

Bringing lawyers onto the health center team to promote patient & community health

Adam Chromy, JD, Attorney

Medical-Legal Partnership/Northwest Justice Project

Seema Mhatre, LICSW, MPH, Social Worker

Odessa Brown Children's Clinic/Seattle Children's

Noel Rees, MPA, Sr. Program Coordinator

Washington Medical-Legal Partnership

Bethany Hamilton, JD, Co-Director

National Center for Medical-Legal Partnership



National Center for Medical  Legal Partnership

AT THE GEORGE WASHINGTON UNIVERSITY

Housekeeping

- By default, everyone joins on **mute**
- Type questions **into the Chat Box**
- This session will be **recorded**
- Email aprildaniels@gwu.edu for help.

Acknowledgements



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Health Center MLP Toolkit:

Information and resources to start, strengthen, and sustain a medical-legal partnership (MLP).

Can be used by health centers new to MLP and those actively providing legal services.

Much of the guidance and resources will be applicable to teams in other health care settings.



Health Center MLP Toolkit

5-Part Webinar Series

Laying the Foundation for Lawyers on the Health Center
Team Part I: SDOH Needs and Legal Staffing
NOVEMBER 2020

Laying the Foundation for Lawyers on the Health Center
Team Part II: Funding, MOUs & Sustainability
DECEMBER 2020



Advancing workforce goals for health center and legal services staff

FEBRUARY 25, 2021

Creating screening, referral, and service delivery
workflows for a medical-legal partnership
MARCH 2021

Moving upstream to address SDOH and health equity at
a policy level
APRIL 2021

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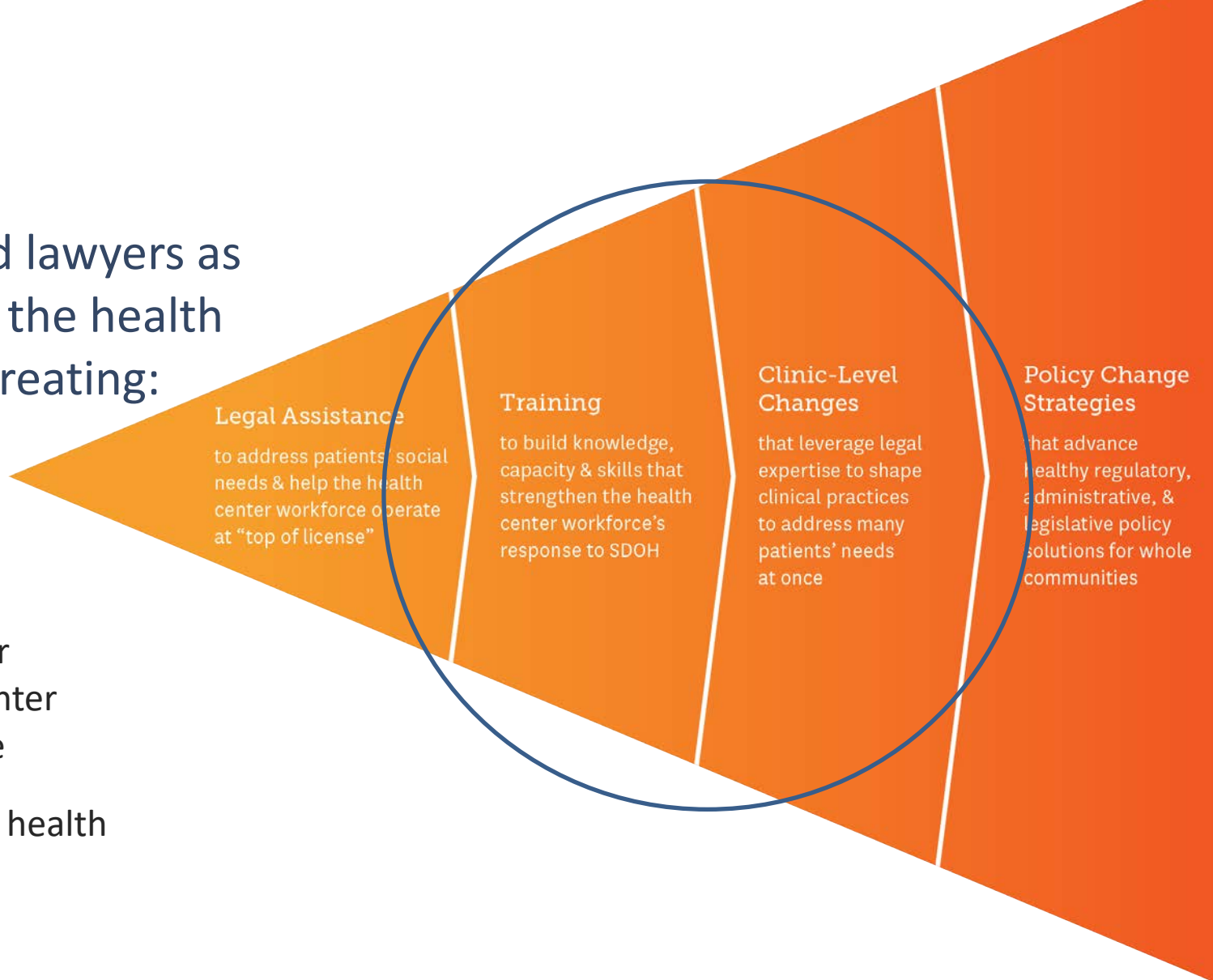
Health Center MLP Toolkit:

