

I-HELP™ Bootcamp:

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

Session 2: Housing & Utilities

October 24, 2024

2 - 3.30 PM ET

HRSA

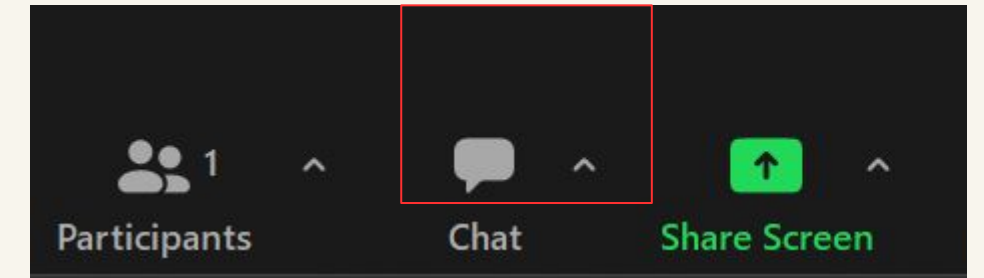
Health Resources & Services Administration

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award to the National Center for Medical-Legal Partnership totaling \$550,000 with 0 percent financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).

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

National Center for Medical  Legal Partnership

AT THE GEORGE WASHINGTON UNIVERSITY

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.

I-HELP™ In Your Practice

- Recap of **INCOME** session
- Reflections on the **INCOME** discussion from last week.
- What **INCOME** issues are you seeing in your practice?
- What **guidance or input** could you seek from fellow Bootcamp participants?

Moodle

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

The screenshot shows a Moodle course interface. At the top, there are navigation links for 'My courses' and 'Site administration'. On the right, there are status indicators for 'Active Users' and 'Storage'. The main content area is titled 'Session 1: Bootcamp Introduction & Income' and contains a list of resources:

- 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 Evaluation/Feedback
- Session Slides
- Session Recording

Housing & Utilities

HOUSING & UTILITIES

A healthy physical environment



- Secure housing subsidies
- Improve substandard conditions
- Prevent evictions
- Protect against utility shut-off

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.

Case Study 1

- *What issues do you see?*
- *What would you do in response?*

Sarah comes to the health center complaining about her daughter Monica's breathing problems and her own increasing anxiety. She shares that she and Monica, along with two other children, live in public housing. Ever since bad flooding occurred six months ago, the apartment develops sewage backups and she notices what she thinks is black mold. Sarah asked the landlord to fix these issues but the landlord said there is nothing they can do because the building is located in a flood-prone area. This is Monica's third visit over the last two months for worsening coughing and breathing problems.

Case Study 1

- *What issues do you see?*
- *What would you do in response?*

- ❖ Sarah, mother to Monica, a minor experiencing worsening coughing and breathing problems.
- ❖ Sarah, Monica, and two other children live in public housing.
- ❖ 6 months ago, bad flooding caused sewage backups and probable black mold.
- ❖ Landlord said there is nothing they can do because it is a flood-prone area.
- ❖ Sarah experiencing increasing anxiety.

Case Study 2

- *What issues do you see?*
- *What would you do in response?*

Dakota is a 20 year-old single woman who recently moved to Chicago to study and work in a daycare program. She lives alone in a high rise building where a few coworkers also live. Dakota gets up early to study and complete assignments for her college courses, then works a 10-hour shift at the daycare before attending classes in the evening. By the time she returns home, it is often after 11 pm. The walkway to the building's front door is dimly lit and it is an unstaffed building.

A coworker at the daycare has been harassing Dakota about dating him. She complained to her manager, who blew off her concerns and cut her hours because she "didn't want to hear more complaints." As a result, Dakota has had trouble paying her bills, and recently her utilities were shut off for nonpayment. Because she has no electricity at home, she must study elsewhere which means coming and going from her building in the dark more often. She is unsure whether the harassing coworker lives in her building, but believes his good friend does, and she feels unsafe at home. She comes to the health center complaining of heart palpitations and insomnia. She is worried her inability to sleep will negatively affect both her school work and her job status.

Case Study 2

- *What issues do you see?*
- *What would you do in response?*

- ❖ Dakota, age 20, single, female, Chicago. Full time worker & student.
- ❖ Lives in high rise building alone. Building has poor lighting and is unstaffed.
- ❖ Coworker harassing Dakota about dating him. Manager “doesn’t want to hear more complaints” and cuts Dakota’s hours.
- ❖ Utilities shut off for nonpayment.
- ❖ Frequently returns home very late and in the dark.
- ❖ Feels unsafe at home because of harassing coworker, who may have access to her building.
- ❖ Dealing with heart palpitations and insomnia.
- ❖ Worried about her lack of sleep and the impact on her coursework and job.

Key Takeaways

Themes

Action Steps

Possible Barriers

Resources

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/>

National Center for Medical Legal Partnership

AT THE GEORGE WASHINGTON UNIVERSITY

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

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

Next Session:

EDUCATION & EMPLOYMENT

Thursday, October 31, 2024

2:00 PM ET / 11:00 AM PT

(See the Zoom info in your calendar invitation.)

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

[https://www.surveymonkey.com/r/NT
H37BR](https://www.surveymonkey.com/r/NT
H37BR)

A link to the survey is also in the chat



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.