

Office of Clients' Rights Advocacy
 Annual Report - July 1, 2017 through June 30, 2018
 Report by Service Type

ACRC	Total	832
ACRC	01 - Information / Referral	172
ACRC	03 - Counsel and Advice	494
ACRC	04 - Brief Service Case	74
ACRC	05 - Evaluation and Assessment Case	30
ACRC	06 - Technical Assistance Case	10
ACRC	07 - Negotiation / Mediation Case	39
ACRC	09 - Administrative Hearing / Complaint Case	13
Peer Advocate	Total	2
Peer Advocate	01 - Information / Referral	1
Peer Advocate	04 - Brief Service Case	1
CIT	Total	75
CIT	01 - Information / Referral	23
CIT	02 - Abuse / Neglect Investigation	2
CIT	03 - Counsel and Advice	1
CIT	04 - Brief Service Case	6
CIT	05 - Evaluation and Assessment Case	3
CIT	06 - Technical Assistance Case	3
CIT	07 - Negotiation / Mediation Case	37
CVRC	Total	413
CVRC	01 - Information / Referral	64
CVRC	03 - Counsel and Advice	257

CVRC	04 - Brief Service Case	58
CVRC	05 - Evaluation and Assessment Case	2
CVRC	06 - Technical Assistance Case	4
CVRC	07 - Negotiation / Mediation Case	27
	09 - Administrative Hearing / Complaint	
CVRC	Case	1
ELARC	Total	482
ELARC	01 - Information / Referral	212
ELARC	03 - Counsel and Advice	235
ELARC	04 - Brief Service Case	22
ELARC	05 - Evaluation and Assessment Case	3
ELARC	06 - Technical Assistance Case	1
ELARC	07 - Negotiation / Mediation Case	8
	09 - Administrative Hearing / Complaint	
ELARC	Case	1
FDLRC	Total	687
FDLRC	01 - Information / Referral	111
FDLRC	03 - Counsel and Advice	465
FDLRC	04 - Brief Service Case	49
FDLRC	05 - Evaluation and Assessment Case	10
FDLRC	06 - Technical Assistance Case	5
FDLRC	07 - Negotiation / Mediation Case	45
	09 - Administrative Hearing / Complaint	
FDLRC	Case	2
FNRC	Total	486

FNRC	01 - Information / Referral	209
FNRC	03 - Counsel and Advice	126
FNRC	04 - Brief Service Case	98
FNRC	05 - Evaluation and Assessment Case	11
FNRC	06 - Technical Assistance Case	3
FNRC	07 - Negotiation / Mediation Case	39
GGRC	Total	320
GGRC	01 - Information / Referral	196
GGRC	03 - Counsel and Advice	66
GGRC	04 - Brief Service Case	24
GGRC	05 - Evaluation and Assessment Case	11
GGRC	06 - Technical Assistance Case	4
GGRC	07 - Negotiation / Mediation Case	18
GGRC	09 - Administrative Hearing / Complaint Case	1
HRC	Total	314
HRC	01 - Information / Referral	69
HRC	02 - Abuse / Neglect Investigation	1
HRC	03 - Counsel and Advice	193
HRC	04 - Brief Service Case	23
HRC	05 - Evaluation and Assessment Case	10
HRC	06 - Technical Assistance Case	1
HRC	07 - Negotiation / Mediation Case	15
HRC	09 - Administrative Hearing / Complaint Case	2

IRC	Total	593
IRC	01 - Information / Referral	161
IRC	03 - Counsel and Advice	375
IRC	04 - Brief Service Case	36
IRC	05 - Evaluation and Assessment Case	2
IRC	06 - Technical Assistance Case	11
IRC	07 - Negotiation / Mediation Case	6
IRC	09 - Administrative Hearing / Complaint Case	1
IRC	11 - Litigation Case	1
KRC	Total	278
KRC	01 - Information / Referral	67
KRC	03 - Counsel and Advice	162
KRC	04 - Brief Service Case	27
KRC	05 - Evaluation and Assessment Case	4
KRC	06 - Technical Assistance Case	2
KRC	07 - Negotiation / Mediation Case	13
KRC	09 - Administrative Hearing / Complaint Case	2
KRC	10 - Administrative Hearing Decision	1
NBRC	Total	506
NBRC	01 - Information / Referral	262
NBRC	03 - Counsel and Advice	120
NBRC	04 - Brief Service Case	66