Advancing workforce goals for health center and legal services staff






MLP Overview *RAPID REFRESH*

MLPs embed lawyers as members of the health care team, creating:

- Healthier patients
- A stronger health center workforce
- Improved health equity



How lawyers help address patients' social needs

I-HELP™		How Lawyers Can Help
Income & Insurance		Food stamps, disability benefits, cash assistance, health insurance
Housing & utilities		Eviction, housing conditions, housing vouchers, utility shut off
Education & Employment		Accommodation for disease and disability in education and employment settings
Legal status		Assistance with immigration status (e.g. asylum applications); Veteran discharge status upgrade; Criminal background expungement
Personal & family stability		Domestic violence, guardianship, child support, advanced directives, estate planning

How different team members address social needs while working at “top of license”

A FAMILY OF 4

is struggling to make rent after one Mom is unable to work during her cancer treatment.



A Community Health Worker

can help the patient fill out applications, pull documents together, and may go to benefits office with her.

A Case Manager / Social Worker

may work with the patient to determine what housing, disability, insurance, and food benefits she is eligible for. They write support letters and gather medical documentation as needed.

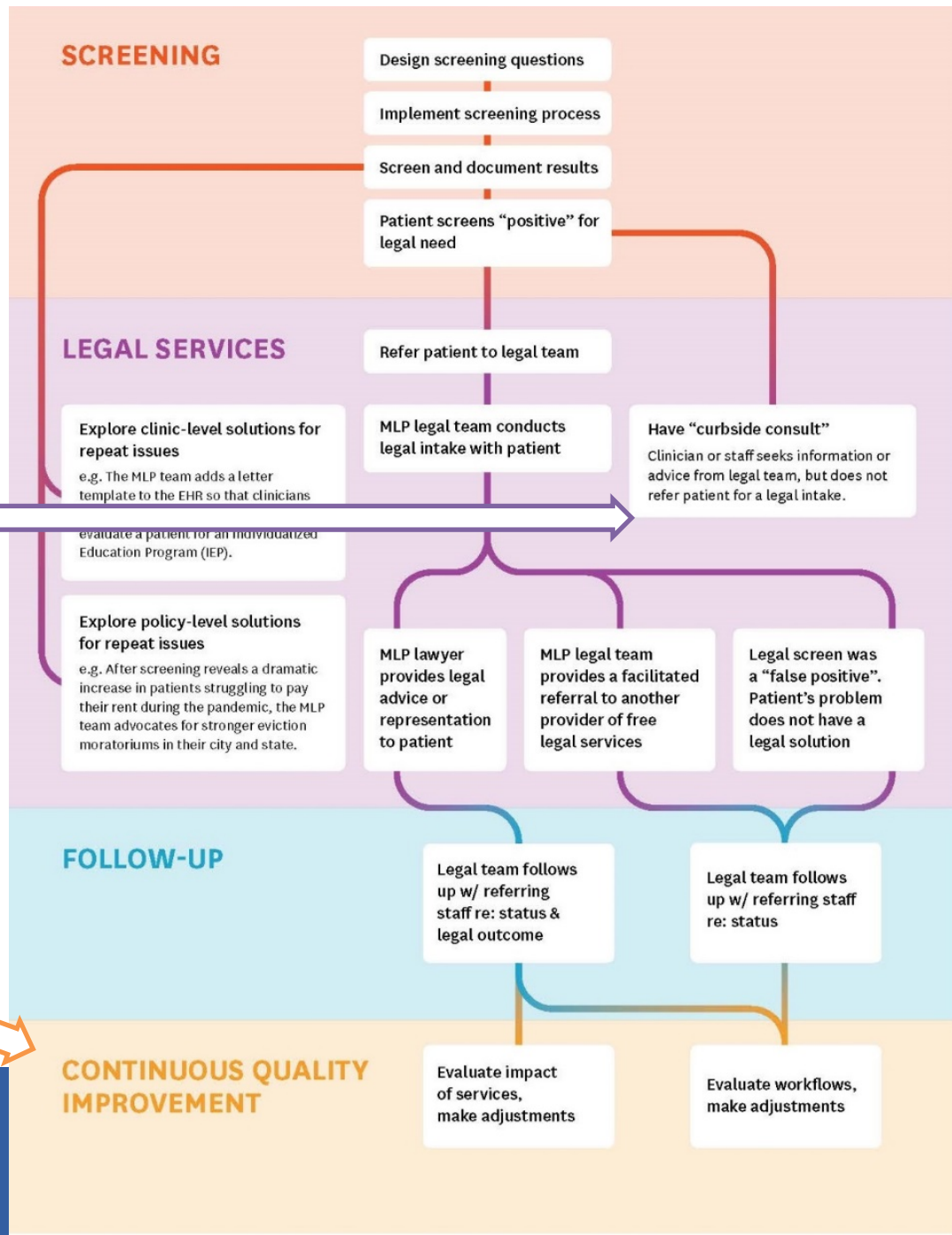
A Lawyer

may advise the patient about the Family Medical Leave Act and job protections to help ensure her job is waiting for her after treatment. They can help CHWs and case managers understand benefit eligibility and problem-solve as needed. They may assist the patient with appeals if benefits are denied.

