

I-HELP™ Bootcamp:

Strengthening Your Ability to Spot
and Manage Patients' Complex
Health-Harming Legal Issues

Session 1: Income

October 17, 2024

2 - 3.30 PM ET

HRSA

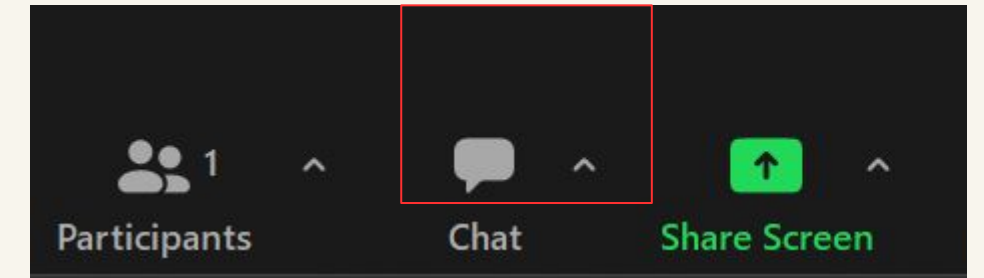
Health Resources & Services Administration

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Housekeeping

- Use the **Zoom platform to engage**: chat, raise your hand to speak, send questions, and share reactions.
- Send a **chat to the Hosts & Panelists** for help.
- To activate captions, select “**Live Transcript**” and “**Show Subtitle.**”
- Slides, recordings and resources will be available in moodle.

For any assistance, email ncmlp@gwu.edu



Raise your hand to unmute.

As you join, please share in the chat:

1) your full name, 2) organization's name, 3) State, and 4) why you're participating or what you want to learn.

Objectives

By participating in the I-HELP™ Bootcamp you will:

1. Improve your ability to understand, screen for, and refer patients to legal aid for both common and complex legal issues impacting health.
2. Practice navigating case studies that highlight pressing legal issues in the I-HELP™ categories.
3. Enhance strategies for providing more accurate referrals and legal support, leading to greater access and better health outcomes for patients.

Facilitators



Bethany Hamilton, JD
Director, NCMLP



Katie Hathaway, JD
Consultant, NCMLP



Reha Manikandasamy, MS
Center Associate, NCMLP

Point of Contact: Reha Manikandasamy, MS, Center Associate, NCMLP,
ncmlp@gwu.edu

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AT THE GEORGE WASHINGTON UNIVERSITY

What is MLP?

MEDICAL-LEGAL PARTNERSHIP (MLP) is an **intervention** where **legal** and **health care** professionals **COLLABORATE** to help **patients** resolve **SOCIAL, ECONOMIC & ENVIRONMENTAL FACTORS** that contribute to **HEALTH DISPARITIES** and have a **REMEDY** in **CIVIL LAW**.

MLP is the evidence-based method for integrating legal services into healthcare delivery models. Lawyers are embedded into the healthcare settings and treated member of the healthcare team. They provide legal care to patients.

Healthcare is also closing the justice gap through MLP.

What is not MLP?

- Legal referral network, i.e., not closing the loop or following up to report output / outcomes
- Legal clinics
- Legal information, only
- Screening, only, for legal needs
- Partnering without equitable sharing of costs and benefits
- Partnerships without a lawyer

Typical MLP activities

Legal Assistance

to address patients' social needs & help the health center workforce operate at "top of license"

Training

to build knowledge, capacity & skills that strengthen the health center workforce's response to SDOH

Clinic-Level Changes

that leverage legal expertise to shape clinical practices to address many patients' needs at once

Policy Change Strategies

that advance healthy regulatory, administrative, & legislative policy solutions for whole communities

Upstream

MLP moves legal aid upstream and **transforms healthcare** into a more **inclusive** and **impactful ecosystem.**

I-HELP™

I-HELP™

- A framework for understanding the most common social and legal problems faced by vulnerable communities and how legal expertise and services can help mitigate their negative impact on health and health care.
- A tool to help train and communicate the value of medical-legal partnership.
- An acronym developed by NCMLP to describe these common health-related social and legal needs and includes **I**ncome, **H**ousing and Utilities, **E**ducation and Employment, **L**egal Status, and **P**ersonal and Family Stability,
- Adopted from the messaging guide “Framing Legal Care as Health Care.”

