

**Office of Clients' Rights Advocacy**  
**Semi-Annual Report July 1, 2020 through December 31, 2020**  
**Report by Service Type**

<b>SR Team</b>	<b>SR Type</b>	<b>Count of Clients</b>
<b>ACRC</b>	<b>TOTAL</b>	<b>268</b>
ACRC	01 - Information / Referral	99
ACRC	03 - Counsel and Advice	151
ACRC	04 - Brief Service Case	25
ACRC	05 - Evaluation and Assessment Case	12
ACRC	06 - Technical Assistance Case	10
ACRC	07 - Negotiation / Mediation Case	15
ACRC	10 - Administrative Hearing Decision	2
<b>CIT</b>	<b>TOTAL</b>	<b>14</b>
CIT	04 - Brief Service Case	2
CIT	06 - Technical Assistance Case	1
CIT	07 - Negotiation / Mediation Case	11
<b>CVRC</b>	<b>TOTAL</b>	<b>92</b>
CVRC	01 - Information / Referral	39
CVRC	03 - Counsel and Advice	41
CVRC	04 - Brief Service Case	13
CVRC	05 - Evaluation and Assessment Case	3
CVRC	06 - Technical Assistance Case	9
CVRC	07 - Negotiation / Mediation Case	8
CVRC	09 - Administrative Hearing / Complaint Case	1
<b>ELARC</b>	<b>TOTAL</b>	<b>185</b>
ELARC	01 - Information / Referral	26
ELARC	03 - Counsel and Advice	139
ELARC	04 - Brief Service Case	2
ELARC	05 - Evaluation and Assessment Case	5
ELARC	06 - Technical Assistance Case	11
ELARC	07 - Negotiation / Mediation Case	17
ELARC	10 - Administrative Hearing Decision	1
<b>FDLRC</b>	<b>TOTAL</b>	<b>88</b>
FDLRC	01 - Information / Referral	21
FDLRC	03 - Counsel and Advice	67
FDLRC	04 - Brief Service Case	22
FDLRC	05 - Evaluation and Assessment Case	4
FDLRC	06 - Technical Assistance Case	6

FDLRC	07 - Negotiation / Mediation Case	7
<b>FNRC</b>	<b>TOTAL</b>	<b>182</b>
FNRC	01 - Information / Referral	82
FNRC	03 - Counsel and Advice	39
FNRC	04 - Brief Service Case	40
FNRC	05 - Evaluation and Assessment Case	12
FNRC	06 - Technical Assistance Case	11
FNRC	07 - Negotiation / Mediation Case	26
FNRC	09 - Administrative Hearing / Complaint Case	1
FNRC	10 - Administrative Hearing Decision	1
<b>GGRC</b>	<b>TOTAL</b>	<b>98</b>
GGRC	01 - Information / Referral	46
GGRC	03 - Counsel and Advice	51
GGRC	04 - Brief Service Case	9
GGRC	05 - Evaluation and Assessment Case	5
GGRC	06 - Technical Assistance Case	9
GGRC	07 - Negotiation / Mediation Case	10
<b>HRC</b>	<b>TOTAL</b>	<b>67</b>
HRC	01 - Information / Referral	24
HRC	03 - Counsel and Advice	42
HRC	04 - Brief Service Case	7
HRC	05 - Evaluation and Assessment Case	1
HRC	06 - Technical Assistance Case	6
HRC	07 - Negotiation / Mediation Case	9
HRC	09 - Administrative Hearing / Complaint Case	1
<b>IRC</b>	<b>TOTAL</b>	<b>190</b>
IRC	01 - Information / Referral	67
IRC	02 - Abuse / Neglect Investigation	1
IRC	03 - Counsel and Advice	86
IRC	04 - Brief Service Case	15
IRC	05 - Evaluation and Assessment Case	13
IRC	06 - Technical Assistance Case	20
IRC	07 - Negotiation / Mediation Case	5
<b>KRC</b>	<b>TOTAL</b>	<b>95</b>
KRC	01 - Information / Referral	20
KRC	03 - Counsel and Advice	53
KRC	04 - Brief Service Case	17
KRC	05 - Evaluation and Assessment Case	2