Screening & service delivery flow chart

Curbside Consult

Clinic-Level Changes



Types of legal services

MLP Activity	Description
Curbside Consult	A formal or informal conversation where the legal team shares patient-centered legal info directly with the health center staff person in response to a question. Typically, the legal team never meets the patient.
Initial Legal Intake / Legal Assessment / Check-up	An in-depth assessment of a patients' legal needs and a review of their eligibility for services.
Legal Advice to Patient	A legal assessment and/or recommendations that are specific to the patient's situation or circumstances.
Legal Representation of a Patient	Includes legal advice, but also involves formal action taken on behalf of the patient with another entity, such as a federal or state agency, landlord, school district, or other adverse party (such as an abusive spouse or partner.)

Types of legal services

MLP Activity	Description
Facilitated Referral	A “warm hand-off” of a patient’s legal care by the MLP legal team to another provider of free legal services. MLP staff person may spend a significant amount of time ensuring the referral is successful.
Clinic-level change activity	Opportunities to engage in activities that will lead to changes in the clinic’s policies or procedures. Opportunities grow out of trends seen in case consultations and patient referrals. Activities seek to implement quality improvement initiatives and/or increase MLP capacity by identifying solutions that can be accessed for all patients without needing to make individual referrals to the MLP.
Policy-level change activity	Upstream strategies pursued by the health care and legal teams to address regulatory, administrative, or legislative policies that can help more people,, and in the best case scenario, prevent problems from occurring or becoming acute and advance health equity.

Health Center MLP Toolkit:

Advancing workforce goals for health center and legal services staff

Strengthening the Health Center Workforce

National Center for Medical  Legal Partnership

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Strengthening the Health Center Workforce: Focus on Trainings



STRENGTHENING MEDICAL-LEGAL PARTNERSHIP PRACTICE

Types of trainings that help meet patients' needs and strengthen the health care and legal workforces

OCTOBER 2020

Training is one way that medical-legal partnerships strengthen the skills and knowledge of both the health care and legal workforces to better meet the social needs of patients. Medical-legal partnerships typically train three groups:

- **The health care workforce.** The clinical and non-clinical health care workforce receives training directly from the MLP legal team—with guidance from the health care MLP champion(s)—about the types of legal issues patients face, how the legal team can help, and how to identify patients' legal needs and make referrals. These trainings also build staff engagement by providing a forum for learning, questions, concerns, and input.
- **MLP lawyers and paralegals.** Trainings for MLP lawyers and paralegals focus on health and health care concepts, and are important for enhancing the legal team members' ability to serve patients, as are trainings related to the health care organization's operations, culture, and mission. These trainings are typically conducted by health care MLP champions and colleagues.
- **Patients.** Many MLP legal teams offer trainings directly to patients. These are most commonly "know your rights" trainings that educate patients on their rights around specific legal issues.

AUTHORS

Kate Marple, MSc
Director of Communications & Senior Research Scientist
National Center for Medical-Legal Partnership

Mallory Curran, JD
Principal
Mallory Curran Consulting
Senior Advisor
National Center for Medical-Legal Partnership

Ellen Lawton, JD
Director
National Center for Medical-Legal Partnership

Danielle Rahajason
Project Lead
National Center for Medical-Legal Partnership

CONTACT

For more info about medical-legal partnerships:

National Center for Medical-Legal Partnership
medical-legalpartnership.org

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Who is your training audience?

- The health center workforce
- MLP lawyers & paralegals
- **Patients** ... *Don't forget your patient populations.*

Steps every MLP team can take to plan for their trainings:

1. Define the audience and goals for the training.
2. Decide on the content.
3. Choose the most effective forum for that training.
4. Discuss / evaluate the effectiveness of the training.
5. Make it an ongoing activity.

Examples of Types of MLP Trainings: Health Center (Care) Staff

AUDIENCES: Social Workers • Case Managers and Care Coordinators • Community Health Workers

POTENTIAL TOPICS/ CONTENT: Types of civil (as opposed to criminal) legal issues that patients face and explanation of how the MLP legal team can assist with identified issues.

