

**Office of Clients' Rights Advocacy**  
**Semi-Annual Report July 1, 2019 to December 31, 2019**

**Report by Service Type**

<b>ACRC</b>	<b>TOTAL</b>	<b>433</b>
ACRC	01 - Information / Referral	105
ACRC	03 - Counsel and Advice	255
ACRC	04 - Brief Service Case	21
ACRC	05 - Evaluation and Assessment Case	12
ACRC	06 - Technical Assistance Case	8
ACRC	07 - Negotiation / Mediation Case	32
<b>CIT</b>	<b>TOTAL</b>	<b>69</b>
CIT	01 - Information / Referral	6
CIT	03 - Counsel and Advice	2
CIT	04 - Brief Service Case	1
CIT	05 - Evaluation and Assessment Case	6
CIT	06 - Technical Assistance Case	7
CIT	07 - Negotiation / Mediation Case	46
CIT	07FG - Negotiation / Mediation Case (Fee Gen)	1
<b>CVRC</b>	<b>TOTAL</b>	<b>218</b>
CVRC	01 - Information / Referral	48
CVRC	03 - Counsel and Advice	125
CVRC	04 - Brief Service Case	21
CVRC	05 - Evaluation and Assessment Case	7
CVRC	06 - Technical Assistance Case	3
CVRC	07 - Negotiation / Mediation Case	14

<b>ELARC</b>	<b>TOTAL</b>	<b>253</b>
ELARC	01 - Information / Referral	95
ELARC	03 - Counsel and Advice	144
ELARC	04 - Brief Service Case	2
ELARC	05 - Evaluation and Assessment Case	2
ELARC	06 - Technical Assistance Case	7
ELARC	07 - Negotiation / Mediation Case	2
ELARC	09 - Administrative Hearing / Complaint Case	1
<b>FDLRC</b>	<b>TOTAL</b>	<b>292</b>
FDLRC	01 - Information / Referral	83
FDLRC	03 - Counsel and Advice	113
FDLRC	04 - Brief Service Case	74
FDLRC	05 - Evaluation and Assessment Case	3
FDLRC	06 - Technical Assistance Case	3
FDLRC	07 - Negotiation / Mediation Case	16
<b>FNRC</b>	<b>TOTAL</b>	<b>271</b>
FNRC	01 - Information / Referral	93
FNRC	03 - Counsel and Advice	100
FNRC	04 - Brief Service Case	43
FNRC	05 - Evaluation and Assessment Case	9
FNRC	06 - Technical Assistance Case	7
FNRC	07 - Negotiation / Mediation Case	19
<b>GGRC</b>	<b>TOTAL</b>	<b>168</b>
GGRC	01 - Information / Referral	67

GGRC	03 - Counsel and Advice	72
GGRC	04 - Brief Service Case	8
GGRC	05 - Evaluation and Assessment Case	5
GGRC	06 - Technical Assistance Case	2
GGRC	07 - Negotiation / Mediation Case	14
<b>HRC</b>	<b>TOTAL</b>	<b>137</b>
HRC	01 - Information / Referral	45
HRC	03 - Counsel and Advice	54
HRC	04 - Brief Service Case	13
HRC	05 - Evaluation and Assessment Case	14
HRC	06 - Technical Assistance Case	5
HRC	07 - Negotiation / Mediation Case	6
<b>IRC</b>	<b>TOTAL</b>	<b>362</b>
IRC	01 - Information / Referral	65
IRC	02 - Abuse / Neglect Investigation	1
IRC	03 - Counsel and Advice	221
IRC	04 - Brief Service Case	23
IRC	05 - Evaluation and Assessment Case	7
IRC	06 - Technical Assistance Case	33
IRC	07 - Negotiation / Mediation Case	8
IRC	09 - Administrative Hearing / Complaint Case	3
IRC	09FG - Admin Hearing / Complaint Case (Fee	1
<b>KRC</b>	<b>TOTAL</b>	<b>160</b>

KRC	01 - Information / Referral	39
KRC	03 - Counsel and Advice	92
KRC	04 - Brief Service Case	9
KRC	05 - Evaluation and Assessment Case	4
KRC	06 - Technical Assistance Case	6
KRC	07 - Negotiation / Mediation Case	10
<b>NBRC</b>	<b>TOTAL</b>	<b>245</b>
NBRC	01 - Information / Referral	102
NBRC	03 - Counsel and Advice	58
NBRC	04 - Brief Service Case	44
NBRC	05 - Evaluation and Assessment Case	13
NBRC	06 - Technical Assistance Case	8
NBRC	07 - Negotiation / Mediation Case	19
NBRC	07FG - Negotiation / Mediation Case (Fee Gen)	1
<b>NLACRC</b>	<b>TOTAL</b>	<b>241</b>
NLACRC	01 - Information / Referral	61
NLACRC	02 - Abuse / Neglect Investigation	1
NLACRC	03 - Counsel and Advice	143
NLACRC	04 - Brief Service Case	16
NLACRC	05 - Evaluation and Assessment Case	4
NLACRC	06 - Technical Assistance Case	7
NLACRC	07 - Negotiation / Mediation Case	9
<b>RCEB</b>	<b>TOTAL</b>	<b>281</b>
RCEB	01 - Information / Referral	81

