

Office of Clients' Rights Advocacy
Annual Report - July 1, 2003 through June 30, 2004
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
0 - Pending	13	4	9	55	36	1	35	12	14	62	8	1	75	11	37	8	37	12	6	12	7	455
1 - Rights information/consultation	204	258	720	204	216	154	316	218	89	267	61	296	168	224	315	137	210	247	612	312	179	5407
2 - Referral to other advocacy services, including the service provided by PAI and area boards	11	31	10	18	14	15	13	43	16	29	45	18	2	4	17	51	11	11	15	16	119	509
3 - Fair hearing process / procedures	49	4	1	3	2	3	11	2	36	7	12	1	1	10	3	13	2	18	28		44	250
4 - Informal regional center / provider problem resolution	46	32	1	26	179	6	4	29	17	2	302	76	31	32	6	36	9	4	6	4	33	881
5 - Informal generic service agency problem resolution	19	87	4	17	12	11		52	37	2	59	136	4	38	5	40	3		7	3	65	601
6 - Direct representation in an informal fair hearing	3	3	3	1	1	2	1					1	5			4	4					28
7 - Direct representation in an appeal for generic services	5	3				4		12	1		3	6	1	2	1	7			1		2	48
8 - Direct representation at a formal fair hearing	11	4	4		1	2	1	3		2	2	5	1			2	1		1			40
9 - W and I 4731 complaint filing	4					1				1	2			1		1	2	2	3		3	20
10 - Court Litigation	3	3			1	1		2	3		1	1							1		1	17
None								1						1								2
Total	368	429	752	324	462	200	381	374	213	372	495	541	288	323	384	299	279	294	680	347	453	8258