

Office of Clients' Rights Advocacy
Annual Report - July 1, 2002 through June 30, 2003
Report by Service Level

	ARC	CVRC	ELARC	FNRC	GGRC	HRC	IRC	KRC	LRC	NBRC	NLARC	RCEB	RCOC	RCRC	SARC	SCLARC	SDRC	SGPRC	TCRC	VMRC	WRC	Total	
Pending	5	4	40	2	8	1	7	1	6	21	2	3	31	24	5	2	5	10	4	5	2	188	
Rights information/consultation	157	141	743	97	260	114	334	158	117	295	179	285	266	208	154	213	239	188	669	282	201	5300	
Referral to other advocacy services, including the service provided by PAI and area boards	19	31	43	2	22	6	14	148	7	11	32	20	3	12	2	59	25	8	32	7	128	631	
Fair hearing process / procedures	15	7	9	1	2		9	3	9	1	9	7	6	12			1	17	43	1	35	187	
Informal regional center / provider problem resolution	52	85	17	9	15	6	7	48	2	1	152	77	9	31	9	36	18	4	6	3	14	601	
Informal generic service agency problem resolution	31	145	54	31	2	2	3	66	3	3	31	145		84	1	59	30	2	8	3	39	742	
Direct representation in an informal fair hearing	3	14	5	2	1		2	5	1		1		6	2		2					1	1	46
Direct representation in an appeal for generic services	6	13	22	5	1	6		24		3	7	5		3	2	12		1	1		7	118	
Direct representation at a formal fair hearing	2	3	13	10	1	3	2	22	1	5	7	6	3				4	1	4			87	
W and I 4731 complaint filing	1						3		2	2	4	2		1		3		3	6		1	28	
Court Litigation	6	2		1		1		1	2											1		14	
None	3		25	4			6	2	3		1	2	1	8	4		3	4	4	1	1	72	
Total	300	445	971	164	312	139	387	478	153	342	425	552	325	385	177	386	325	238	778	303	429	8014	