

Intervention Strategies and Their Definitions

One PPR - 2019

Non-Case Level Activities

Information and Referral Service

Information and referral includes responses to individuals at meetings, one-time telephone discussions, and follow-up mailings of letters, brochures and/or pamphlets per an individual's request. I&R includes brief written or oral information, such as, generic information about the P&A, including information about additional programs and resources external to the P&A relating to the individual's service needs and statutory or constitutional rights as a person with a disability. The agency generally would not have personal identifying information about the individuals who request and/or receive I&R services, except for possibly the name, address and telephone number.

Technical Assistance

Technical assistance is provided to family members, non-legal guardians, professionals or other advocates in consultation regarding an area of the law in which the P&A has expertise. It is considered a non-client directed activity.

Individual Advocacy Services (Cases)

Individual Advocacy Service: Legally based work on behalf of a client using one or more of the following intervention types: **Self-Advocacy Assistance, limited advocacy, administrative remedies, negotiation, mediation/alternative dispute resolution, and/or litigation.** For the purpose of this report it does not include investigations which are reported in a separate section.

Self-Advocacy Assistance

Self-advocacy Assistance, formerly referred to as Short Term Assistance, is a level of intervention that can include advice and counseling, brief research, or letter writing to the client to summarize assistance given. Advice and counseling assistance includes informing a client of their rights; coaching the client in self advocacy; reviewing information; counseling a client on actions one may take; or assisting the client in preparing letters or documents and/or the dissemination of information and materials related to the disability rights issue raised by the client. It includes providing information sheets and other materials.

Limited Advocacy

Limited Advocacy is a level of intervention that includes the provision of a discrete task to a client or a discrete contact on behalf of a client with a third party. Such activities upon

completion require no further or ongoing actions, either formal or informal. Limited Advocacy can include communications by letter, telephone or other means to a third party; preparation of a simple legal document; or assisting a client in the preparation of documents that are submitted by the client pro se to a third party.

Administrative Remedy

An Administrative Remedy is any non-judicial complaint resolution process provided by government agencies, boards, commissions, or other designated adjudicators, exercising decision making authority delegated by statute. Administrative Remedy processes are generally simpler, less formal, and less technical than the judicial process.

Mediation

Mediation is an alternative dispute resolution process using the services of an independent third party to help settle differences or disputes between two or more individuals.

Litigation

Litigation is any lawsuit or other resort to the courts to determine a legal question or matter. Litigation involves many complex legal issues which require not only a knowledge of the law that governs the dispute, but also, the laws governing the procedures to be followed in order to properly litigate a claim. There are rules governing who may file a claim, where it must be filed, when it must be filed, and how to file it.

Group Advocacy Services

Group Advocacy Services: Group advocacy services include work on behalf of groups of people with disabilities pursued through the interventions of systemic litigation, legislative and regulatory advocacy and systemic advocacy (non-litigious and non-legislative). It is concerted action to reform the policies or mode of operations of a system of services such as the disabilities service system or the policies and practices of private actors. Report the intervention strategy ([abuse and neglect investigation](#); [systemic litigation](#); [educating policymakers](#); and [other systemic advocacy](#)) used in each case/project. You may select more than one per project.

Investigation

An investigation is a systematic and thorough examination of information, records, evidence and circumstances surrounding an allegation of abuse and neglect. Investigations are distinct from advocacy and require a significant allocation of time and resources including such activities as interviewing witnesses, gathering evidence and generating a written report, which may or may not be made public.

Systemic Litigation

Systemic litigation is a concerted action to reform the policies or mode of operations of a

system of services. It attempts to address a systemic issue raised by many individuals, through class action litigation, multi-plaintiff litigation, or in some cases individual litigation when the relief sought has the potential of affecting many people with disabilities.

Educating Policy Makers

A critical strategy used to achieve systems change. Policy-makers may include individuals in both the executive and legislative branches of government who make or interpret policies (legislation, regulations, rules or practices) that impact the lives of people with disabilities. Our advocacy efforts might be directed at the local, state, or federal level. Educating these individual makes them aware of how their actions may impact people with disabilities. Information reported should only include work done in accordance with the limit on federal funding.

Other Systemic Advocacy

Other Systems Advocacy refers to concerted action by the P&A agency to promote and effectuate changes in the policies, rules, and laws that impact groups of people with disabilities, and to remove the barriers that prevent or impede them from leading full, productive lives in the community that does fit elsewhere in the form Systems advocacy typically addresses the establishment, support, improvement, or expansion of (1) programs that provide services or benefits to persons with disabilities, and (2) the legal rights, protections, and entitlements of persons with disabilities; and may involve opposition to efforts to weaken, reduce or eliminate existing services or rights.