

Office of Clients' Rights Advocacy
Semi-Annual Report - July 1, 2018 through December 31, 2018
Report by Service Type

ACRC	Total	415
ACRC	01 - Information / Referral	82
ACRC	03 - Counsel and Advice	265
ACRC	04 - Brief Service Case	23
ACRC	05 - Evaluation and Assessment Case	21
ACRC	07 - Negotiation / Mediation Case	20
ACRC	09 - Administrative Hearing / Complaint Case	4
Peer Advocate	Total	1
Peer Advocate	03 - Counsel and Advice	1
Community Integration Team	Total	58
Community Integration Team	01 - Information / Referral	6
Community Integration Team	02 - Abuse / Neglect Investigation	1
Community Integration Team	03 - Counsel and Advice	1
Community Integration Team	04 - Brief Service Case	2
Community Integration Team	05 - Evaluation and Assessment Case	7
Community Integration Team	06 - Technical Assistance Case	12
Community Integration Team	07 - Negotiation / Mediation Case	29
CVRC	Total	159
CVRC	01 - Information / Referral	30
CVRC	03 - Counsel and Advice	88
CVRC	04 - Brief Service Case	28
CVRC	05 - Evaluation and Assessment Case	3
CVRC	06 - Technical Assistance Case	1
CVRC	07 - Negotiation / Mediation Case	9

ELARC	Total	229
ELARC	01 - Information / Referral	57
ELARC	03 - Counsel and Advice	153
ELARC	04 - Brief Service Case	1
ELARC	05 - Evaluation and Assessment Case	9
ELARC	06 - Technical Assistance Case	2
ELARC	07 - Negotiation / Mediation Case	5
ELARC	09 - Administrative Hearing / Complaint Case	2
FDLRC	Total	239
FDLRC	01 - Information / Referral	66
FDLRC	03 - Counsel and Advice	117
FDLRC	04 - Brief Service Case	19
FDLRC	05 - Evaluation and Assessment Case	7
FDLRC	06 - Technical Assistance Case	8
FDLRC	07 - Negotiation / Mediation Case	21
FDLRC	10 - Administrative Hearing Decision	1
FNRC	Total	262
FNRC	01 - Information / Referral	97
FNRC	03 - Counsel and Advice	91
FNRC	04 - Brief Service Case	46
FNRC	05 - Evaluation and Assessment Case	13
FNRC	06 - Technical Assistance Case	4
FNRC	07 - Negotiation / Mediation Case	11
GGRC	Total	140
GGRC	01 - Information / Referral	71
GGRC	03 - Counsel and Advice	36
GGRC	04 - Brief Service Case	13
GGRC	05 - Evaluation and Assessment Case	13

GGRC	06 - Technical Assistance Case	2
GGRC	07 - Negotiation / Mediation Case	5
HRC	Total	168
HRC	01 - Information / Referral	25
HRC	03 - Counsel and Advice	118
HRC	04 - Brief Service Case	10
HRC	05 - Evaluation and Assessment Case	11
HRC	07 - Negotiation / Mediation Case	4
IRC	Total	264
IRC	01 - Information / Referral	85
IRC	03 - Counsel and Advice	130
IRC	04 - Brief Service Case	16
IRC	05 - Evaluation and Assessment Case	10
IRC	06 - Technical Assistance Case	16
IRC	07 - Negotiation / Mediation Case	5
IRC	09 - Administrative Hearing / Complaint Case	1
IRC	09FG - Admin Hearing / Complaint Case (Fee	1
KRC	Total	188
KRC	01 - Information / Referral	28
KRC	02 - Abuse / Neglect Investigation	1
KRC	03 - Counsel and Advice	127
KRC	04 - Brief Service Case	15
KRC	05 - Evaluation and Assessment Case	7
KRC	06 - Technical Assistance Case	1
KRC	07 - Negotiation / Mediation Case	8
KRC	10 - Administrative Hearing Decision	1