RCEB	03 - Counsel and Advice	128
RCEB	04 - Brief Service Case	35
RCEB	05 - Evaluation and Assessment Case	11
RCEB	06 - Technical Assistance Case	3
RCEB	07 - Negotiation / Mediation Case	21
RCEB	09 - Administrative Hearing / Complaint Case	2
<b>RCOC</b>	<b>TOTAL</b>	<b>225</b>
RCOC	01 - Information / Referral	45
RCOC	03 - Counsel and Advice	129
RCOC	04 - Brief Service Case	9
RCOC	05 - Evaluation and Assessment Case	26
RCOC	06 - Technical Assistance Case	1
RCOC	07 - Negotiation / Mediation Case	15
<b>RCRC</b>	<b>TOTAL</b>	<b>150</b>
RCRC	01 - Information / Referral	36
RCRC	03 - Counsel and Advice	82
RCRC	04 - Brief Service Case	16
RCRC	05 - Evaluation and Assessment Case	5
RCRC	06 - Technical Assistance Case	7
RCRC	07 - Negotiation / Mediation Case	4
<b>SARC</b>	<b>TOTAL</b>	<b>236</b>
SARC	01 - Information / Referral	68
SARC	02 - Abuse / Neglect Investigation	2
SARC	03 - Counsel and Advice	110

SARC	04 - Brief Service Case	12
SARC	05 - Evaluation and Assessment Case	4
SARC	06 - Technical Assistance Case	3
SARC	07 - Negotiation / Mediation Case	36
	09 - Administrative Hearing / Complaint	
SARC	Case	1
<b>SCLARC</b>	<b>TOTAL</b>	<b>354</b>
SCLARC	01 - Information / Referral	162
SCLARC	03 - Counsel and Advice	133
SCLARC	04 - Brief Service Case	23
SCLARC	05 - Evaluation and Assessment Case	11
SCLARC	06 - Technical Assistance Case	15
SCLARC	07 - Negotiation / Mediation Case	8
	09 - Administrative Hearing / Complaint	
SCLARC	Case	2
<b>SDRC</b>	<b>TOTAL</b>	<b>194</b>
SDRC	01 - Information / Referral	66
SDRC	03 - Counsel and Advice	71
SDRC	04 - Brief Service Case	17
SDRC	05 - Evaluation and Assessment Case	12
SDRC	06 - Technical Assistance Case	1
SDRC	07 - Negotiation / Mediation Case	24
	09 - Administrative Hearing / Complaint	
SDRC	Case	2

SDRC	10 - Administrative Hearing Decision	1
<b>SGPRC</b>	<b>TOTAL</b>	<b>233</b>
SGPRC	01 - Information / Referral	56
SGPRC	03 - Counsel and Advice	137
SGPRC	04 - Brief Service Case	5
SGPRC	05 - Evaluation and Assessment Case	1
SGPRC	06 - Technical Assistance Case	11
SGPRC	07 - Negotiation / Mediation Case	19
SGPRC	09 - Administrative Hearing / Complaint Case	4
<b>TCRC</b>	<b>TOTAL</b>	<b>216</b>
TCRC	01 - Information / Referral	61
TCRC	03 - Counsel and Advice	139
TCRC	04 - Brief Service Case	5
TCRC	06 - Technical Assistance Case	8
TCRC	07 - Negotiation / Mediation Case	3
<b>VMRC</b>	<b>TOTAL</b>	<b>462</b>
VMRC	01 - Information / Referral	312
VMRC	03 - Counsel and Advice	51
VMRC	04 - Brief Service Case	18
VMRC	06 - Technical Assistance Case	71
VMRC	07 - Negotiation / Mediation Case	10
<b>WRC</b>	<b>TOTAL</b>	<b>244</b>
WRC	01 - Information / Referral	69
WRC	03 - Counsel and Advice	131
WRC	04 - Brief Service Case	22

WRC	05 - Evaluation and Assessment Case	5
WRC	06 - Technical Assistance Case	10
WRC	07 - Negotiation / Mediation Case	7
<b>Report Total</b>		<b>5,444</b>