Source: <https://medical-legalpartnership.org/response/i-help/>

Common Social Determinant of Health	How Legal Services Can Help	Impact of Legal Services on Health / Health Care
INCOME Resources to meet daily basic needs 	<ul style="list-style-type: none"> • Appeal denials of food stamps, health insurance, cash benefits, and disability benefits 	<ol style="list-style-type: none"> 1. Increasing someone’s income means s/he makes fewer trade-offs between affording food and health care, including medications. 2. Being able to afford enough healthy food helps people manage chronic diseases and helps children grow and develop.
HOUSING & UTILITIES A healthy physical environment 	<ul style="list-style-type: none"> • Secure housing subsidies • Improve substandard conditions • Prevent evictions • Protect against utility shut-off 	<ol style="list-style-type: none"> 1. A stable, decent, affordable home helps a person avoid costly emergency room visits related to homelessness. 2. Consistent housing, heat and electricity helps people follow their medical treatment plans.
EDUCATION & EMPLOYMENT Quality educational and job opportunities 	<ul style="list-style-type: none"> • Secure specialized education services • Prevent and remedy employment discrimination • Enforce workplace rights 	<ol style="list-style-type: none"> 1. A quality education is the single greatest predictor of a person’s adult health. 2. Consistent employment helps provide money for food and safe housing, which also helps avoid costly emergency health care services. 3. Access to health insurance is often linked to employment.
LEGAL STATUS Access to jobs 	<ul style="list-style-type: none"> • Resolve veteran discharge status • Clear criminal / credit histories • Assist with asylum applications 	<ol style="list-style-type: none"> 1. Clearing a person’s criminal history or helping a veteran change their discharge status helps make consistent employment and access to public benefits possible. 2. Consistent employment provides money for food and safe housing, which helps people avoid costly emergency health care services.
PERSONAL & FAMILY STABILITY Safe homes and social support 	<ul style="list-style-type: none"> • Secure restraining orders for domestic violence • Secure adoption, custody and guardianship for children 	<ol style="list-style-type: none"> 1. Less violence at home means less need for costly emergency health care services. 2. Stable family relationships significantly reduce stress and allow for better decision-making, including decisions related to health care.

The Bootcamp

- Session 1:** Common social and legal needs related to **income**, such as food stamps, health insurance, cash benefits, and disability benefits.
- Session 2:** Common social and legal needs related to **housing and utilities**, such as housing subsidies, substandard housing conditions, evictions, and utility shut-off actions.
- Session 3:** Common social and legal needs related to **education and employment**, such as special education services, employment discrimination, and workplace rights.
- Session 4:** Common social and legal needs related to **legal status** to access jobs, such as veteran discharge status, criminal and credit histories, and asylum applications.
- Session 5:** Common social and legal needs related to **personal and family stability**, such as restraining orders for domestic violence, and adoption, custody, and guardianship for children.

Moodle

<https://ncmlp.moodlecloud.com/login/index.php>

****An account has been set up for you - check your email for access instructions****

Hi, Katie! 🤝

Course overview

All ▾ Search Sort by course name ▾ Card ▾

Health Center MLP Planning, Implementation, and ...
Category 1

I-HELP™ Bootcamp: Strengthening Your Ability to Spot and Manage Patients' Complex Health-Harming Legal Issues
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Course Settings Participants Grades Reports More ▾

Course Overview Collapse all

- Course Description
- Learning Objectives
- Moodle FAQ
- Announcements

Session 1: Bootcamp Introduction & Income

- Case Study for Discussion: Income - Supplemental Security Income (SSI)
- NCMLP I-HELP Chart: How Legal Services Help Health Care Address the Social Determinants of Health
- Case study for discussion: Income - School Lunch Debt & Other Benefits

Session 2: Housing & Utilities

Resources

- Health Center MLP Planning, Implementation & Practice (PIP) Webinar Series | February - June 2024
- Article: A Data-Driven Approach to Optimizing Medical-Legal Partnership Performance and Joint Advocacy [Beck et al.] [The Journal of Law, Medicine & Ethics, 51 (2023): 880-888. © 2024]