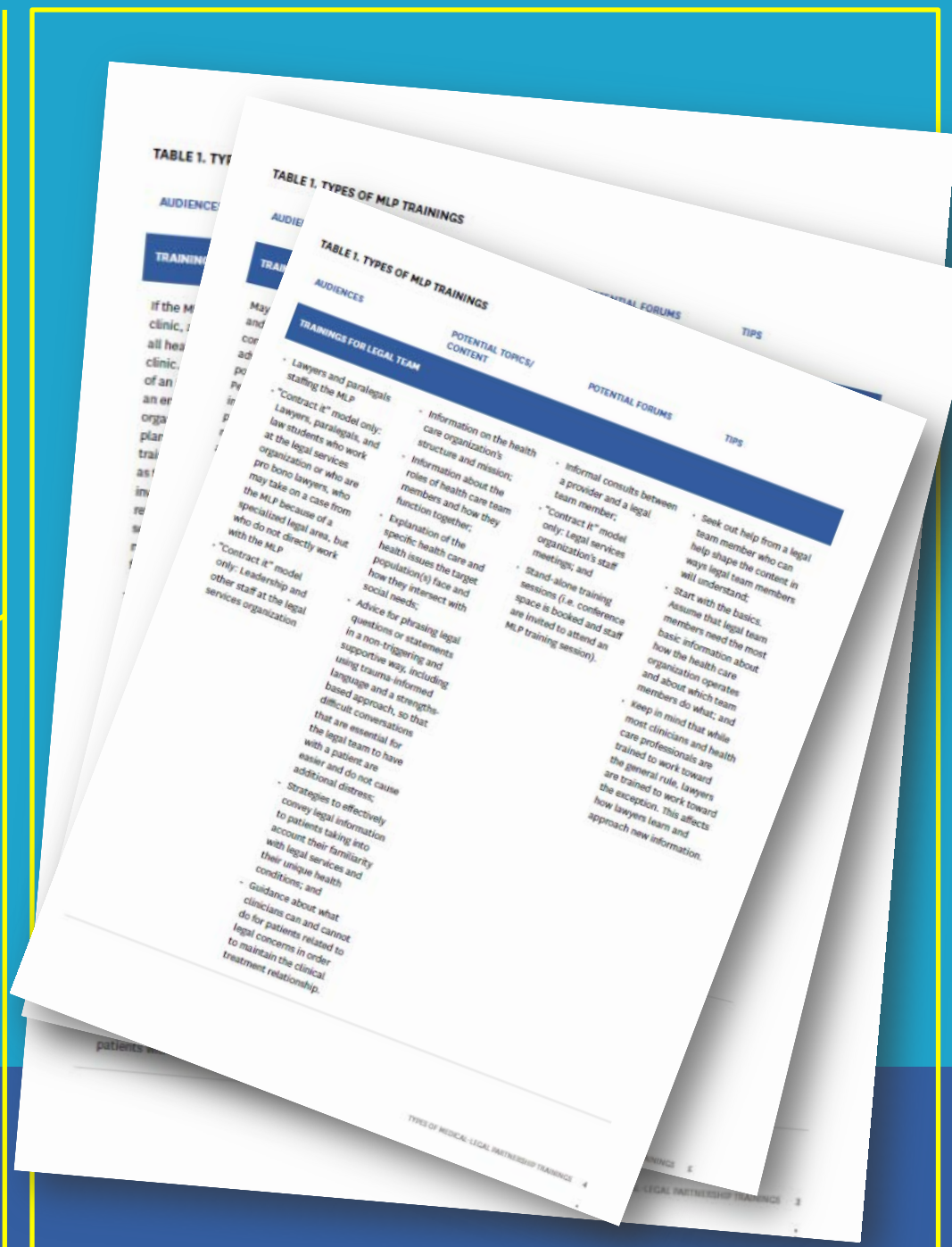
POTENTIAL FORUMS: Employee orientations and onboarding; Clinical team meetings and huddles; One-on-one curbside consults.

TIPS: Illustrate training topics with stories, examples, and data; legal team should use trainings as an opportunity to learn from staff; conduct a baseline survey.

Strengthening the Health Center Workforce:

More Examples

See Table 7



Health Center MLP Toolkit:

Advancing workforce goals for health center and legal services staff

A Case Study from the Field: *The Washington Medical-Legal Partnership*



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Responding to the COVID-19 Pandemic through Provider Training:

Biweekly Lunch and Learns

Adam Chromy, JD, MLP Staff Attorney, Northwest Justice Project

Seema Mhatre, LICSW, MPH, Social Worker, Odessa Brown Children's
Clinic, Seattle Children's

Noel Rees, MPA, Sr. Program Coordinator, Washington Medical-Legal
Partnership

NCMLP - Training Health
Centers on Meeting
Patients' Legal Needs
February 25, 2021

Overview of today's presentation

Purpose: Share how WA MLP has stayed engaged with healthcare partners by providing brief “just in time” trainings on issues affecting patient families during the COVID-19 pandemic.

- **WA Medical-Legal Partnership: who we are and what we do**
- **Who is our patient population?**
- **Why offer brief, frequent COVID-focused provider trainings?**
- **Resources needed for WA MLP's Lunch and Learn series**
- **Evaluating for success**
- **Questions/Discussion**



