

I-HELP™ Bootcamp:

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

Session 4: Legal Status

November 7, 2024

2 - 3.30 PM ET

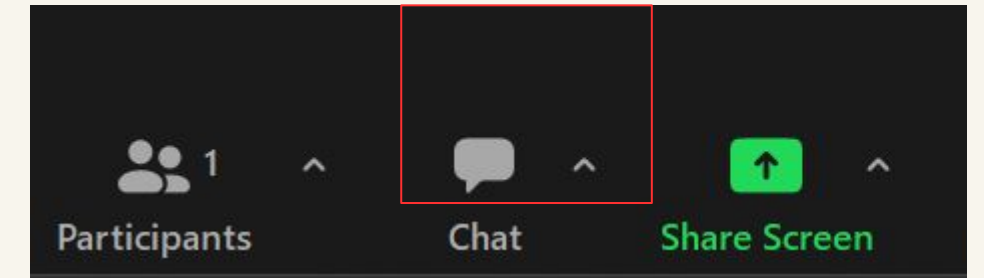
HRSA

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](https://ncmlp.moodlecloud.com/login) (https://ncmlp.moodlecloud.com/login)
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

Reflections on the **EDUCATION & EMPLOYMENT** discussion from **last week**:

- What **issues** are you seeing in your **day-to-day** practice?
- What **guidance or input** could you seek from **fellow Bootcamp participants**?

Case Study 1: Marcus, age 9. Little Rock, AR. Type 1 diabetes and asthma. Poor performance on third grade standardized tests. Recent hx of emotional outbursts and feeling upset at missing a school field trip due to lack of a school nurse. Recent hx of getting into fights with classmates during recess, leading to disciplinary actions. Appears quieter and more sullen.

Case Study 2: Andrea, transgender woman, living in Texas. Identifies concerns with her employment, namely inappropriate questions and comments about “real women” from a manager. Fears losing access to her employer sponsored healthcare. Afraid of losing access to safe housing. She does not have a written lease agreement.

Legal Status

LEGAL STATUS

Access to jobs



- Resolve veteran discharge status
- Clear criminal / credit histories
- Assist with asylum applications

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.

Case Study 1

- *What issues do you see?*
- *What would you do in response?*
- *What are the patient's desired outcomes?*

Bill, a 67-year old male, lives in upstate New York and has been applying for jobs within the service and hospitality industry. The last job application he submitted, to work as a runner in a restaurant, asked whether he has a record of any violations. Bill had a misdemeanor when he was in his 20s for public intoxication as well as a moving violation. He also has a juvenile criminal record when he was arrested for theft. Because of his struggle to get hired, Bill is without health insurance and consistent, steady income.

Case Study 1

- ❖ Bill, age 67, New York
- ❖ Record of misdemeanor for public intoxication; moving violations; juvenile record arrest for theft
- ❖ Having trouble getting hired
- ❖ Last job application for restaurant runner asked about violations

- *What issues do you see?*
- *What would you do in response?*
- *What are the patient's desired outcomes?*

PATIENT:

*What are your challenges?
What are your desired outcomes?*

HEALTH CENTER STAFF:

*What issues do you see?
How would you respond?*

ATTORNEY:

How can your services be useful?

Case Study 2

- *What issues do you see?*
- *What would you do in response?*
- *What are the patient's desired outcomes?*

Remember Marcus's father? [We'll call him Andre]

Prior: Had accumulated school lunch debt for his son, Marcus, and had begun being contacted by debt collectors. Has been in and out of work for several months, resulting in the family being kicked out of the state's cash assistance program for not meeting work requirements.

Andre tells the MLP attorney his financial struggles include being denied a home loan and being harassed at work because of his sexual orientation. After some exploration, he shares that he served in the Army in the early 1990s and was discharged because of an incident that occurred when he got into a fight off-base. He has applied for federal jobs with veteran status but doesn't get anywhere with those applications. After spending the last two years working to improve his family's financial situation, he has been trying to buy a home and applied for a loan through the VA. He was denied, and does not know why.

Case Study 2

- ❖ Andre, Army veteran
- ❖ Denied a VA home loan
- ❖ Harassed at work due to sexual orientation
- ❖ Army discharge Other than Honorable due to being involved in off-base fight
- ❖ Not hired into federal jobs with veteran's status

- *What issues do you see?*
- *What would you do in response?*
- *What are the patient's desired outcomes?*

PATIENT:

*What are your challenges?
What are your desired outcomes?*

HEALTH CENTER STAFF:

*What issues do you see?
How would you respond?*

ATTORNEY:

How can your services be useful?

Key Takeaways

Themes

Action Steps

Possible Barriers

Resources

Resources

NCMLP Home Dashboard My courses Site administration

Active Users Storage Edit mode

PIP Fall Learning Collaborative Fall Cohort / Resources / Clean Slate in the States - The Clean Slate Initiative

Clean Slate in the States - The Clean Slate Initiative

URL Settings More

Learn more about the states that have passed legislation that meet The Clean Slate Initiative's criteria for automatic record clearance, ongoing campaigns and state coalitions, and find information for policymakers.

Click on [Clean Slate in the States - The Clean Slate Initiative](#) to open the resource.

NCMLP Home Dashboard My courses Site administration

Session 5: Personal and Family Stability

Three Month Evaluation

Resources

- [Clean Slate in the States - The Clean Slate Initiative](#)
- [Department of Defense: Don't Ask Don't Tell Resources](#)
- [NCMLP Guide: Framing Legal Care as Health Care](#)

NCMLP Home Dashboard My courses Site administration

Active Users Storage Edit mode

PIP Fall Learning Collaborative Fall Cohort / Resources / Department of Defense: Don't Ask Don't Tell Resources

Department of Defense: Don't Ask Don't Tell Resources

URL Settings More

Find updates on the DoD efforts to address discharge upgrade or corrections for servicemembers impacted by the Don't Ask Don't Tell policy, such as results of the record review initiative, VA summary of benefits based on character of discharge, the Stanley Memorandum policy guidance for military department review boards, and FAQs for veterans seeking a discharge upgrade.

Click on [Department of Defense: Don't Ask Don't Tell Resources](#) to open the resource.

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 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 SSI, a PDF document titled 'NCMLP I-HELP Chart: How Legal Services Help Health Care Address the Social Determinants of Health', another case study for discussion on school lunch debt, 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

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

[https://www.surveymonkey.com/r/VG
DP9SK](https://www.surveymonkey.com/r/VGDP9SK)

A link to the survey is also in the chat



Final Session:

Personal and Family Stability

Thursday, November 14, 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.