Question Forum

- Open question forum
Enter your questions for facilitators or other participants here!
- Discussion questions for article: A Data-Driven Approach to Optimizing Medical-Legal Partnership Performance and Joint Advocacy
After reading the article by Beck et al., "A Data-Driven Approach to Optimizing Medical-Legal Partnership Performance and Joint Advocacy" engage with your fellow Bootcamp learners by responding to

Income

Common Social Determinant of Health	How Legal Services Can Help	Impact of Legal Services on Health / Health Care
<p>INCOME Resources to meet daily basic needs</p> 	<ul style="list-style-type: none">• Appeal denials of food stamps, health insurance, cash benefits, and disability benefits	<ol style="list-style-type: none">1. Increasing someone's income means s/he makes fewer trade-offs between affording food and health care, including medications.2. Being able to afford enough healthy food helps people manage chronic diseases and helps children grow and develop.

Case Study 1

Jerry was hospitalized for several surgeries and complications, and then sent to a rehab facility to recover. He spent 9 months in rehab. During this time, he continued to pay rent on his subsidized housing unit so that it would be available to him when he was released from rehab.

Jerry has been receiving Supplemental Security Income (SSI) for several years, and uses that money to pay his rent and other expenses. The Social Security Administration only allows a 3 month rehabilitation stay and now considers the payments they made to Jerry for the other 6 months of his stay to be an overpayment of his SSI benefit.

SSA will only provide Jerry with \$30/month in SSI benefits until he pays down the overpayment. Jerry's rent is significantly higher than \$30 and he cannot survive on this amount. Jerry arrives at the health clinic extremely distressed.

Case Study 2

Marcus is a 7 year-old from Little Rock, AR being seen at the health center today for his asthma and type 1 diabetes. A review of his blood glucose records shows several alarmingly low readings during the day when he is at school. His father also mentions both high and low blood glucose levels at home. While waiting for the clinician, a nurse talks to Marcus about school and asks about his favorite parts. Marcus responds that he likes the days when he gets school lunch. Marcus's father quietly shares that Marcus doesn't consistently get school lunch because they cannot afford it, and he currently owes the school more than \$200 in school lunch debt. As a result, on many days Marcus does not eat anything during the hours he is at school, and often not until dinnertime.

Part 2: After referral to the MLP team, intake reveals that Marcus's father has been in and out of work for several months, which resulted in the family being kicked out of the state's cash assistance program for not meeting work requirements. Last week, Marcus's father received a call from a debt collector regarding the unpaid school lunch balance.

Resources



See the Webinar Series here:

https://medical-legalpartnership.org/mlp-resources/pip-webinarseries_2024/



See the Toolkit here:

<https://medical-legalpartnership.org/mlp-resources/health-center-toolkit/>

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The screenshot shows a Moodle course interface. On the left is a navigation menu with the following items: Course Overview (with sub-items: Course Description, Learning Objectives, Moodle FAQ, Announcements), Session 1: Bootcamp Intr... (highlighted), Case Study for Discussion: I..., NCMLP I-HELP Chart: How ..., Case study for discussion: I..., and Session Evaluation/Feedback. The main content area is titled 'PIP Fall Learning Collaborative Fall Cohort / Session 1: Bootcamp Introduction & Income' and 'Session 1: Bootcamp Introduction & Income'. It lists four items: 'Case Study for Discussion: Income - Supplemental Security Income (SSI)', 'NCMLP I-HELP Chart: How Legal Services Help Health Care Address the Social Determinants of Health', 'Case study for discussion: Income - School Lunch Debt & Other Benefits', and 'Session Evaluation/Feedback'.

Final 30 Minutes Independent Study

→ Log on to Moodle, engage with content - answer questions, pose questions, read articles and guides

Login at <https://ncmlp.moodlecloud.com/my/courses.php>

→ Drop into facilitator office hours to ask questions

THANK YOU

**Please take a moment to
complete our post-session
evaluation survey!**

[https://www.surveymonkey.com/r/53
RZLVS](https://www.surveymonkey.com/r/53RZLVS)

A link to the survey is also in the chat



Next Session:

HOUSING & UTILITIES

Thursday, October 24, 2024

2:00 PM ET / 11:00 AM PT

*(See the Zoom info in your calendar
invitation.)*

Contact us for assistance!

The National Center for Medical-Legal Partnership would be happy to answer your questions, connect you with other medical-legal partnerships in your state, and provide additional resources.

For more information, contact us at ncmlp@gwu.edu.