Washington Medical-Legal Partnership: Who we are and what we do

Washington MLP structure

Washington Medical Legal Partnership

Medical Partners

Harborview
Medical
Center

Odessa
Brown
Children's
Clinic

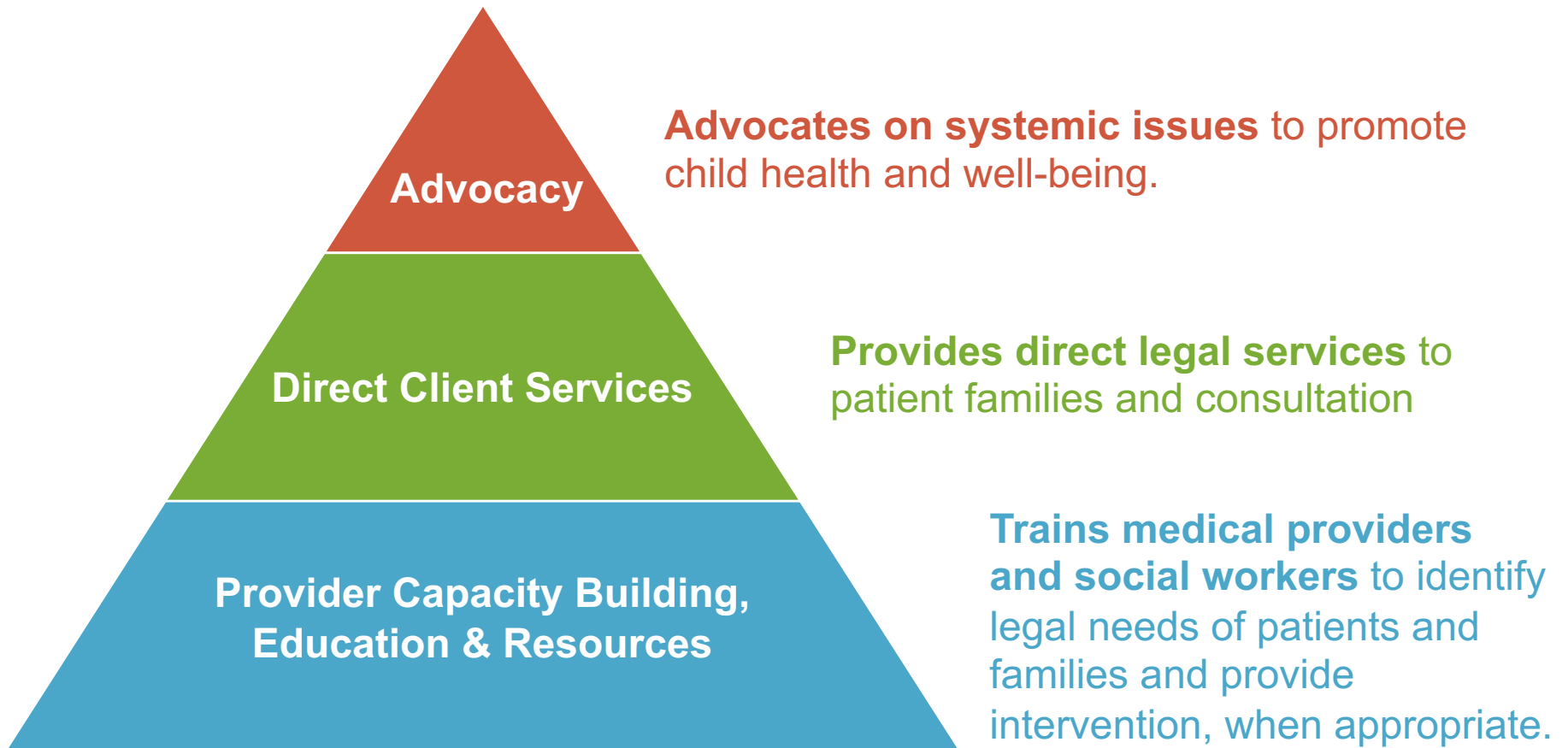
Seattle
Children's
Hospital


Legal Partners

Northwest
Justice
Project

Private Bar
(Pro Bono)

Tiered Response through MLP

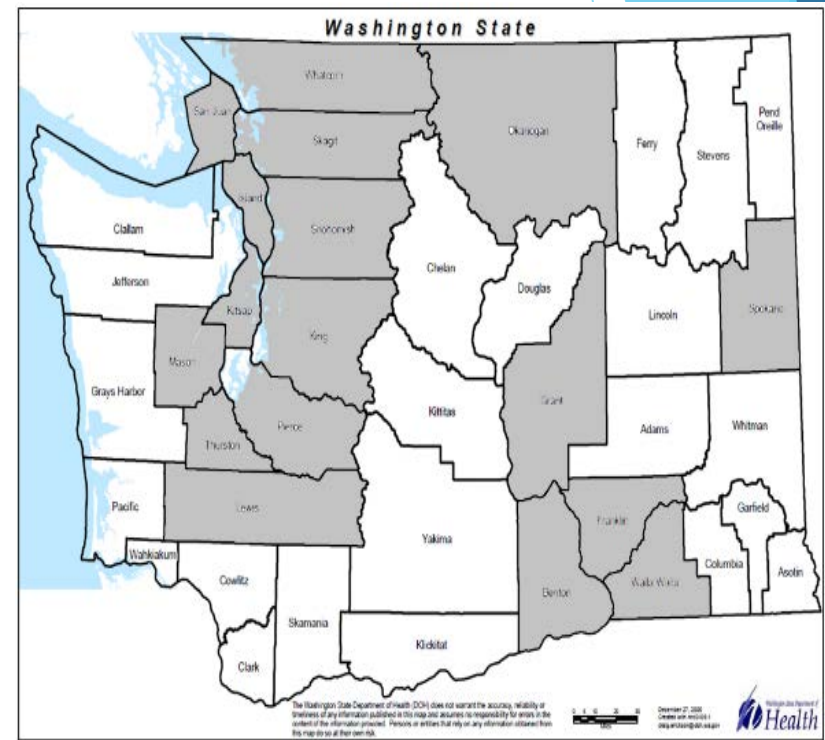




Washington Medical-Legal Partnership: Who are our patient-clients?

WA MLP by the Numbers: 2020

- Served people from 17 counties in WA State
- Nearly all people served are below 200% FPL
- About 1/4 of those served are non-English speaking
- 60% of patient-clients are people of color



Patient families served in 2020

145 families received direct legal services impacting a total of **398** people

504 healthcare staff received education through **43** trainings in legal advocacy

302 professional consultations between MLP attorneys and healthcare staff

SINCE MLP WAS LAUNCHED IN 2008



2,200

INDIVIDUALS RECEIVED DIRECT LEGAL ASSISTANCE



2,000

MEDICAL PROVIDERS, SOCIAL WORKERS AND OTHERS RECEIVED LEGAL ADVOCACY TRAINING



17,000

INDIVIDUALS AND FAMILIES BENEFITED FROM SYSTEM-WIDE ADVOCACY



**The story behind how Lunch and Learns
came to be**

Pandemic Creates Shift in Provision of Healthcare

- Major reduction in patient volumes, in-person
- Emphasis on basic needs as health care service
- Stronger emphasis on outreach staff to provide service
- Outreach staff highlighting inequities in social determinants of health
- Evidence of knowledge gap about rapidly changing legal issues (remote school, financial benefits, housing, utilities, etc.)



