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CAC Advocacy Services Policy

This policy states SENMCAC’s position on the provision of advocacy services. This policy applies to all SENMCAC victim advocates, including contract advocates; and their roles in providing assistance to those going through hardships, worries, and crises in their personal or work lives.

SENMCAC advocates strive to ensure our clients are healthy both mentally and emotionally. Clients’ children and spouses/domestic partners also benefit from our advocacy services. Whether it’s a slight feeling of worry or a more serious problem, we want clients to feel free to reach out to our advocates for any assistance they might be needing.

Lucy Bonilla supervises all advocates and is responsible for updating advocates on relevant changes. The advocate coordinator should inform other SENMCAC employees to take down clients’ information if an advocate is unavailable, so they can be assisted at an available time.

**What is the range of services that SENMCAC advocates may assist with?**

Our advocates can assist clients with various services. Examples include:

* Counseling
* Medical
* Housing/Utilities
* Food
* Clothing
* Legal Aid

This list isn’t exhaustive. Our advocates support anyone who experiences problems that affect their well-being and work performance.

Also, our advocates are open to assist those who need advice on how to assist someone else, such as: colleague, friend, or family member.

**Clients can reach our advocates through:**

* Calls outside of business hours will be answered by our advocate at 575-200-3929.
* In person at SENMCACs’ offices, from 8 a.m. to 5 p.m. Monday to Friday.
* Email at [abby@senmcac.com](mailto:abby@senmcac.com)