KRC	07 - Negotiation / Mediation Case	16
<b>NBRC</b>	<b>TOTAL</b>	<b>177</b>
NBRC	01 - Information / Referral	83
NBRC	03 - Counsel and Advice	55
NBRC	04 - Brief Service Case	36
NBRC	05 - Evaluation and Assessment Case	21
NBRC	06 - Technical Assistance Case	5
NBRC	07 - Negotiation / Mediation Case	28
NBRC	09 - Administrative Hearing / Complaint Case	2
NBRC	10 - Administrative Hearing Decision	1
<b>NLACRC</b>	<b>TOTAL</b>	<b>177</b>
NLACRC	01 - Information / Referral	46
NLACRC	03 - Counsel and Advice	116
NLACRC	04 - Brief Service Case	5
NLACRC	05 - Evaluation and Assessment Case	5
NLACRC	06 - Technical Assistance Case	7
NLACRC	07 - Negotiation / Mediation Case	17
NLACRC	07FG - Negotiation / Mediation Case (Fee Gen)	1
<b>RCEB</b>	<b>TOTAL</b>	<b>181</b>
RCEB	01 - Information / Referral	65
RCEB	03 - Counsel and Advice	82
RCEB	04 - Brief Service Case	29
RCEB	05 - Evaluation and Assessment Case	14
RCEB	06 - Technical Assistance Case	2
RCEB	07 - Negotiation / Mediation Case	25
RCEB	09 - Administrative Hearing / Complaint Case	2
<b>RCOC</b>	<b>TOTAL</b>	<b>119</b>
RCOC	01 - Information / Referral	28
RCOC	03 - Counsel and Advice	78
RCOC	04 - Brief Service Case	6
RCOC	05 - Evaluation and Assessment Case	18
RCOC	06 - Technical Assistance Case	3
RCOC	07 - Negotiation / Mediation Case	11
<b>RCRC</b>	<b>TOTAL</b>	<b>91</b>
RCRC	01 - Information / Referral	48
RCRC	03 - Counsel and Advice	24
RCRC	04 - Brief Service Case	20

RCRC	05 - Evaluation and Assessment Case	3
RCRC	06 - Technical Assistance Case	1
RCRC	07 - Negotiation / Mediation Case	12
<b>SARC</b>	<b>TOTAL</b>	<b>168</b>
SARC	01 - Information / Referral	44
SARC	03 - Counsel and Advice	74
SARC	04 - Brief Service Case	25
SARC	05 - Evaluation and Assessment Case	13
SARC	06 - Technical Assistance Case	14
SARC	07 - Negotiation / Mediation Case	20
<b>SCLARC</b>	<b>TOTAL</b>	<b>98</b>
SCLARC	01 - Information / Referral	23
SCLARC	03 - Counsel and Advice	58
SCLARC	04 - Brief Service Case	10
SCLARC	05 - Evaluation and Assessment Case	7
SCLARC	06 - Technical Assistance Case	4
SCLARC	07 - Negotiation / Mediation Case	3
	09 - Administrative Hearing / Complaint Case	1
<b>SDRC</b>	<b>TOTAL</b>	<b>95</b>
SDRC	01 - Information / Referral	29
SDRC	03 - Counsel and Advice	42
SDRC	04 - Brief Service Case	10
SDRC	05 - Evaluation and Assessment Case	11
SDRC	06 - Technical Assistance Case	5
SDRC	07 - Negotiation / Mediation Case	10
	09 - Administrative Hearing / Complaint Case	3
SDRC	10 - Administrative Hearing Decision	1
<b>SGPRC</b>	<b>TOTAL</b>	<b>156</b>
SGPRC	01 - Information / Referral	58
SGPRC	03 - Counsel and Advice	88
SGPRC	04 - Brief Service Case	4
SGPRC	05 - Evaluation and Assessment Case	2
SGPRC	06 - Technical Assistance Case	15
SGPRC	07 - Negotiation / Mediation Case	19
	09 - Administrative Hearing / Complaint Case	1
<b>TCRC</b>	<b>TOTAL</b>	<b>91</b>
TCRC	01 - Information / Referral	27

TCRC	03 - Counsel and Advice	52
TCRC	04 - Brief Service Case	9
TCRC	05 - Evaluation and Assessment Case	9
TCRC	06 - Technical Assistance Case	5
TCRC	07 - Negotiation / Mediation Case	7
TCRC	10 - Administrative Hearing Decision	1
<b>VMRC</b>	<b>TOTAL</b>	<b>191</b>
VMRC	01 - Information / Referral	42
VMRC	03 - Counsel and Advice	51
VMRC	04 - Brief Service Case	20
VMRC	05 - Evaluation and Assessment Case	5
VMRC	06 - Technical Assistance Case	62
VMRC	07 - Negotiation / Mediation Case	20
VMRC	10 - Administrative Hearing Decision	1
<b>WRC</b>	<b>TOTAL</b>	<b>151</b>
WRC	01 - Information / Referral	77
WRC	03 - Counsel and Advice	59
WRC	04 - Brief Service Case	24
WRC	05 - Evaluation and Assessment Case	16
WRC	06 - Technical Assistance Case	3
WRC	07 - Negotiation / Mediation Case	11
WRC	09 - Administrative Hearing / Complaint Case	1
<b>Report Totals</b>		<b>2,965</b>