What providers were saying

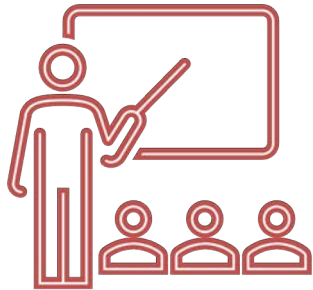
My patient's parents don't want to talk about their son's asthma, they are worried about losing their apartment and putting food on the table!

This family doesn't have internet for their kids to do school, how are we going to do a telehealth visit?

The rules are changing so quickly, what do I tell these parents worried about being evicted?

Provider Capacity Building

MLP advocates developed over twenty (to date) biweekly “Lunch & Learn” trainings for medical providers on emerging COVID-related issues.



Topics Include:

- Housing and Evictions: COVID-19 and Housing Moratoriums
- Public Charge: Which Immigrants are Affected and How
- Coverage for COVID Testing in WA, and Pandemic EBT
- Education Rights During COVID
- Unemployment Compensation During COVID
- Court Procedures During COVID
- COVID-Related Leave from Employment
- Social Security Advocacy During COVID

Lunch and Learn – so what is it and why would a provider attend?



Format

Attorneys present information and provide resources for the first 15 minutes then open for questions.

Why would a provider attend?

- Timely, vetted information is given on topics families are facing during the pandemic.
- Held over lunch so they do not interrupt patient care.
- Providers can “Ask an Attorney” a question even on unrelated topics during the Q & A.
- Recorded so providers can access later if they can’t attend “live.”

WA MLP Provider Trainings

Pre-COVID

Orientation to MLP - Social Workers

Orientation to MLP – Residents

Medicaid and DDA

Accessing ABA and other Services

Public Benefits Trainings

During COVID

Orientation to MLP - Social Workers

Orientation to MLP – Residents

Medicaid and DDA

Accessing ABA and other Services

Public Benefits Trainings

**MLP Lunch and Learns:
COVID Related Resources**



**Attorney Time, Topics, Producing Materials
– how to make a Lunch and Learn happen**

Resources – how do we do this?

Attorney time – on average it takes? It depends on the topic.

Healthcare partner covers logistics:

AV Tech staffs and records sessions

MLP Program Coordinator:

- prepares flyer and advertises Lunch and Learn
- sends “email blast” to 250+ providers at HMC, OBCC, SCH and community partners
- sends slide deck to attendees a day prior to session
- preps and disseminates *COVID-19 Resources Bulletin*.

Roles – who does what?

Coordinator

Emails “Save the Date” and flyer to potential attendees

Sends slide deck to confirmed attendees

Ensures AV support for recording

Prepares MLP COVID Resources Bulletin

Emails Bulletin to attendees

Adds Bulletin to Seattle Children’s Intranet

Attorney

Decides on the topic

Researches latest information

Prepares slide deck

Lunch and Learn Email/Save the Date

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MLP Lunch and Learn: Emerging COVID-related Issues

August 13, 2020 12:15-12:45pm: Update on Public Charge

MLP's Lunch and Learn series provides timely, vetted information on topics families are facing due to the COVID-19 pandemic.

Format:

- MLP attorneys present information and provide resources for the first 10-15 minutes then open the conversation to Q and A.
- Sessions will be recorded.
- A summary newsletter on the topic of the week will be produced.
- The link to the recording and *MLP COVID Resources Newsletter* will be posted on CHILD.

What will be discussed? MLP attorneys will provide a brief update on public charge. A new court decision bars the government from using the new public charge rules.

The short presentation will cover:

- What does this mean in practice for your patients?
- What can you tell your patients as legal challenges continue and the rules keep changing?
- What medical and other benefits can your patients safely use without immigration consequences?

There will be time at the end for questions.

This is a pilot project. Please email with your feedback and suggestions of other topics.

Please feel free to forward this invitation and the attached flyer to colleagues!

Medical-Legal Partnership's Lunch and Learn Series Presents:

Updated: Eviction Moratorium and Housing Resources

Washington Medical-Legal Partnership

WebEx:

[Webex.com](https://www.webex.com): 1-650-479-3207

Meeting number (access code):

133 226 5492

Meeting password: MLP2020

The Washington Medical-Legal Partnership (MLP) is a collaboration among attorneys, physicians, social workers and other healthcare and legal staff aimed at resolving social and legal barriers to better health. MLP uses a three-pronged approach towards health equity: direct legal services, provider education and consultation, and policy advocacy.

To receive WebEx invitations to the series or for questions, email contact@washingtonmlp.org with "Lunch and Learn" subject line.

To learn more about Washington Medical-Legal Partnership, read our [May 2020 Newsletter](#) or visit washingtonmlp.org.

Thursday, July 30, 12:15 to 12:45 p.m.

For healthcare providers, social workers, case managers, advocates, care coordinators, patient navigators and others.