NBRC	Total	263
NBRC	01 - Information / Referral	119
NBRC	03 - Counsel and Advice	50
NBRC	04 - Brief Service Case	33
NBRC	05 - Evaluation and Assessment Case	21
NBRC	06 - Technical Assistance Case	4
NBRC	07 - Negotiation / Mediation Case	33
NBRC	07FG - Negotiation / Mediation Case (Fee Gen)	2
NBRC	09 - Administrative Hearing / Complaint Case	1
NLACRC	Total	290
NLACRC	01 - Information / Referral	54
NLACRC	03 - Counsel and Advice	197
NLACRC	04 - Brief Service Case	15
NLACRC	05 - Evaluation and Assessment Case	4
NLACRC	06 - Technical Assistance Case	4
NLACRC	07 - Negotiation / Mediation Case	16
RCEB	Total	253
RCEB	01 - Information / Referral	70
RCEB	03 - Counsel and Advice	116
RCEB	04 - Brief Service Case	31
RCEB	05 - Evaluation and Assessment Case	10
RCEB	06 - Technical Assistance Case	1
RCEB	07 - Negotiation / Mediation Case	21
RCEB	09 - Administrative Hearing / Complaint Case	4
RCOC	Total	224
RCOC	01 - Information / Referral	72
RCOC	02 - Abuse / Neglect Investigation	1

RCOC	03 - Counsel and Advice	112
RCOC	04 - Brief Service Case	7
RCOC	05 - Evaluation and Assessment Case	23
RCOC	07 - Negotiation / Mediation Case	9
RCRC	Total	95
RCRC	01 - Information / Referral	35
RCRC	03 - Counsel and Advice	40
RCRC	04 - Brief Service Case	2
RCRC	05 - Evaluation and Assessment Case	8
RCRC	06 - Technical Assistance Case	2
RCRC	07 - Negotiation / Mediation Case	8
SARC	Total	187
SARC	01 - Information / Referral	53
SARC	02 - Abuse / Neglect Investigation	1
SARC	03 - Counsel and Advice	95
SARC	04 - Brief Service Case	7
SARC	05 - Evaluation and Assessment Case	6
SARC	06 - Technical Assistance Case	5
SARC	07 - Negotiation / Mediation Case	20
SCLARC	Total	181
SCLARC	01 - Information / Referral	55
SCLARC	03 - Counsel and Advice	107
SCLARC	04 - Brief Service Case	4
SCLARC	05 - Evaluation and Assessment Case	8
SCLARC	07 - Negotiation / Mediation Case	6
SCLARC	09 - Administrative Hearing / Complaint Case	1
SDRC	Total	89
SDRC	01 - Information / Referral	21

SDRC	03 - Counsel and Advice	46
SDRC	04 - Brief Service Case	5
SDRC	05 - Evaluation and Assessment Case	4
SDRC	06 - Technical Assistance Case	8
SDRC	07 - Negotiation / Mediation Case	4
SDRC	09 - Administrative Hearing / Complaint Case	1
SGPRC	Total	201
SGPRC	01 - Information / Referral	50
SGPRC	03 - Counsel and Advice	114
SGPRC	04 - Brief Service Case	4
SGPRC	05 - Evaluation and Assessment Case	2
SGPRC	06 - Technical Assistance Case	19
SGPRC	07 - Negotiation / Mediation Case	11
SGPRC	07FG - Negotiation / Mediation Case (Fee Gen)	1
TCRC	Total	262
TCRC	01 - Information / Referral	83
TCRC	03 - Counsel and Advice	159
TCRC	04 - Brief Service Case	9
TCRC	07 - Negotiation / Mediation Case	11
VMRC	Total	438
VMRC	01 - Information / Referral	286
VMRC	03 - Counsel and Advice	45
VMRC	04 - Brief Service Case	26
VMRC	05 - Evaluation and Assessment Case	3
VMRC	06 - Technical Assistance Case	61
VMRC	07 - Negotiation / Mediation Case	16
VMRC	09 - Administrative Hearing / Complaint Case	1
WRC	Total	332

WRC	01 - Information / Referral	112
WRC	03 - Counsel and Advice	180
WRC	04 - Brief Service Case	21
WRC	05 - Evaluation and Assessment Case	1
WRC	06 - Technical Assistance Case	7
WRC	07 - Negotiation / Mediation Case	11
Report Totals		4,928