>CIT</b>	<b>TOTAL</b>	<b>19</b>
CIT	04 - Brief Service Case	1
CIT	05 - Evaluation and Assessment Case	1
CIT	06 - Technical Assistance Case	2
CIT	07 - Negotiation / Mediation Case	15
<b>CVRC</b>	<b>TOTAL</b>	<b>120</b>
CVRC	01 - Information / Referral	26
CVRC	03 - Counsel and Advice	66
CVRC	04 - Brief Service Case	8
CVRC	05 - Evaluation and Assessment Case	2
CVRC	06 - Technical Assistance Case	10

CVRC	07 - Negotiation / Mediation Case	8
<b>ELARC</b>	<b>TOTAL</b>	<b>259</b>
ELARC	01 - Information / Referral	76
ELARC	03 - Counsel and Advice	147
ELARC	04 - Brief Service Case	15
ELARC	06 - Technical Assistance Case	5
ELARC	07 - Negotiation / Mediation Case	16
<b>FDLRC</b>	<b>TOTAL</b>	<b>138</b>
FDLRC	01 - Information / Referral	27
FDLRC	03 - Counsel and Advice	71
FDLRC	04 - Brief Service Case	24
FDLRC	05 - Evaluation and Assessment Case	1
FDLRC	06 - Technical Assistance Case	3
FDLRC	07 - Negotiation / Mediation Case	12
<b>FNRC</b>	<b>TOTAL</b>	<b>291</b>
FNRC	01 - Information / Referral	102
FNRC	03 - Counsel and Advice	78
FNRC	04 - Brief Service Case	71
FNRC	05 - Evaluation and Assessment Case	2
FNRC	06 - Technical Assistance Case	11
FNRC	07 - Negotiation / Mediation Case	26
FNRC	10 - Administrative Hearing Decision	1
<b>GGRC</b>	<b>TOTAL</b>	<b>172</b>
GGRC	01 - Information / Referral	75
GGRC	03 - Counsel and Advice	41

GGRC	04 - Brief Service Case	19
GGRC	05 - Evaluation and Assessment Case	6
GGRC	06 - Technical Assistance Case	16
GGRC	07 - Negotiation / Mediation Case	15
<b>HRC</b>	<b>TOTAL</b>	<b>146</b>
HRC	01 - Information / Referral	29
HRC	03 - Counsel and Advice	63
HRC	04 - Brief Service Case	15
HRC	05 - Evaluation and Assessment Case	1
HRC	06 - Technical Assistance Case	20
HRC	07 - Negotiation / Mediation Case	17
HRC	10 - Administrative Hearing Decision	1
<b>IRC</b>	<b>TOTAL</b>	<b>162</b>
IRC	01 - Information / Referral	89
IRC	03 - Counsel and Advice	30
IRC	04 - Brief Service Case	17
IRC	05 - Evaluation and Assessment Case	7
IRC	06 - Technical Assistance Case	13
IRC	07 - Negotiation / Mediation Case	6
<b>KRC</b>	<b>TOTAL</b>	<b>203</b>
KRC	01 - Information / Referral	85
KRC	03 - Counsel and Advice	82
KRC	04 - Brief Service Case	25

KRC	05 - Evaluation and Assessment Case	2
KRC	07 - Negotiation / Mediation Case	9
<b>NBRC</b>	<b>TOTAL</b>	<b>320</b>
NBRC	01 - Information / Referral	111
NBRC	03 - Counsel and Advice	106
NBRC	04 - Brief Service Case	45
NBRC	05 - Evaluation and Assessment Case	12
NBRC	06 - Technical Assistance Case	11
NBRC	07 - Negotiation / Mediation Case	35
<b>NLACRC</b>	<b>TOTAL</b>	<b>198</b>
NLACRC	01 - Information / Referral	46
NLACRC	03 - Counsel and Advice	102
NLACRC	04 - Brief Service Case	11
NLACRC	05 - Evaluation and Assessment Case	3
NLACRC	06 - Technical Assistance Case	13
NLACRC	07 - Negotiation / Mediation Case	21
NLACRC	09 - Administrative Hearing / Complaint Case	2
<b>RCEB</b>	<b>TOTAL</b>	<b>217</b>
RCEB	01 - Information / Referral	81
RCEB	03 - Counsel and Advice	65
RCEB	04 - Brief Service Case	31
RCEB	05 - Evaluation and Assessment Case	3
RCEB	06 - Technical Assistance Case	3

