

## CJJC Tenant's Rights Clinic - Serve the People Approach

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| <b>Serve the People</b>  | vs. | <b>Service the People</b>  |
| <b>Rights-based</b> <ul style="list-style-type: none"> <li>● Identify, defend and expand people rights</li> </ul>  | vs. | <b>Charity</b> <ul style="list-style-type: none"> <li>● People are in unfortunate situations and only we have the power and resources to help them- “Poor people, we must help them” , “Pobrecitos, les tenemos que ayudar”</li> <li>● Help comes in the form of a hand out (as opposed to people defending what is already theirs, their rights): Services are provided out of the goodwill of the service provider and funder</li> </ul>   |
| <b>Strengths-based &amp; Capacity-building</b> <ul style="list-style-type: none"> <li>● Build on strengths and knowledge people already have</li> <li>● Support people in making their own decisions</li> <li>● Winning the case is not the only goal</li> </ul>   | vs. | <b>Paternalistic</b> <ul style="list-style-type: none"> <li>● Only skilled professionals know how to resolve the problem.</li> <li>● People don't know how and/or don't have the skills to solve their own problems. – “Hand holding”</li> <li>● Resolving the issue and moving onto the next case is the goal. There is no interest in expanding people's ability to deal with the problem on their own and effectively.</li> </ul>   |
| <b>Vision-based: Long Term Change</b> <ul style="list-style-type: none"> <li>● Tie people's issues to the bigger picture &amp; build collective consciousness</li> <li>● Legal system exists to serve capitalism</li> <li>● Legal system can be used for our goals but is not the answer</li> </ul>  | vs. | <b>Short term: Reform only</b> <ul style="list-style-type: none"> <li>● No political analysis of the problem.</li> <li>● Main focus is to solve individual cases without attacking the root of the issue.</li> <li>● Reforms help to alleviate some conditions but do not help to create sustainable change.</li> <li>● Focus on problem as particular to individual situation. Poor you. No relation to other people in the community facing the same issue.</li> <li>● Total faith in the legal system, it will solve all problems, just trust in the process</li> </ul> |
| <b>Organization building</b> <ul style="list-style-type: none"> <li>● Tie people's issues to the bigger picture &amp; build collective consciousness</li> <li>● Clarifying our role and their role</li> <li>● Supporting tenants in taking responsibility &amp; leadership in their case</li> <li>● Use grants &amp; contracts to meet our organization's goals, not to set them for us</li> </ul> | vs. | <b>Bureaucratic</b> <ul style="list-style-type: none"> <li>● No political analysis</li> <li>● Case by case basis, every case is different, no relation</li> <li>● Role of service provider is take control of the situation in order to resolve it</li> <li>● No personal connection to client</li> <li>● Chases money to ensure survival of organization and jobs, with little regard for where the money is coming from</li> </ul>   |