

ADVOCACY TIPS

BE ASSERTIVE

Your client has the right to receive services; case workers should be available to help.

IF You DON'T UNDERSTAND, ASK QUESTIONS

Your client has the right to receive services; you have the right to receive information in the client's behalf. If the information relates specifically to a particular client, you will probably be asked to provide a HIPAA-approved Release of Information. If you don't understand something that someone says to you, ask for more explanation. Ask as many questions as you need to until you understand.

SHARE INFORMATION

When you are a trained CCDC Advocate, your opinions count. Don't be afraid to give your opinion in a client's behalf.

BE PREPARED

Before you go to a meeting where your client's case will be reviewed, remind yourself what your client wants and/or needs, and why the service or benefit was denied. Make a list of questions that need to be answered.

KEEP RECORDS

Keep all the paperwork that has to do with your client's case together in a file. Keep a diary of verbal contacts. Write the name of every person you talk to and when you talked to him or her, and what you talked about.

GET HELP FROM YOUR TEAM MEMBER

Your client should not attend a meeting about benefit or service denials alone, unless they prefer to do so. They should always attend a meeting about their services, unless they are unable to do so. It is your job as an advocate to go with them. The client always has the right to take someone with them. Be sure to stay focused on the problem, and take notes about what was decided. Speak up for the client. If you feel uncomfortable when attending the meeting alone, take your team partner.

BE WILLING TO LISTEN

After you – or the client - have asked for a service or asked a question, *listen* to the agency's answer. When you listen, ask yourself if the answer they have given answers your (or your client's) question. If you're not sure about the answer, ask more questions.

Original document was taken from Protection and Advocacy, Inc. and was intended for self-advocacy. It has been reworked for individual client advocacy.