NBRC	05 - Evaluation and Assessment Case	27
NBRC	06 - Technical Assistance Case	2
NBRC	07 - Negotiation / Mediation Case	26
	09 - Administrative Hearing / Complaint	
NBRC	Case	3
NLACRC	Total	641
NLACRC	01 - Information / Referral	162
NLACRC	03 - Counsel and Advice	421
NLACRC	04 - Brief Service Case	28
NLACRC	05 - Evaluation and Assessment Case	5
NLACRC	06 - Technical Assistance Case	8
NLACRC	07 - Negotiation / Mediation Case	17
RCEB	Total	582
RCEB	01 - Information / Referral	184
RCEB	03 - Counsel and Advice	247
RCEB	04 - Brief Service Case	91
RCEB	05 - Evaluation and Assessment Case	10
RCEB	06 - Technical Assistance Case	1
RCEB	07 - Negotiation / Mediation Case	45
	09 - Administrative Hearing / Complaint	
RCEB	Case	4
RCOC	Total	481
RCOC	01 - Information / Referral	180
RCOC	03 - Counsel and Advice	225
RCOC	04 - Brief Service Case	15

RCOC	05 - Evaluation and Assessment Case	26
RCOC	06 - Technical Assistance Case	3
RCOC	07 - Negotiation / Mediation Case	27
	08 - Mediation / Alt. Dispute Resolution Case	2
RCOC	09 - Administrative Hearing / Complaint Case	3
RCRC	Total	308
RCRC	01 - Information / Referral	90
RCRC	02 - Abuse / Neglect Investigation	3
RCRC	03 - Counsel and Advice	127
RCRC	04 - Brief Service Case	36
RCRC	05 - Evaluation and Assessment Case	20
RCRC	07 - Negotiation / Mediation Case	31
	09 - Administrative Hearing / Complaint Case	1
SARC	Total	429
SARC	01 - Information / Referral	98
SARC	02 - Abuse / Neglect Investigation	1
SARC	03 - Counsel and Advice	208
SARC	04 - Brief Service Case	75
SARC	05 - Evaluation and Assessment Case	16
SARC	06 - Technical Assistance Case	11
SARC	07 - Negotiation / Mediation Case	20
SCLARC	Total	456

SCLARC	01 - Information / Referral	206
SCLARC	03 - Counsel and Advice	219
SCLARC	04 - Brief Service Case	13
SCLARC	05 - Evaluation and Assessment Case	8
SCLARC	07 - Negotiation / Mediation Case	9
SCLARC	09 - Administrative Hearing / Complaint Case	1
SDRC	Total	294
SDRC	01 - Information / Referral	87
SDRC	03 - Counsel and Advice	168
SDRC	04 - Brief Service Case	13
SDRC	05 - Evaluation and Assessment Case	10
SDRC	06 - Technical Assistance Case	3
SDRC	07 - Negotiation / Mediation Case	9
SDRC	09 - Administrative Hearing / Complaint Case	4
SGPRC	Total	434
SGPRC	01 - Information / Referral	128
SGPRC	03 - Counsel and Advice	247
SGPRC	04 - Brief Service Case	14
SGPRC	05 - Evaluation and Assessment Case	9
SGPRC	06 - Technical Assistance Case	14
SGPRC	07 - Negotiation / Mediation Case	22
TCRC	Total	414
TCRC	01 - Information / Referral	184

TCRC	03 - Counsel and Advice	206
TCRC	04 - Brief Service Case	8
TCRC	05 - Evaluation and Assessment Case	3
TCRC	07 - Negotiation / Mediation Case	11
TCRC	07FG - Negotiation / Mediation Case (Fee Gen)	2
VMRC	Total	683
VMRC	01 - Information / Referral	414
VMRC	03 - Counsel and Advice	83
VMRC	04 - Brief Service Case	80
VMRC	05 - Evaluation and Assessment Case	4
VMRC	06 - Technical Assistance Case	64
VMRC	07 - Negotiation / Mediation Case	34
VMRC	09 - Administrative Hearing / Complaint Case	3
VMRC	10 - Administrative Hearing Decision	1
WRC	Total	628
WRC	01 - Information / Referral	200
WRC	03 - Counsel and Advice	328
WRC	04 - Brief Service Case	71
WRC	05 - Evaluation and Assessment Case	7
WRC	06 - Technical Assistance Case	6
WRC	07 - Negotiation / Mediation Case	13

WRC
Report Totals

09 - Administrative Hearing / Complaint
Case

3
10,322