

Keeping Records



It's extremely important to keep records as you go along. Take as many notes as you can about:

- Who you talked to
- When you talked to them
- What was said
- What action they said they would take
- When and how they will let you know that the action has been taken
- What action you said you would take
- Whether you need to call them back

It's important to take notes as you work through the steps of advocating for yourself.

If you would rather not do a lot of writing, you could ask someone to write it down for you.

You might want to consider taking someone with you when you meet with officials, financial aid workers, etc. They could help by:

- Keeping notes
- Providing moral support
- Serving as a witness for you

You could end up collecting a lot of information. **It's important to keep copies of everything, such as:**

- Your notes
- Letters people send you
- Copies of letters you send to people
- Copies of policies and procedures

Be sure to keep copies in a safe place that is easily accessible. You can ask your local ASO to make copies for you, and to keep a copy in your file. That way if you lose any of them, if they're destroyed in a flood or fire, if you end up in the hospital or if you go to jail, you know that there is a copy with someone you trust.

If you have gone to more than one service provider, it is a good idea to make the service provider aware that the other was contacted, to limit the repeat calls, and to make your advocacy time more efficient.

If someone at an agency wants copies of the information you have collected, and if you want to give it to them, ask them to make copies in their office. That way you won't have to pay for the photocopying.