Discussion led by MLP attorneys will feature:

- **Housing Law/COVID-19 Eviction Moratoriums**
 - **Tenant Protections**
 - **Statewide Eviction Moratorium**
 - **Federal (CARES Act) Eviction Moratorium**
 - **King County Eviction Moratorium**
- **Q & A**

**Join the weekly MLP Lunch and Learn series:
2nd and 4th Thursdays from 12:15 to 12:45 p.m.**

Issues adversely impacting under-resourced communities prior to the pandemic are impacting these families even more. Attend these biweekly sessions for updated information on how you can help families and to get your questions answered.

Upcoming:

- Thursday, Aug 13th 12:15-12:45pm – topic TBD
- Thursday, Aug 27th 12:15-12:45pm – topic TBD

Recordings and Bulletins of prior Lunch and Learn sessions (on Seattle Children's Intranet)

Past Presentations

The *COVID Resources Bulletin* summarizes the attorneys' Lunch and Learn presentations and includes topic relevant websites and resources.

Feel free to share these resources with families.

Topic & video recording	Topic relevant resources
Court Procedures During COVID Aug 27, 2020 (15 mins)	COVID Resources Bulletin
COVID Testing July 2, 2020 (16 mins)	COVID Resources Bulletin
Economic Impact (Stimulus) Payment - Jan 28, 2021 (25 mins)	COVID Resources Bulletin Additional information: Q & A: COVID-19 Stimulus Payments in Washington State (Dec 2020) English version , Spanish version (from Northwest Justice Project)
Education Rights During COVID Update - Sept 24, 2020 (29 mins) Email MLP for the video and bulletin from previous sessions on this topic.	COVID Resources Bulletin

The background of the slide is a teal-colored geometric pattern consisting of interconnected triangles and lines, creating a faceted, crystalline appearance. A white horizontal band is centered across the slide, containing the main text.

Lunch and Learns: Evaluating for Success

Evaluating for Success

Survey Monkey sent to attendees with incentive to complete

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Better Health through Legal Advocacy

MLP Lunch and Learns

COVID-Related Resources

It will only take 2 minutes to complete this survey and will help us improve the usefulness of the Lunch and Learns.

Add your email at the end to be included in the drawing for a \$10 Starbucks card. Thank you for your time!

OK

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Survey Details

- ▶ Survey Monkey was sent to 79 individuals who attended at least one Lunch and Learn between June 18th and Oct 8th.
- ▶ Survey was open for 17 days.
- ▶ Survey included 11 questions and used a Likert scale and free text responses to open-ended questions.
- ▶ 36% response rate!
- ▶ Respondents from all three healthcare partners.
- ▶ 25 of the 27 respondents entered their name for the \$10 Starbucks card drawing.
- ▶ Incentives work!

Survey Results

Lunch and Learn sessions are useful

- 93% of respondents became more informed on the topic
- 52% reported they were better able to answer families' questions and know where to refer families

MLP COVID Resources Bulletins are useful

- 78% of respondents found these somewhat or very useful

Frequency is good – keep sessions biweekly

- 33% of respondents liked monthly
- 60% of respondents liked biweekly

Lunch and Learns – useful in a post COVID world?

- Time Management
- Audience
- Changing Laws
- Relationship Development

Key Takeaways

- ▶ When attorneys cannot be in the clinic or hospital, a short, regular in-service is a way to build trust or maintain connections with healthcare providers.
- ▶ Lunch and Learns do not take the place of other trainings. Lunch and Learns are supplements to ongoing trainings.
- ▶ Meant to be a snapshot in time for rapidly changing issues or areas of law that impact under-resourced communities and patient families.
- ▶ Lunch and Learns are not expensive to produce.
- ▶ These sessions build rapport with referring providers – they see your face every couple weeks and can let you know what they're hearing from patients.

MLP Donors

We are grateful for the support of our donors!



**SHRONTZ FAMILY
FOUNDATION**

Lynn Ristig & Craig Shrontz

Thank you!

Adam Chromy, JD, Attorney

Medical-Legal Partnership/Northwest Justice Project

achromy@nwjustice.org

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Seema.Mhatre@seattlechildrens.org

Noel Rees, MPA, Sr. Program Coordinator

Washington Medical-Legal Partnership

Noel.Rees@seattlechildrens.org



Discussion/Questions

OCTOBER 2020

Bringing lawyers onto the health center care team to promote patient & community health

A planning, implementation, and practice guide
for building and sustaining a health center-based
medical-legal partnership



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Reminder:

Health Center MLP Toolkit & 5-Part Webinar Series

Register for the webinars and download the Health
Center MLP toolkit at:

<https://medical-legalpartnership.org/webinars/toolkit-series>

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8 THINGS EVERY MEDICAL-LEGAL PARTNERSHIP CAN DO RIGHT NOW TO RESPOND TO COVID-19

APRIL 2020



Challenges Facing Medical-Legal Partnerships During the Pandemic

On March 30, 2020, the National Center for Medical-Legal Partnership convened a [COVID-19 Town Hall](#) with 250 medical-legal partnership practitioners who identified several challenges they are facing in responding to the pandemic. Many of these challenges are operational in nature, including diminishing referrals due to providers' focus on immediate medical needs, uncertainty about what issues to prioritize, and concerns about how to stay connected now that legal team members can no longer work on site. The strategies in this tip sheet respond specifically to these operational challenges.

Participants also reported difficulties around working on cases remotely, particularly where patient-clients lack access to technology. We recommend that MLP attorneys check out the resources available from the [Legal Services National Technology Assistance Project](#).

