

# ADVOCACY IS

1. Helping individuals help themselves.
2. Building confidence so individuals are able to help themselves
3. Supporting efforts towards independence
4. Being honest
5. Providing necessary tools for appropriate decisions and appropriate action
6. Informing individuals of their rights
7. Helping individuals get their rights
8. Analyzing a problem and pinpointing areas of responsibility.
9. Stating options available to resolve a problem
10. Providing technical assistance and training
11. Providing assistance in locating appropriate services
12. Referring to appropriate agencies/services
13. Lobbying for necessary legislation
14. Agitating to get legislation implemented
15. Organizing for change
16. Initiating new services
17. Investigating grievances
18. Following up on complaints and initiate grievances as necessary
19. Going to court when other avenues have failed to get results
20. Bringing individuals and groups together for mutual support and action
21. Advocating and/or interceding on behalf of individuals only when they are unable to help themselves
22. A partnership with individuals, with mutual sharing of information, tasks, and action
23. Putting everything in writing (Advocacy 101)
24. Monitoring service quality
25. No ownership of program services
26. Addressing the individual's stated issues
27. Looking for what works right
28. "Nothing about me without me"
29. Soliciting input from individual about program/service satisfaction
30. Expecting adherence to statutory and regulatory requirements
31. Asking the next question.

# ADVOCACY IS NOT

1. Taking over an individual's life (or problems) and making all decisions for him/her.
2. Squelching efforts of self-help.
3. Reinforcing feelings of helplessness and dependence.
4. Keeping individuals in the dark while doing everything for them.
5. Keeping individuals uninformed about their rights, so they will have to rely on the advocate for everything.
6. Discouraging individuals from becoming activists.
7. Making excuses for unavailability or inadequacy of services.
8. Making decisions for individuals.
9. Controlling individuals.
10. Persuading individuals to accept "make do" services.
11. Closing the door to individuals because "there's nothing I can do to help".
12. Keeping "hands off" politics.
13. Accepting the status quo when legislation is not implemented.
14. Seeking and accepting individual solutions and not taking the next step to address group problems.
15. Accepting unavailability and inadequacy of services.
16. Denying existence of problems reported.
17. Dropping a complaint after initial contact.
18. Filing a lawsuit as the first approach to a problem.
19. Working only with individuals when others share a mutual problem.
20. Interceding on behalf of individuals who can help themselves.
21. A parent/child relationship.
22. Not taking actions necessary to resolve problems.
23. Being dishonest with an individual.
24. Allowing manipulation by the individual.
25. Allowing manipulation of the individual by anyone providing services.
26. Promoting compliance by the individual.
27. A game of "gotcha"