RCEB	07 - Negotiation / Mediation Case	32
RCEB	09 - Administrative Hearing / Complaint Case	2
<b>RCOC</b>	<b>TOTAL</b>	<b>163</b>
RCOC	01 - Information / Referral	31
RCOC	03 - Counsel and Advice	90
RCOC	04 - Brief Service Case	14
RCOC	05 - Evaluation and Assessment Case	9
RCOC	06 - Technical Assistance Case	3
RCOC	07 - Negotiation / Mediation Case	16
<b>RCRC</b>	<b>TOTAL</b>	<b>205</b>
RCRC	01 - Information / Referral	92
RCRC	03 - Counsel and Advice	69
RCRC	04 - Brief Service Case	22
RCRC	05 - Evaluation and Assessment Case	4
RCRC	06 - Technical Assistance Case	9
RCRC	07 - Negotiation / Mediation Case	9
<b>SARC</b>	<b>TOTAL</b>	<b>258</b>
SARC	01 - Information / Referral	73
SARC	03 - Counsel and Advice	109
SARC	04 - Brief Service Case	33
SARC	05 - Evaluation and Assessment Case	3
SARC	06 - Technical Assistance Case	26
SARC	07 - Negotiation / Mediation Case	14
<b>SCLARC</b>	<b>TOTAL</b>	<b>126</b>

SCLARC	01 - Information / Referral	29
SCLARC	03 - Counsel and Advice	64
SCLARC	04 - Brief Service Case	17
SCLARC	05 - Evaluation and Assessment Case	3
SCLARC	06 - Technical Assistance Case	3
SCLARC	07 - Negotiation / Mediation Case	9
SCLARC	09 - Administrative Hearing / Complaint Case	1
<b>SDRC</b>	<b>TOTAL</b>	<b>149</b>
SDRC	01 - Information / Referral	25
SDRC	03 - Counsel and Advice	68
SDRC	04 - Brief Service Case	12
SDRC	05 - Evaluation and Assessment Case	12
SDRC	06 - Technical Assistance Case	23
SDRC	07 - Negotiation / Mediation Case	8
SDRC	09 - Administrative Hearing / Complaint Case	1
<b>SGPRC</b>	<b>TOTAL</b>	<b>189</b>
SGPRC	01 - Information / Referral	68
SGPRC	03 - Counsel and Advice	65
SGPRC	04 - Brief Service Case	11
SGPRC	05 - Evaluation and Assessment Case	2
SGPRC	06 - Technical Assistance Case	10
SGPRC	07 - Negotiation / Mediation Case	28

SGPRC	09 - Administrative Hearing / Complaint Case	5
<b>TCRC</b>	<b>TOTAL</b>	<b>149</b>
TCRC	01 - Information / Referral	52
TCRC	03 - Counsel and Advice	69
TCRC	04 - Brief Service Case	6
TCRC	05 - Evaluation and Assessment Case	4
TCRC	06 - Technical Assistance Case	3
TCRC	07 - Negotiation / Mediation Case	15
<b>VMRC</b>	<b>TOTAL</b>	<b>250</b>
VMRC	01 - Information / Referral	80
VMRC	03 - Counsel and Advice	87
VMRC	04 - Brief Service Case	16
VMRC	05 - Evaluation and Assessment Case	6
VMRC	06 - Technical Assistance Case	47
VMRC	07 - Negotiation / Mediation Case	14
<b>WRC</b>	<b>TOTAL</b>	<b>235</b>
WRC	01 - Information / Referral	66
WRC	03 - Counsel and Advice	90
WRC	04 - Brief Service Case	37
WRC	05 - Evaluation and Assessment Case	13
WRC	06 - Technical Assistance Case	3
WRC	07 - Negotiation / Mediation Case	26
<b>Report Totals</b>		<b>4,307</b>