

August 31, 2003

Hello!

My name is Agatha and I am a client of Compassion In Action – USA. I'd like to tell you all a little about my experience with this marvelous organization.

I am disabled with Chronic Fatigue Syndrome, which, contrary to what I used to think, is actually quite a debilitating and frustrating illness. I was on State Disability until it ran out in May, and my doctor advised me to apply for Social Security Disability. I had no idea what a difficult ordeal I was in for!

That's when a friend of mine suggested I call Barbara Case of Compassion In Action – USA. I thought "Great – another advocacy group who won't return my calls, or who will give me the wrong information, or who is just out to get my money – I've already been through all that." But I figured it wouldn't hurt to at least give her a call.

To my amazement, Barbara called me back – and she kept calling until she reached me. Just over the phone I could tell she knew what she was talking about. Also, she was familiar with Chronic Fatigue Syndrome so I didn't feel I had to explain or justify my disability. She understood! Right away she set up a meeting with me at my convenience - she came to me – to go over the Social Security forms and to explain the process.

Barbara has come to my house, at night, and stayed for hours helping me fill out countless forms. She has driven me to Kinko's to make photocopies of everything. She has met with me on her day off for my convenience. She's so organized and knowledgeable at a time when I am so scattered and forgetful. She calls to remind me of appointments and follows up afterwards. And she always asks me how I am feeling – she actually cares!

One thing she has done is write to my doctor asking his help with my Social Security claim, outlining the specific criteria they require. She is in the process of expediting my claim, since to my horror I discovered it can take 4 – 6 months to process.

I don't know what I would do without the aid of Barbara Case and Compassion In Action – USA. She has stayed with me every step of the way – and not charged a cent! I feel blessed.

Sincerely,
Agatha