Additionally, participants expressed concerns around specific needs the pandemic has created for different populations, and challenges related to rapidly evolving local, state, and federal policies around evictions, public benefits, special education access, unemployment, and estate planning. We curated a [digital digest of resources that can help MLPs](#) respond to some of these issues. This list will be updated regularly throughout the crisis.

This tip sheet was compiled with information from our March 30th COVID-19 Town Hall, and includes insights from Emily Benfer (Columbia Law School), Mallory Curran (Mallory Curran Consulting), Donna Levin and Kerri McGowan Lowrey (Network for Public Health Law), Randye Retkin (LegalHealth, NYLAG), Keegan Warren-Clem (Texas Legal Services Center), and staff from the National Center for Medical-Legal Partnership.

01

Let health care providers drive your MLP's immediate response and service priorities.

How frequently legal teams hear from their health care partners right now will vary significantly based on the depth of the partnership when the crisis began. Regardless, as health care providers reach out to legal team members with concerns and questions about what they are seeing, MLPs should pivot consults and services to focus on answering their questions and providing support to address their concerns.

For example, the team at LegalHealth, a division of the New York Legal Assistance Group (NYLAG) in New York City, has heard from a lot of health care providers about individuals who are experiencing homelessness coming to the ER when they should be going to shelters. In response, LegalHealth has been doing advocacy with NYLAG's Shelter Advocacy Project to push for beds in shelters and in other isolation facilities where medically needed.

CONSIDER THE IMPACT OF WORKING REMOTELY ON WORKFLOWS / COLLABORATION

Many MLP legal teams work remotely because of:

- Distance in rural and frontier areas
- Transportation issues in urban centers
- COVID-19 pandemic
<https://medical-legalpartnership.org/mlp-resources/covid-19-tip-sheet>

3 WAYS TO HELP PATIENTS WITH EVICTIONS & FORECLOSURES DURING THE COVID-19 PANDEMIC

JUNE 2020

The COVID-19 pandemic has led to increased rates of unemployment. As a result, more and more people are facing housing evictions and foreclosures that threaten their health and well-being, and this trend will continue in the coming months. As health care providers and staff, there are many things you can do to help patients facing a possible eviction or foreclosure by working with legal aid attorneys in your community.

01

Talk to an attorney about free housing legal services available for your patients.

Legal aid attorneys provide free advice and representation to individuals around a variety of civil legal issues, including potential housing evictions and foreclosures. If your health care organization has a **medical-legal partnership (MLP)**, talk with your MLP attorney(s) about the volume of housing issues you are seeing, any requirements a patient must meet to be eligible for housing-related legal services, and how to make a referral. If your organization does not yet have an MLP, find and contact a civil legal aid organization in your community to talk through these questions. While not a comprehensive list of legal aid organizations, the Legal Services Corporation's list of **federally-funded legal aid organizations** is a good place to start.

02

Review the COVID-19 Housing Policy Scorecard to find out what protection measures are in place in your state so that you can better inform patients of their housing rights.

To help prevent homelessness during the COVID-19 pandemic, partial emergency eviction and foreclosure moratoriums have been issued at the federal, state, and local levels. These emergency measures vary greatly in form, degree, and length of protection. The Eviction Lab and Columbia Law School's Professor Emily Benfer developed the **COVID-19 Housing Policy Scorecard**, which includes a scorecard for each state that clearly outlines what measures are in place and where policies still leave people vulnerable. Review your state's scorecard and work with attorneys to create and distribute "know your rights" information to patients who may be facing housing struggles. Propublica also created a **tenant search engine** that a renter can use to look up their address and see what state and federal protections apply to them.

03

Advocate for stronger housing protections in your state.

The COVID-19 Housing Policy Scorecard identifies areas in each state where protections are lacking. Work with colleagues at your health care organization and with local legal partners to advocate for stronger policies that can prevent future evictions and foreclosures, and make sure to talk to policymakers about solutions that will last beyond the current pandemic. Areas for advocacy might include talking with policymakers about extending the moratoriums beyond the current state of emergency, adopting a moratorium on the initiation of evictions, increasing rental assistance funding, advocating for a right to legal counsel for civil matters, sealing eviction files, and adopting policies of no late fees, no rent raises, and no credit reporting.

The National Center for Medical-Legal Partnership receives funding from HRSA to provide training and technical assistance to health centers interested in embedding legal services in their clinics. Visit our website to download a variety of MLP resources, and explore trainings on The Social Determinants of Health Academy website.

This tip sheet outlines three ways health care providers and staff can work with legal aid attorneys to help patients facing possible evictions and foreclosures while also working to strengthen long-term housing protections.

<https://medical-legalpartnership.org/mlp-resources/covid-evictions>

The National Center for Medical-Legal Partnership has been a HRSA-funded National Training and Technical Assistance Partner since 2014, and we lead The SDOH Academy steering committee. www.sdohacademy.com



[About](#) [Learning Collaboratives](#) [SDOH Trainings](#)

[Apply for 2020 Collaboratives](#)

Introducing a coordinated curriculum of community-based SDOH interventions

Multiple HRSA-funded training and technical assistance partners have created The SDOH Academy, a series of virtual trainings to help staff from health centers, health center-controlled networks, and primary care



Contact Information

Bethany Hamilton

Co-Director, NCMLP

bhamilton1@gwu.edu

April Daniels

Research Associate, NCMLP

aprildaniels@gwu.edu



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